vast
INVESTING IN COMMUNITIES

healthwatch Stoke-on-Trent

What is Healthwatch Stoke-on-Trent?

Healthwatch Stoke-on-Trent is part of a national network of Local Healthwatch across England. It is a Charitable Incorporated Organisation whose Trustees are VAST and Saltbox. There is a local Healthwatch in every higher tier local authority so there is a Healthwatch for Stoke-on-Trent City and a separate one for Staffordshire County. We also have a parent body, Healthwatch England, that supports patient voice through national channels and enables positive networking and sharing of intelligence between local Healthwatch.

Local Healthwatch has a statutory function from government to provide patients and users of health and social care services with a route to shape and challenge the health and social care services that they use including: Hospitals, General Practice, Dentists, Opticians, Pharmacies, Domiciliary Care, Care Homes (Nursing and Residential) and community health services of all kinds. It has powers to Enter and View any of the above premises with trained volunteers to consider the quality of the service, particularly in relation to patient and service user experience. Funding for our work comes via Stoke City Council, but we are required to maintain a wholly neutral role and monitor services delivered by the council as part of our activities.

Healthwatch Stoke-on-Trent works co-operatively with both commissioners and providers of health and care services to support constructive challenge and enable engagement and dialogue to influence the design and delivery of health and care services. Patients' views and voice are central to directing the work of Healthwatch, and our volunteers are a vital part of enabling the delivery of the various pieces of work that we do.

Details of our previous work and structures can be found by visiting our website www.healthwatchstoke.co.uk to view our work and review our Annual Report.

Healthwatch Stoke-on-Trent has a small staff team which reports to our Management Board which is drawn from members of the public with an interest in health and social care and enabling patient voice. The majority of our work is influenced by the views

NAVCA Quality Award

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of our patient representatives and delivered, in the main, by our much valued volunteers.The contract for Healthwatch Stoke-on-Trent held by VAST who also provide offices for the local Healthwatch provide back office facilities including HR and employment.

Healthwatch Stoke on Trent has offices at the Dudson Centre, Hope Street, Stoke on Trent ST1 5DD
Tel 01782 683080