

Easy
Read

Share your story



Most people will use a health or **social care** service during their lives.



Social care is help when it is difficult to look after yourself.



Healthwatch works to make sure NHS and social care services are the best they can be for the people who use them.



We do this by listening to your views and sharing them with the people running the services.



By telling us about your experience, it can help people like doctors, dentists and care workers to understand what they can do better.



Here are some examples of what happened when people shared their stories with Healthwatch:



Linda's story

Linda has a disability.

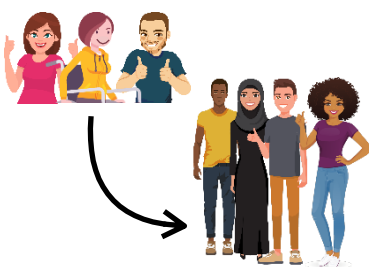


She found it hard to get in touch with her social worker by phone.

She was often left on hold for a long time.



Linda got in touch with Healthwatch and we shared her experience with the social workers.



They changed the way people can get in touch with them.

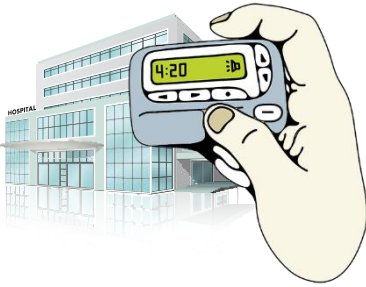
It is now cheaper and easier for people to contact their social worker.



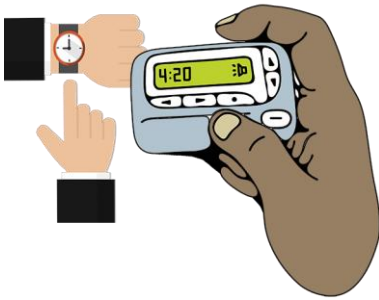
Dylan's story

Dylan is deaf.

He missed his appointments because he couldn't hear when his name was called.



Because Dylan told us his story, the hospital now has a pager system for anyone who is hard of hearing.



The pager vibrates to tell people when it is their turn to be seen.



Tell us your story

Share your stories with Healthwatch Northumberland to help to make the NHS and social care services better.

Contact Healthwatch Northumberland



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