


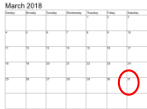




Your views on Healthwatch Redbridge from 2018



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	<p>We would like to ask your views on a future Healthwatch Redbridge.</p>
	<p>Healthwatch Redbridge was set up in 2012.</p>
	<p>It was set up to share the views of people in Redbridge who use health or social care services.</p>
	<p>The current service ends on 31 March 2018. We want to set up a new Healthwatch in Redbridge from then.</p>
	<p>We want to make sure the new Healthwatch Redbridge meets the needs of people who use it.</p>
	<p>We would like you to answer the following questions for us to help us with the new Healthwatch Redbridge.</p>

We would like your views no later than 7 September 2017.

If you have any questions, please contact us.



By email: Healthwatch@redbridge.gov.uk









By phone: 020 8708 2109



By post: Policy, Equalities and Communities, London Borough of Redbridge, 10th Floor Front, Lynton House, 255-259 High Road, Ilford IG1 1NN


About the new Healthwatch Redbridge

	<p>The new Healthwatch Redbridge will need to:</p>
	<p>1. Gather views and understand the experiences of patients and the public.</p> <p>They will ask people what they think about health and social care services.</p> <p>They will use this information to suggest changes to services to make them better.</p>
	<p>2. Make people's views known.</p> <p>They will share people's views about health and social care services with the right organisations.</p>
	<p>3. Get people involved in how and what care services are provided.</p> <p>They will share people's views about possible or actual new services.</p>
	<p>4. Ask for an investigation or a special review of services.</p> <p>They will assess health and social care services. Where they need to, they will ask Healthwatch England to carry out a special review or investigation if the service is poor.</p>
	<p>5. Give advice and information to people about the services available for them.</p> <p>They will make sure that everyone knows what services are available to them.</p>
	<p>6. Give people support with any complaints they want to make about NHS health services.</p> <p>They will make sure that people know how to make a complaint and that they have support to do so from an advocacy organisation.</p>

Questions

Please answer the following questions.


1. Have you ever used any Healthwatch Redbridge services?

	Please tick 
Yes	
No	
Don't know	


If you have answered no or don't know, you can now go to question 5.

If you have answered yes, please go to question 2.

2. Which services have you used? Please put a tick next to any of these that you have used.

	Please tick 
General information and advice	
Information and advice about something specific	
To get help with a complaint	
Something else	

3. How happy were you with the service from Healthwatch Redbridge?

	Please tick 
Very satisfied/very happy	
Satisfied/happy	
Not satisfied or dissatisfied/ok	
Dissatisfied/unhappy	
Very dissatisfied/very unhappy	
Don't know	

4. Please tell us why you were happy or unhappy. Write your answer in the box below.

5. In this document, we told you six things that the new Healthwatch Redbridge will need to do. How important do you think each one is?

Please put a tick against each sentence to show this.



	Very important	Important	Not important or unimportant	Not very important	Not at all important
1. Gather views and understand the experiences of patients and the public.					
2. Make people's views known					
3. Get people involved in how and what care services are provided.					

	Very important	Important	Not important or unimportant	Not very important	Not at all important
4. Ask for an investigation or a special review of services.					
5. Give advice and information to people about the services available for them.					
6. Give people support with any complaints they want to make about NHS health services.					

6. Is there anything else you think Healthwatch Redbridge should do? If so, please write your answer in the box below:

7. There are some people who are not as healthy as others in Redbridge. How do you think the new Healthwatch Redbridge can help to improve everybody's health in Redbridge? Please write in the box below:

8. Do you have anything else you would like to tell us about the new Healthwatch Redbridge? If so, please write in the box below:

Thank you for your time. Please return this questionnaire to:



By email: healthwatch@redbridge.gov.uk



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