

# Who are Healthwatch Barnsley?

# About Healthwatch Barnsley

Healthwatch Barnsley is the local health and social care champion for Barnsley. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. Healthwatch Barnsley is part of a network of over 150 local Healthwatch across the country. We're here to listen to the issues that really matter to people in Barnsley and to hear about their experiences of using local health and social care services. We're entirely independent and impartial, meaning that people can share their stories with us in confidence.

The Healthwatch Barnsley contract is delivered by, Barnsley Community and Voluntary Services (BCVS). The BCVS Board has overall oversight and accountability for the delivery of the Healthwatch Barnsley service. The BCVS Board is committed to having a strong and vibrant Healthwatch Barnsley Local Advisory Group, rooted in the local Barnsley community.

Healthwatch uses feedback to better understand the challenges facing the NHS and other care providers and we make sure people's experiences improve health and care for everyone – locally and nationally. We can also help people to get the information and advice they need to make the right decisions for them and to get the support they deserve. We believe it's really important that people share their experiences – whether good or bad, happy or sad. If someone has had a negative experience, it's easy to think there's no point in complaining, and that 'nothing ever changes'. Or, if they've had a great experience, that they 'wish you could say thank you'. Feedback about health and care services is powerful and can help to improve people's lives. So, if anyone needs advice, or they're ready to tell their story in Barnsley – we're here to listen

# Our mission, values and aims

## Our vision

A world where we can all get the health and care we need.



## Our mission

To make sure people's experiences help make health and care better.



## Our values are:

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



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