

How our Healthwatch volunteers have made a difference:

Jane and Janice were part of a team of volunteers who participated in a series of 'enter and view' visits into care homes, looking at how residents were treated as individuals. During one visit Jane and Janice raised serious concerns about the standard of hygiene and consequently reported their findings to the Care Quality Commission (CQC). Two days later the regulator inspected the care home and rated the home as inadequate in 4/5 domains which led to enforcement action. The home has since been closed and the residents have moved into other homes.

If Jane and Janice hadn't volunteered for Healthwatch Surrey, the residents would still be living in unhygienic conditions.

"Volunteering for Healthwatch Surrey has helped me meet like-minded people locally and make a contribution to improving health and social care in my community."

About Healthwatch Surrey

Healthwatch Surrey is an independent local watchdog that gives the people of Surrey a voice to improve, shape and get the best from health and social care services.

Contact us

Telephone:

0303 303 0023 (local rate number)

Website:

www.healthwatchesurrey.co.uk

Email:

enquiries@healthwatchesurrey.co.uk

Write to us (free):

Freepost RSYX-ETRE-CXBY

Healthwatch Surrey

Astolat, Coniers Way

Burpham, Surrey

GU4 7HL

Text (SMS):

07592 787533

Text Relay:

18001 0303 303 0023

Find us on Twitter:

 **@HW_Surrey**

Facebook:

 **/HealthwatchSurrey**

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**Healthwatch Surrey
volunteers
make a difference...**

**Could
you?**



Making a difference

Volunteers are fundamental to the work of Healthwatch Surrey and at the heart of everything we do.

We believe that by encouraging and enabling people to play a more active part in changing their communities, together we can make a real difference to health and social care services.

Healthwatch Surrey can provide you with the opportunity to use your skills, knowledge and experience to shape your local health and care services and support Healthwatch Surrey in fulfilling our statutory activities.

Join our growing team of volunteers to help us improve local health and social care services across Surrey.

How to get involved. It's easy.

Anyone can apply to volunteer with us and we welcome applications from people of all backgrounds.

Whether you can spare a little bit of time or a lot, we'd love to welcome you into our team.

Applying to be a Healthwatch Surrey volunteer is simple. You can contact us via any of the contact details on the back of this leaflet, or fill in a short expression of interest form via our website:

www.healthwatchesurrey.co.uk

Once we have heard from you our dedicated volunteers officer will be in touch with you and arrange any training you may require. Then you will be set to join our team of volunteers.

It really is that straightforward. We are waiting to hear from you so get in touch today.

Volunteer opportunities

There are lots of different ways in which our volunteers can help and support us. We work with each individual to match opportunities to their skills and interests.

- Carrying out Patient-Led Assessments of the Care Environment (PLACE).
- Helping to plan and carry out Healthwatch projects.
- Being part of the Healthwatch Surrey Board team.

The type of work our current volunteers do includes;

- Working in a team gathering experiences about local health and care services in their area.
- Carrying out communications work, distributing leaflets and posters.
- Presenting to local groups such as Patient Participation Groups (PPGs) in their area.
- Representing Healthwatch Surrey at local events and meetings to make sure our views and the views of local people are heard and taken seriously.

We asked Jill why she wanted to volunteer with Healthwatch:

"I wanted to get involved with something to do with health and to give something back to my local community. I found out about Healthwatch at my GP's Patient Participation Group... It sounded really interesting. I am naturally nosy and wanted a better understanding of how my local health and care services worked."

