



Healthwatch England service change video transcript

England. Home to 53 million men, women and children.

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That's a lot of people to take care of.

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Which is why we spend 130 billion pounds a year

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on the NHS and social care.

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The problem is that it was designed in 1948

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when England was a very different place.

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There were fewer people and our needs have changed drastically.

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This is how the NHS would look if we planned it afresh today.

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However, it actually looks more like this.

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The government is currently planning how to redesign

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all health and care services in your area and throughout England.

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These changes will mean that the system

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will be ready to meet the needs of the 21st century.

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For example, modern technologies are smaller and more portable

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meaning that doctors can treat some conditions in your own home

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when previously you would have to travel to a hospital.

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This can be a better level of care, less fuss and probably better tea.

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With more treatments at home and in the community

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we will need fewer hospitals.

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The hospitals that remain can focus

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on providing services more suited to our needs.

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Some people, like David here,

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will see their familiar services moved or taken away.

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And some of us will find these changes upsetting in the short term.



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New technologies give new ways to support people.

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Susan has dementia

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and in the past she would have been confined to a care home.

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But now care professionals can look after her

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in the community and in her own home.

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Change is needed, but exactly where and how is up for discussion.

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This is where we come in.

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We are Healthwatch.

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An independent organisation designed to represent the public's voice.

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We can answer questions on all health and care related matters,

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and want to help you add your voice to influence

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what happens to your local services.

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We have legal powers to investigate

2:00

what the NHS and care services are doing.

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If we ask a question on your behalf

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then they are legally required to answer us, and in turn, you.

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We also have local representatives in every location

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who are experts in the health and care services in your area.

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We are locals like you, so your community is also our community.

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Talk to us and together we can ensure your voice is heard.

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Drop us a line.

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You can call, email or pop in for a cup of tea.

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Contact the Healthwatch network by calling 03000 68 3000

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or emailing enquiries@healthwatch.co.uk

2:39



healthwatch

or go to www.healthwatch.co.uk where you can find your local Healthwatch.