

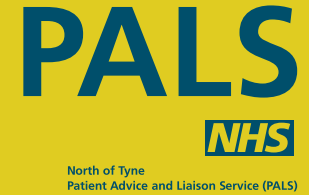
1

Healthwatch Newcastle receives your comments about health and social care



2

We might refer you to one of our partner organisations for advice or for help to make a complaint



3

All of your comments are added to our database



We check the database regularly to identify service areas where people are experiencing problems

4

We will take immediate action if your comments raise serious concerns



This could include informing Healthwatch England, NHS England and the Care Quality Commission

5

We carry out research and write reports with recommendations on how services can be improved



We also work with the organisations who design and run services to help change things for the better

What happens to my comments?



We offer free, confidential and independent information about local services.

Freephone

0808 178 9282

Call

0191 338 5720

Text

07551 052 751

Just ask



Your voice for social care and health services in Newcastle



healthwatch
Newcastle

www.healthwatchnewcastle.org.uk  

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