



What does the service offer?

Healthwatch Warwickshire is commissioned by Public Health. It is the independent consumer champion that gathers and represents the views of the Warwickshire public on health and social care issues. Healthwatch play a key role in ensuring that the views of those who use local services are taken into account.

Core Functions of Healthwatch Warwickshire:

- Gather views and experiences of health and social care service users
- Make these views known, both locally and nationally as appropriate
- Promote and support involvement in commissioning of health services and provision of care services
- Where appropriate, recommend investigation or special review of services via Healthwatch England to the Care Quality Commission
- Provide or signpost to advice and information e.g. access to services
- Enable access to NHS Complaints Advocacy Services

Healthwatch Warwickshire also provides signposting and advice for those who need it.

Members of the public can access the service using the contact details below or visit a local Citizens Advice Bureau to speak to a Healthwatch trained advisor.

Recent updates and good news:

- Healthwatch Warwickshire are delivering a series of workshops which are aimed at the personal independence and community resilience priorities set out in the Warwickshire Health and Wellbeing Strategy 2014-2018.
- Healthwatch Warwickshire is delivering a programme of 'Enter and View' visits in Care Homes and GP surgeries, reporting findings to providers, Care Quality Commission and commissioners. These reports are available on the Healthwatch Warwickshire website.
- Public Health, Healthwatch and Leeds Beckett University will be working together on an independent review of Healthwatch Warwickshire. To provide assurance that Healthwatch Warwickshire is making progress since its establishment in terms of outcomes against the Healthwatch England Quality Standards and value for money. The review will achieve this through analysing the views of key stakeholders within the health and care system in Warwickshire using a 360° tool developed for Healthwatch England.

Service contact details:



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Commissioner contact details:

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