

<u>Healthwatch North Tyneside</u> is here to make sure your views on health and social care services in North Tyneside are heard. We work with users of local NHS and social care services to hear about your experiences, identify any issues or problems and help bring improvements.

For our latest health and care surveys visit our<u>Have Your Say</u> webpage.

You can also give your feedback on local health and care services by going to our onlinefeedback centre.

## Find out more about what we do and how your views can make a difference

We can help you find information about local health and social care services so you can decide which are the right services for you.

If you have concerns about your services we can give you information about how to raise your concerns or complaint with the service provider.

We gather and represent the views of adults, young people and children living or using services in North Tyneside. We want to know what's working well and what needs to be changed. Together we can make a difference.

- We tell services about your experiences of care and hold them to account.
- We look into problems and seek solutions.
- We have a say in how local services are delivered and designed.

We want excellent health and care services in North Tyneside that have been shaped by local needs and experiences. We want to involve people of all ages and from all sections of the community.

Healthwatch North Tyneside is a registered charity led by a board of local residents and representatives of local organisations. We have a small staff team and are helped by volunteers. Registered charity no: 1160753.





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