

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 we reported their findings to the Care Quality Commission (CQC). Two days later the CQC inspected the care home and rated the home as inadequate in 4 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.



About Healthwatch Surrey

Healthwatch Surrey is an independent champion 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:
zoe.harris@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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Volunteer with us

Make a difference in your community.
Ensure local people have a say in how the health and care services they use are run.



Do you want to improve health and care services in Surrey, and make sure that local people have a say in how they are planned and run?

Healthwatch Surrey listens to what local people have to say about the health and social care services they access in Surrey.

We present their concerns to decision makers and commissioners to influence and improve services.

We make sure that local people are consulted in changes and decisions that will affect them.

We couldn't do this without the help and support of our volunteers.



Volunteer opportunities

Our **Community Listeners** talk to people in local hospitals, GP surgeries, community centres and on the high street. They listen to what local people have to say about the health and care services they use and accurately record their personal experiences.

Our **Community Promoters** raise awareness of what we do on our Healthwatch stands at local events. They support our team in delivering presentations to local community groups, charities and other organisations who would benefit from knowing about us.

Our **Community Influencers** gather intelligence on local issues in health and social care by attending public meetings, monitoring publications and undertaking desk-based research. They also support us with our projects.



Where will I be volunteering?

We are currently looking for volunteers to support us out in the community across Surrey. Please let us know which area you are interested in volunteering in on your expression of interest form.

What time commitment will I be expected to make?

Volunteering with us is flexible. There is no minimum time commitment. Please let us know your availability on your expression of interest form.

Will my expenses be covered?

We reimburse volunteers for travel expenses.

How can I get involved?

Download an expression of interest form at www.healthwatchesurrey.co.uk or, email our Volunteer Officer zoe.harris@healthwatchesurrey.co.uk

