

How Healthwatch Surrey helped...

Alan* and his wife were feeling overwhelmed by all the information that they'd been given about Alan's upcoming heart surgery. They took all the documents they had to their local Citizens Advice for help. Their adviser showed them in detail everything they needed to know and advised Alan that he should arrange a double appointment with his GP to talk about the likely outcomes and concerns of the impending operation. This information and advice helped reassure Alan ahead of his heart surgery.

Rebecca's* mother, Kathryn*, lives in a care home and has Alzheimer's and dementia. Her condition had been deteriorating for some time, so Rebecca sought advice and asked that a Continuing Health Care checklist and a full nursing assessment be carried out. It took approximately five weeks for the district nurses to agree to do this. Kathryn scored highly on the checklist and so was deemed as an urgent case. Rebecca was assured the report would be completed and sent the next day. Three months later this had still not been processed and in the meantime Kathryn's health had deteriorated even further. Rebecca contacted Healthwatch Surrey's Helpdesk for advice on what to do next. She was given options on where to escalate her concerns and links to the information she needed. Rebecca followed the advice and subsequently Kathryn was fast tracked and her assessment was booked. Rebecca was very appreciative of the help given by our Helpdesk.

*Names changed to protect identity

About Healthwatch Surrey

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

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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**Do you need
information
or advice
on health or social care?**

We offer free, independent information and
advice about health and social care
services in Surrey



You can contact us...

Our Helpdesk is here to support and advise local people to:

- Find and access NHS and social care services in Surrey
- Navigate the complex health and social care system
- Find local support groups
- Get information about making a health or social care complaint.
- Share experiences of health and social care with Healthwatch Surrey

The Helpdesk is available Monday to Thursday (9am - 5pm) and Fridays (10am - 4.30pm) excluding bank holidays.

You can contact the Helpdesk on:
0303 303 0023 (local rate)

Text (SMS):
07592 787 533

Email:
enquiries@healthwatchesurrey.co.uk



Or visit us in person...

Talk to an adviser at the following Citizens Advice offices in Surrey:

- Citizens Advice Reigate and Banstead District (in Redhill and Banstead)
- Citizens Advice Runnymede and Spelthorne (in Addlestone and Sunbury)
- Citizens Advice Waverley (in Cranleigh, Farnham, Godalming and Haslemere)
- Citizens Advice Surrey Heath (in Camberley)
- Citizens Advice Woking

You can:

- Get information about local services
- Get information on how to make an NHS complaint
- Get help with other concerns related to a health or social care issue.

For more details of the Citizens Advice offices you can visit, call us on **0303 303 0023** or text **07592 787 533**.



Get free independent support...

...with making a healthcare complaint.

If you didn't receive the care you expect from the NHS, you have the right to make a complaint and be supported to make a complaint.

We can provide you with a trained advocate who can help guide you through the NHS complaints process to achieve a resolution.

Together we can help prevent others having the same experience in the future.

The advocacy service is available Monday to Friday (10am - 4:30pm) excluding bank holidays.

You can contact us on:
01483 310500 (local rate)

Text:
07704 265377

Email:
nhsadvocacy@surreyilc.org.uk

Website:
www.surreyilc.org.uk

healthwatch
Surrey



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