



## Welcome to your first newsletter from Healthwatch Cornwall.

**“Putting you at the heart of health and social care”**

Healthwatch Cornwall is the consumer champion for people who use health and social care in the county; now and in future.

It will use the evidence it gathers about people’s experiences of services to influence the decisions made by commissioners and providers, bringing about positive changes where necessary.

You can find out more about what Healthwatch Cornwall is doing by visiting [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk) or joining in the conversations on [Facebook](#) and [Twitter](#).

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### Hello to Healthwatch Cornwall’s Partners

As well as running its own outreach, Healthwatch Cornwall will be working with its partners [Age UK Cornwall](#), [Pentreath Ltd](#), [Disability Cornwall](#) and [Young People Cornwall](#) to connect to as diverse an audience as possible and help everyone to have their voice heard.

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### Join Healthwatch Cornwall at various events

With plans in place to attend events such as Holifield Farm’s fun Holi-day, the Royal Cornwall Show and a Dementia Action Day, why not come along and take part?

Visit the [events page](#) to find out full details of where Healthwatch Cornwall be in the county or call **0800 0381 281** for more details.

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### Volunteer to help bring about change

Healthwatch Cornwall’s Executive Board is now in place but there are still opportunities for volunteer steering group members. Now is a great time to get in touch to get involved. You can find out more via the [website](#) where you can also register your interest to volunteer on an informal basis too. Alternatively, call **0800 0381 281** to apply.

To share your views or for information about health and social care services you can call Healthwatch Cornwall’s freephone advice line on **0800 0381 281\***.  
**Get in touch to have your say.**

\*mobile networks may charge



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## Healthwatch Cornwall in the media

Healthwatch Cornwall has already made the most of its media opportunities, such as its comments on Spotlight TV, its live interview with Laurence Reed from BBC Radio Cornwall at the Big Event for Carers at Eden, and its talks with a number of community radio stations. Acting director Jayne Zito will also be a ‘guest editor’ on Radio Cornwall on May 7 so make sure you listen in between 7am and 9am. Along with gathering feedback from the public, Jayne will also be talking with NHS Kernow and RCHT.

## Representation on the steering group

Healthwatch Cornwall’s steering group, which will consider all feedback collected to inform the work the organisation undertakes, will involve volunteer members, representatives from the partner organisations and others, such as the **Health Complaints Advocacy Service (HCAS)**.

As other members, HCAS will add to the data Healthwatch Cornwall collects from its own networks, all helping to ensure that all voices that wish to be heard are heard.

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## Other news

Cornwall Council is looking for people to share their views on a range of important issues such as adult social care to roads. By joining its Cornwall Conversations Panel and providing feedback you could help it to understand your priorities and preferences.

To take part visit [www.cornwall.gov.uk/conversationspanel](http://www.cornwall.gov.uk/conversationspanel) - you must live in Cornwall and be aged 14 or over to register.



NHS Kernow has informed Healthwatch Cornwall about the recent representation it made to the Public Accounts Committee on the subject of the out of hours doctor service in Cornwall, delivered by Serco. NHS Kernow is reviewing the contract and current performance management mechanisms to ensure they are fit for purpose. Read more [here](#).



If you receive the newsletter by post but do have access to an email address, please call **01872 243549** or contact us by **email** to update your details.

Every penny saved on postage can be put into research and community engagement and will help Healthwatch Cornwall bring about positive changes in the county’s health and social care services.