

# healthwatch

## Blackburn with Darwen

### A Guide in Easy Read



Healthwatch Blackburn with Darwen (BwD) is the way for the public and patients to say what they think about health and social care in Blackburn with Darwen.



Health and social care means making sure you are well and get the support you need. Including Doctors, nurses, dentists, and care workers.

The government want everyone to be able to say what they think about health and social care. They want people to be able to do this in the local area where they live and work.



Healthwatch BwD will listen to what you say. This is important to us and will help make services better in health and social care.

# 1. The History of Healthwatch Blackburn with Darwen



The government wrote a **White Paper** about things to do with health and social care. A **White Paper** is a report. It says what the government want to do about something.

The **White Paper** says that the public and patients should be at the centre of everything to do with health and social care. The government set up:

- a committee called **Healthwatch England** – this committee will tell the government what people are saying about health and social care at a national level.
- groups called **local Healthwatch** – these are local groups where people can report things that happen to them in health and social care. In this area this is **Healthwatch BwD**.



**Healthwatch England** and **Healthwatch BwD** will work together to make things better for everyone in health and social care.

**2.**

## 2 Healthwatch BwD is here to:



Build on the good work that has happened already in groups like the Local Involvement Network (**LINK**)

Listen to what the public and patients have to say about things to do with health and social care



be a **champion** of everything to do with health and social care. Being a **champion** means standing up for things - this will help people who sometimes do not get listened to be good value for money

Be trusted as a good place to go to find out more about health and social care in your area or to say what you think about things



Be the voice of local people –  
**Healthwatch BwD** will be a place that everyone knows about and can get in touch with if they want to report back on things to do with health and social care

### 3 Healthwatch BwD policy



**Healthwatch BwD** will work with local groups to find out what people really think about health and social care. We will use this information to make things better in health and social care.

**Healthwatch BwD** has a seat on the **Health and Wellbeing Board** – this is a group that makes decisions about things locally. This means things to do with different health and social care services.



**Healthwatch England** will follow up on the things that **Healthwatch BwD** report on. This will help the public and patients have a say in what happens in health and social care across the country.



**Healthwatch BwD** is the place that everyone can go to report on things to do with health and social care.

We work **independently** and decide things for ourselves

## 4 What does Healthwatch BwD do?



Signpost and give information to people about things to do with health and social care

Ask people what they think about things to do with health and social care

Write reports about what needs to change to make things better



Take part in local health board meetings and have a say in what happens.

Make sure that people who need help to make a complaint about something that has happened to them get help. For example, when they use a health service like the NHS



Tell **Healthwatch England** what local people are saying about things to do with health and social care

We will give people support to say what they think about things to do with health and social care so that things get better for everyone.



## 5 How Healthwatch BwD works



**Healthwatch BwD** works with the local Council – they are in charge of things where you live.

**Healthwatch BwD** has the power to tell the local authority if they are not doing things in the right way.



**Healthwatch BwD** works with other groups locally to do with health and social care but will also work on their own.

**Healthwatch BwD** has the power to visit local services to look around and speak to patients and residents.



**Healthwatch BwD** reports back to local Health and Social Care services and **Healthwatch England** to tell them what is happening in health and social care in local places.

## 6 How to contact Healthwatch BwD



[www.healthwatchblackburnwithdarwen.co.uk](http://www.healthwatchblackburnwithdarwen.co.uk)

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## 7. Glossary of Terms

**Champion:** someone who speaks or acts in favour of a person or cause

**Committee:** a group of persons chosen to give attention to a particular matter.

**Government:** the political direction and control over people living in England

**Health and social care:** Services you access to keep you healthy and well. Such as Doctors, Dentists, Care Homes, Hospitals, Social Services.

**Independently** - not needing the support or advice of another.

**Locally:** a particular place in the area.

**Signpost:** Someone who will tell you what help is available and how to contact them.

**White paper:** an official report published by the government.