

What we do

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

Getting out and about and hearing from the people of Surrey

Our community engagement work enables people to share their views and concerns about local health and social care services. This includes using our 'Enter & View' powers to visit health and social care settings across Surrey. We visit different areas of Surrey each month to hear experiences, both good and less good, of health and care services in the local area.

Share your feedback with us to help improve local services

Have you had a consultation with your GP (in person or remotely), visited hospital, or received support from social care? Have you struggled to access health and care services?

Please tell us about it.

The more local people feed back to us, the more we can help the NHS and social care improve.

We provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans. This includes reports and recommendations to influence the way services are designed and delivered.

You can share your experience with us in the following ways:

Email: enquiries@healthwatchsurrey.co.uk

www: www.healthwatchsurrey.co.uk

Telephone: 0303 303 0023

SMS: 07592 787533

Contact our Helpdesk for information and advice on health and social care services

Do you need information, signposting and advice about health and social care services in the area?

We provide, or signpost to, information about local services and how to access them through our telephone Helpdesk **0303 303 0023**, website and social media.

www: www.healthwatchsurrey.co.uk

f /HealthwatchSurrey

t @HW_Surrey

Contact us for help making a complaint about NHS care you have received

Do you need help understanding the NHS complaint process or support to make a complaint?

In partnership with Surrey Independent Living Council (SILC), we are able to provide free, independent support and assistance to people who might need support to make a complaint about an NHS service.

Email: nhsadvocacy@surreyilc.org.uk

www: www.surreyilc.org.uk

Telephone: 01483 310500

SMS: 07704 265377

