

HWS Public Contact Process

HWS can be contacted by:

- Face to face meeting
- Phone
- Email
- Webform
- WhatsApp
- Social media
- Letter

Through these contacts we may not have contact details for the member of the public.

Reasons for contacting HWS:

- Share an experience
- Seek information
- Seek support

Often a mixture of more than one.

Factors HWS consider at initial contact:

- Is there a safeguarding issue?
- Is there a continuing significant issue around safety or treatment?
- Is the contact from somebody wishing to whistle blow about their employer?

These questions are decided by the individual staff member often in consultation with the rest of the team.

Safeguarding

HWS safeguarding policy is followed, details recorded and CO informed.

Significant Issue

Permission is sought from contact to raise the issue with most appropriate organisation (following consultation with the team); service provider, commissioner or regulator. Details of actions and responses are recorded.

Whistleblowing

HWS would encourage the staff member to use their employers whistleblowing procedures. If the staff member doesn't wish to do this or there are no procedures in place HWS will act as an intermediary with service providers, commissioners and other regulators to ensure the whistle-blower's voice is heard.

Empowering the contact

If there is no significant current issue, i.e. the issue is not significant or not current, or the contact doesn't wish us to raise it as such then HWS will give the contact information about how they can address the issues they raise, this may include signposting to IHCAS.

Making sure 'voices count'

If there is an experience of health or social care within the contact we add it anonymously to the Healthwatch England Customer Relationship Management (CRM) system for sharing with service providers, commissioners and regulators.

Sharing experiences

Experiences are recorded in the CRM and the themes are shared automatically with HWE. We have regular quarterly sharing meetings with Shropshire CCG, SaTH and MPFT. We will share themes from comments and full text where we think it would be helpful for organisations to see them. We will share with individual departments and other organisations on an ad hoc basis depending on what we have heard.

Experiences received through structured pieces of engagement work, Hot Topics, surveys, etc. will usually form the basis of a public report which is published on our website and shared with service providers, commissioners and regulators.