



How Healthwatch helps you find the information you need – video transcript

(Video starts by showing a queue of people lining up outside a door with the issues they need help with in speech bubbles above them. This includes a man in a wheelchair who needs further care after his operation, an elderly man who needs to find a care home, a woman who is struggling to deal with her anxiety, a man who is having trouble accessing a GP and another woman who is a carer struggling to access support.)

Most of us will need to access the NHS or social care services at some point in our lives. But being sick, or needing care, can be worrying and stressful particularly when you are faced with making big decisions.

(A maze is shown with lots of different signposts pointing in different directions. The screen then fades to another screen filled with signposts and a big question mark in the middle of the screen)

Finding the right service can be confusing, and quite often people don't know what support options are available. How can you get access to a service, or receive the right support, if you don't even know it exists?

(Map of England is shown with lots of dots to show that local Healthwatch can be found across the country.)

You can find a Healthwatch in each area of England and part of our role is to provide the information and advice needed to help you make the right decisions.

(There is a man in a GP waiting room looking stressed and worried. Above the man, different graphics appear to represent finding an NHS dentist, how to make a complaint and additional support. The screen goes back to the man in the waiting room who now looks happy.)

In times of worry, or stress, we can be there to find you the best place to go for help. Whether it's finding a NHS dentist, how to make a complaint or where to go for extra support, if we don't know the answer to your question we will be able to guide you to someone who does.

(The screen fades to the show contact details to how you can contact your local Healthwatch).

Don't struggle alone. If you can't find the right support Healthwatch is here for you.

Talk to your local Healthwatch. Go to www.healthwatch.co.uk or call 0300 683 000