

Healthwatch descriptors

How to talk about Healthwatch
July 2021

Introduction

You should use the following descriptors when writing or talking about Healthwatch. We have provided short and long versions of local Healthwatch and Healthwatch England descriptors below. You can adapt these for your website, social media channels, email marketing, reports, and general day-to-day communications.

Please remember to update the highlighted sections to reflect your own local area.

Healthwatch England descriptors

Healthwatch England Proposition

Healthwatch is your health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

Healthwatch England - About us

Healthwatch is your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice. Last year, we helped nearly a million people like you to have your say and get the support you need.

Wherever you live in England, you'll have a local Healthwatch nearby (there are over 150 across the country). We're here to listen to the issues that really matter to local communities and to hear about your experiences of using health and social care services. We're entirely independent and impartial, and any information you share with us is confidential.

Healthwatch uses your feedback to better understand the challenges facing the NHS and other care providers nationally, to make sure your experiences improve health and care services for everyone. We can also help you to get the information and advice you need to make the right decisions for you and to get the support you deserve.

It's really important that you share your experiences - whether good or bad, happy or sad. If you've had a negative experience, it's easy to think there's no point in complaining, and that 'nothing ever changes'. Or, if you've had a great experience, that you 'wish you could say thank you'. Remember, your feedback is helping to improve people's lives. So if you need advice, or you're ready to tell your story - we're here to listen.

Tell your story/Get help

Healthwatch England - In a nutshell

Everywhere in the country has a local Healthwatch nearby. If you've recently visited your GP, or local hospital, or used any health and care services in England, we want to hear from you. Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We're completely independent and impartial and anything you say is

confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to you and to your local community.

[Tell your story/Get help](#)

Local Healthwatch descriptors

Local Healthwatch - proposition (use this on your website)

Healthwatch [Anytown] is your local health and social care champion. From [Darlastan to Brown Hills] and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

Local Healthwatch - About Us

Healthwatch [Anytown] is your local health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services in your area, we want to hear about your experiences. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice. Last year, the Healthwatch network helped nearly a million people like you to have your say and get the support you need.

Healthwatch [Anytown] is part of a network of over 150 local Healthwatch across the country. We're here to listen to the issues that really matter to people in [Anytown] and to hear about your experiences of using local health and social care services. We're entirely independent and impartial, and anything you share with us is confidential.

Healthwatch uses your feedback to better understand the challenges facing the NHS and other care providers and we make sure your experiences improve health and care for everyone - locally and nationally. We can also help you to get the information and advice you need to make the right decisions for you and to get the support you deserve.

It's really important that you share your experiences - whether good or bad, happy or sad. If you've had a negative experience, it's easy to think there's no point in complaining, and that 'nothing ever changes'. Or, if you've had a great experience, that you 'wish you could say thank you'. Remember, your feedback is helping to improve people's lives. So, if you need advice, or you're ready to tell your story - we're here to listen.

[Tell your story/Get help](#)

Local Healthwatch - In a nutshell

If you've recently visited your GP, or local hospital, or used any health and care services in [Anytown] we want to hear from you. Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to people in [Anytown] and beyond.

[Tell your story/Get help](#)