



Circle MSK Survey

Musculoskeletal Service Patient Experience Report

April 2018

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Introduction



The Bedfordshire Clinical Commissioning Group (BCCG), commission the Circle Health Partnership to deliver an integrated musculoskeletal (often abbreviated to MSK) service for patients across Bedfordshire.

Musculoskeletal disorders are very common and the risk increases with age. The severity of MSK conditions can vary dramatically from patient to patient giving mild discomfort to some and interfering with everyday activities for other patients.

Circle MSK provides triage and treatment for conditions related to muscles, joints, tendons, bones and ligaments. The care, therapy and support are delivered by a multi-disciplinary team of professional and experienced clinicians.

Treatment is delivered across Bedfordshire in community clinics, as well as centralised services and hospital settings, some of which, due to their specialised service are out of the geographical area.

Background

To further improve the patient experience and quality of care, Circle MSK wanted to give the people who use their services, including their friends and family, the opportunity to shape the way in which MSK services are delivered across Bedfordshire with a focus on the things that really matter to patients.

Currently, Circle MSK monitor patient feedback in a variety of ways; through the NHS Friends and family test, NHS Choices online and following appointments with patient experience questions, in hard copy as well as through tablet access. Circle MSK also host a virtual Patient Participation Group which encourages a regular dialogue with current and former patients of the service.

In addition to these processes, Circle MSK commissioned Healthwatch Central Bedfordshire (HWCB) to conduct an independent patient experience survey to gather feedback from patients who have had experience of the MSK service in the twelve months prior to December 2017. The survey was specifically designed to understand current service delivery from the patient's perspective, with a focus on their current and/or previous experience including how patients accessed the service.

The survey results and report will be shared with Circle MSK, as well as those services who participated in the promotion of the questionnaires, and the commissioner of MSK services across Bedfordshire; the Bedfordshire Clinical Commissioning Group. The report will also be published on Healthwatch Central Bedfordshire's website at www.healthwatch-centralbedfordshire.org.uk for the public to view. The report includes Healthwatch Central Bedfordshire's recommendations for improvement to the service based on patient feedback.



Engagement Approach

Healthwatch Central Bedfordshire developed a questionnaire, which was designed with the support of HWCB Volunteers who had experience of the Circle MSK service, through the patient journey of referral, assessment, treatment and discharge.

A total of 12 main questions relating to referral, waiting times, information and advice about treatment, satisfaction with the service and suggestions for improvement were included in the survey, plus an additional question about how the service was accessed and equality monitoring. A full copy of the survey is included in this report, see Appendix A, pages 25-29.

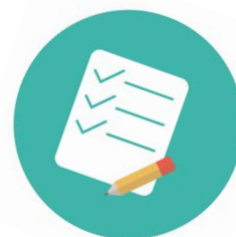
The survey was launched in late November 2017; initially the survey was published on Healthwatch Central Bedfordshire's website and social media channels and across all HWCB's membership networks.

In early December 2017, HWCB took an information stand to the Enhanced Services Centre at the Health Village in Bedford, and along with volunteers, invited patients utilising the service to fill in the questionnaire whilst waiting for, or following, their appointment. Paper questionnaires were also distributed with collection boxes to the three Circle MSK Hubs throughout the County and all GP Practice Managers across Bedfordshire were contacted to make them aware of the survey and to encourage patient participation. HWCB were able to secure promotion of the survey in newsletters and websites in some GP surgeries.

Volunteers encouraged eligible members of the public to participate in the survey during a number of Healthwatch engagement activities including; Just Ask 2018, Network Meetings and Listening Events.

In addition to the above and to ensure all patients had an opportunity to be involved, in late January 2018 Circle MSK issued a letter to their current patients, introducing the survey encouraging patients to participate. For those patients who were unable to complete the survey on line or in person, HWCB staff and volunteers encouraged patients to telephone the office direct. Contact details were published via various communication channels.

The closing date of 31st March 2018 brought a final total of **78** survey responses from the questionnaire, which are used to form the basis of this report.

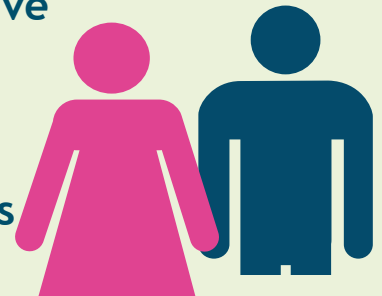


Circle MSK Survey at a glance

78 patients participated in the survey



The largest representative age group with 23% was 55 - 64 years



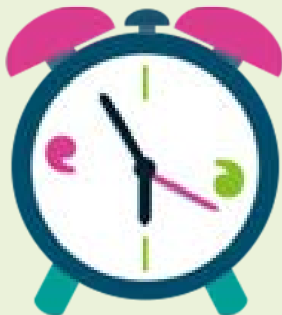
82% of respondents were referred into the service by their GP



58% were satisfied or very satisfied with the service



39% of patients were seen within three weeks of referral



71% of respondents lived in the Central Bedfordshire area



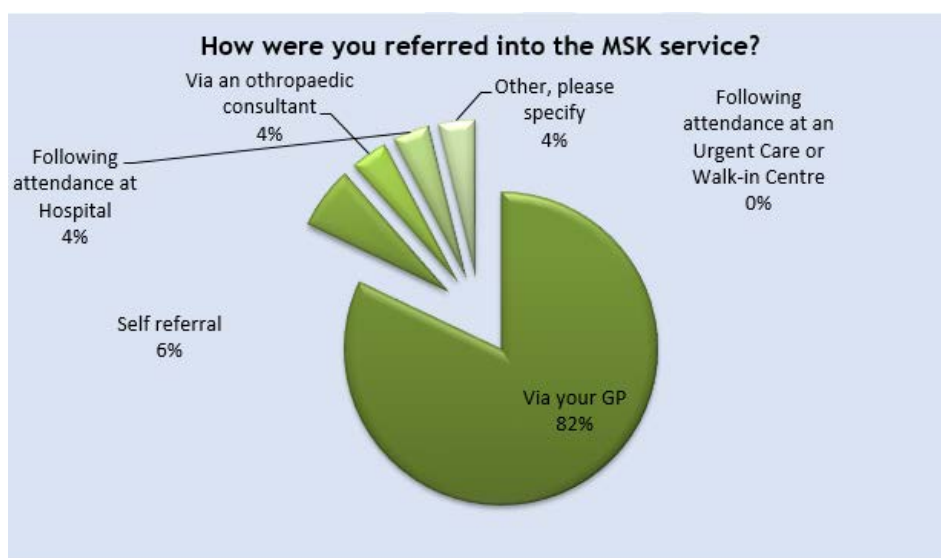
Analysis of Surveys

The survey draws together the questionnaire responses in their entirety. The analysis is presented as a percentage result and all quotes have been anonymised to ensure that no patients can be directly identified from the information given.

Question 1: Do you or someone you care for currently use or have used in the last 12 months, Musculoskeletal (MSK) services which covers any injury, damage or disorder relating to the joints, bones or muscles.

In order to participate in the survey, the patient, or their cared for person, must have had interaction with the MSK service in the last twelve months. All seventy-eight respondents had done so.

Question 2: How were you referred into the MSK service?



This question aimed to understand the referral pathways into the MSK service and what the most utilised routes were.

Where patients answered 'other' they explained that they had been referred into MSK by a Physiotherapist or Rheumatologist.

A considerably high percentage of people were referred through their GP surgery, with only 6% self-referring into the service.

Given that Circle MSK are keen to promote self-referrals for Physiotherapy and have a form primarily for this, the results suggest that there is less awareness amongst patients about this option. One patient commented *“Make self-referrals more well known, I knew, but my family and friends did not.”*

Question 3: How long did you wait for your first appointment into the service?

Timeframes varied across the survey responses, with the highest percentage (35%) of patients being seen within 2 - 3 weeks. The availability of appointments at local clinics was valued by many. The ability to book on-line or by telephone offered options to patients throughout their time with the service.



Of the 6% waiting 10 weeks or more to be seen at least three referenced having their referrals lost or misplaced between treatment centres. One patient questioned why Circle MSK, as well as other NHS service providers, were still using the postal service to send referrals and test results - *“Why can’t they use email?”*

This question did prompt some respondents to talk about their whole experience of waiting, throughout their treatment and pathways. The main concern for patients, repeated by many, was the need to be referred back into the system for related or similar issues and for waiting times to be negatively impacted on because of this. One patient commented - *“I need to be treated and moved out of the system, not keep going round and round like a merry-go-round”*.



Question 4: Were you able to choose the location of your appointment?

Circle MSK promote patient choice through their literature and their website - *'we pride ourselves in proactively offering our patients true choice'* and they have a team of people; the Patient Choice Team, who can offer advice on what choices are available to patients of the service.



When asked about choosing the location of the appointment, 58% of people confirmed they were able to do this. Respondents did value the 'local' delivery of treatment available, particularly in relation to physiotherapy; one patient commented *"The local physio in Woburn Sands is excellent, always helpful and understanding"*.

However, just over a third of patients indicated they were not able to choose the location of their appointment which is disappointing considering 'choice' is widely promoted and proactively offered to patients accessing the service. It was unclear whether patients answered 'no' because they were unaware that they had a choice or that they were not given a choice. This may need further investigation.



Question 5: At your first appointment were you given advice and information on how to manage your condition?



It is clear from the 72% of positive responses that patients felt they were given advice and information on how to manage their condition. People referenced good quality care from individual clinicians, with a number of staff being singled out for praise, other patients commented; *“They were professional and explained all possible future outcomes”*.

With the 23% of patients that said they were not given any advice or information there was a clear link to having less face to face time with staff. One patient stated; *“I’ve never had anything in writing from MSK since the referral. I’ve completed my own research.”*

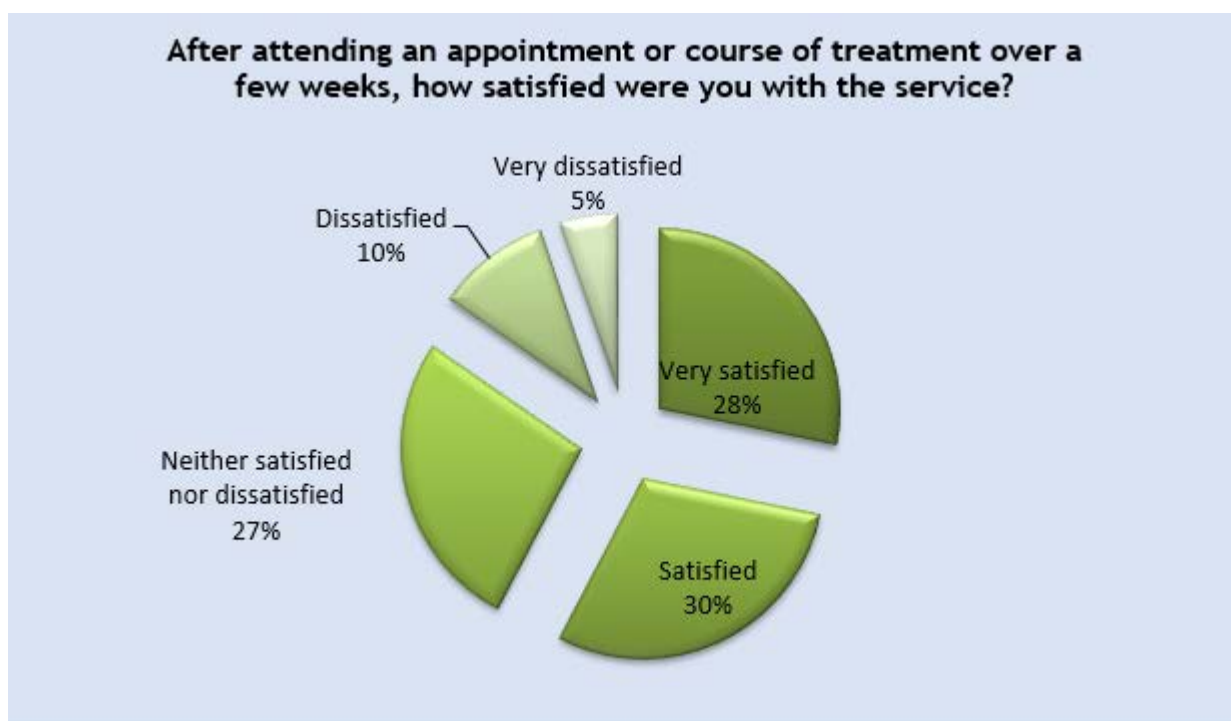
People clearly value time with professionals who are able to advise and support them and these interactions lead to a more positive patient experience.



Question 6: After attending an appointment or course of treatment over a few weeks, how satisfied were you with the service?

Fewer than 60% of respondents were satisfied or very satisfied with their treatment from the MSK service, positive comments included; *“It felt like someone was treating me as a whole person not just presenting a complaint”*.

The treatment delivered clearly made a difference to a number of patients, one patient commented *“I am really happy with the service provided as it has allowed me to strengthen my knee and become more active”*.



27% of patients showed some ambivalence toward the service and indicated they were neither satisfied nor dissatisfied. One person related this to their first experience of the service, which they felt did not meet their needs. When referred again by their GP they had a more positive experience; *“The second series of treatment was amazing”*.

Patients who were dissatisfied generally commented on a number of factors including; missing test results, waiting times between appointments, lack of information and poor understanding of conditions. One patient said *“Initially I was happy with the outcome. I was referred by MSK to my surgery physio for treatment such as acupuncture (something they don’t offer). The timeframes and pathways since that initial treatment have not been satisfactory - from August to the beginning of December. Over that time I have had five appointments with a lot of waiting time in between.”*

Question 7: Were you satisfied that you that you were involved in decisions about your care and treatment?



Overall people confirmed that they were involved in decisions about their care and treatment, with 66% being either satisfied or very satisfied.

However, a number of people expressed dissatisfaction regarding their involvement in decisions and there were a number of responses that cited lack of continuity of staff as an issue. One patient who was dissatisfied felt that the communication about their treatment was lacking; *“I was expecting a referral to rheumatology, went to hand therapy that was booked by phone. No confirmation letter received and no explanation as to the lack of rheumatology appointment. Clearly communication isn’t a strong point”*.

The understanding of the MSK process varied amongst those taking part in the survey. Some people felt more clarity would help patients understand the referral and treatment pathway better, one patient commented; *“It would have been useful to have been provided information for example that MSK triage all referrals and you may not start the treatment down the route you were expecting because of this”*.

Other people referenced the perception of having to *“jump through hoops”* to get the diagnosis and/or treatment needed, which suggests patient involvement isn’t experienced by all.



Question 8: Have the staff involved in your care...?

Patients answered this question with multiple responses, the most popular feedback was agreeing that staff discussed their diagnosis and explained the reasons for treatment. See graph below:



Although there were less entries for the response; 'being sensitive to your needs', respondents did not attribute any concerns to this in their comments, which may suggest that this is not an issue for patients.



A number of staff were praised by patients who were very pleased with the care and support they received.

Question 8 comments

"Tim (physio) appeared to have plenty of time to discuss with me and I did not feel rushed at all but very well cared for"



"That someone has bothered to care over the last three years (almost three). That person is Dr F and the physio group"

"The Osteopath at Woodside Clinic; although his treatment was unsuccessful, he seemed genuinely trying".

"Dr H was excellent and reassured me"

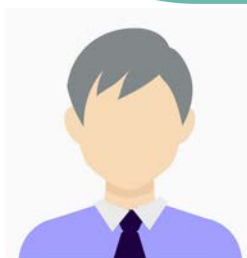
"AA has been very helpful explaining the exercise programme that I have to do"



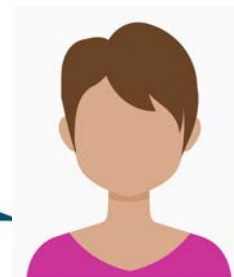
"Very pleased with the care received from Dr C and Jo"



"The politeness of Dr C, who I saw at the Enhanced Centre, he started treatment straightaway"



"The local physio in Woburn Sands is excellent, always helpful and understanding"



Question 9: How satisfied were you when you left your appointment, that you were clear on what would happen next, e.g., further tests, referrals to other services?

Satisfaction with knowing what would happen following initial appointments was high, just under 80% of patients were satisfied or very satisfied. One person was particularly happy with the ongoing service they had received; *“The continuity of seeing the same person at each session. The experience was like having a personal trainer who in my case clearly knew what he was doing”*.



Although dissatisfaction was relatively low with 9% of respondents being either dissatisfied or very dissatisfied, there were some complex interlinking issues that impacted on their experiences. These included;

- ❖ *Follow up appointments - lack of availability*
- ❖ *Poor communication*
- ❖ *Fearing clinicians weren't listening to their needs*

One patient who had a number of negative experiences said *“I think MSK just delays access to speedy and specific treatment by long waits between referral and appointments and treatment by sometimes ill-advised or ineffective methods”*.

Given that dissatisfaction with the service appeared amongst the most complex needs cases, Circle MSK need to consider how to better manage these challenges, in order to ensure these patients have a comparable experience to those who may be considered easier to treat.

Additional comments about the patient experience:

The questions at the end of the survey allowed respondents to communicate freely about their experience in relation to what worked, what could be improved upon and any additional comments.

These responses drew a great deal of feedback and have been themed through the following;

(10) What has pleased you most about your experience of the Musculoskeletal (MSK) service?

- ❖ Ease of navigation through the service - *“To be able to be re-referred elsewhere so quickly was a great plus”*.
- ❖ Pleasant and professional staff - both clinical and administration. (see page 14 for those who people were happy with the staff).
- ❖ Treatment options and support - *“After initial treatment at Bedford I was able to attend for physiotherapy at Leighton Buzzard”*

One patient commented on the whole process saying - *“The phone service was helpful and referral onwards was prompt too. The 1-1 appointment was positive also”*.



(11) What do you think the Musculoskeletal (MSK) service could improve upon? E.g. appointments/booking system/waiting times/treatment plans etc.?

In addition to some of the comments made (included throughout the report) patients felt the following could be improved upon;

- ❖ Communication: *“My first referral was lost and I have had to phone for some appointments which did not arrive”*.
- ❖ Referral times and appointment availability - referrals being ‘lost’ therefore having a negative impact, resulting in longer wait times between treatment appointments.
- ❖ Transparency about the triage and referral: *“Every time you move between clinicians the process seems to start again”*.



Many patients, who completed the questionnaire and who directly contacted HWCB, complained that contact with the central MSK service was considered to be difficult, with a number of patients complaining of difficulty getting through on the main telephone line. A number of patients stated that, *“Phone line goes to answering machine most times, or calls are just not answered”*.

Some patients made suggestions for improvements to some of the issues they raised, for example:

ISSUE	PATIENT SUGGESTION
Communication	Make online booking more well known More call handlers
Waiting Times	Offer evening or weekend appointments Using electronic referrals
Transparency with the process	Clearer patient information

Question 12: Is there anything else you would like to tell us about the MSK service and/or the treatment you/the person you cared for received?

Patients used this section to reflect on their patient journey. A variety of both positive and negative comments were given.

A number of respondents were keen to confirm that they had had a ‘good’ experience of the MSK Service with one patient stating, *“The treatment I have received has been excellent”*, another said *“I am very satisfied with my treatment, still got a couple of more appointments to attend but overall very happy”*.

Interestingly, it is particularly clear from some patients that Circle MSK is seen as a company that delivers a service independent of the NHS. From the concerns highlighted in answer to the questions in the survey, these relate to the service delaying or withholding treatment and care, with some respondents having direct experience of poor assessment and treatment that had a negative effect on their condition, one patient stated, *“I am really disappointed with MSK. It is all designed to provide the bare minimum ... a report was written about my condition by a clinician who never assessed me and his diagnosis was totally different to every professional who has seen me.”*

Question 13: Please indicate where you accessed the service:

This question was included to understand where people had accessed the MSK service, either at the Enhanced Centre, or at one of the local hubs. Some of the respondents, over the time of their treatment had accessed the services in more than one place, in these cases the primary source of treatment was recorded.



There was no correlation to suggest that satisfaction was affected in any way by where the service was delivered.

Patients were pleased to access services local to them and to be offered choice.



Summary

Overall satisfaction with the Circle MSK service is generally good, although it is clear from the comments from patients who completed the survey that there are polarised opinions about the service.

Where the service meets the needs of patients, unsurprisingly respondents were clearly satisfied with the service. A locally delivered service, with skilled and caring staff, were all highlighted as key components of a quality service delivered by Circle MSK.

However, it appeared, through the narrative of a number of patient responses, that those with complex care needs were less than satisfied with the service. A number of factors contributed to these experiences, including issues with waiting times, referral issues and treatment concerns.



Early on in the engagement process, a number of patients were also increasingly frustrated with their inability to get through to staff at Circle MSK via the main contact number. However, we understand this was due to heavy demand and Circle has since addressed this issue with the installation of additional phone lines.

In addition to HWCB's patient engagement via the survey, HWCB regularly communicated with staff from Circle MSK working in operations and quality assurance, to raise any immediate or urgent issues and concerns relating to the MSK service, which arose as a direct result of the promotion of the survey. This enabled a dialogue that supported the additional numbers of queries into HWCB, which increased considerably over the survey period.

Contact was from patients either already on the MSK pathway, or awaiting referral for care and treatment. Many patients called HWCB requesting help to understand the MSK pathway or process, or to complain about their care, treatment or waiting time.

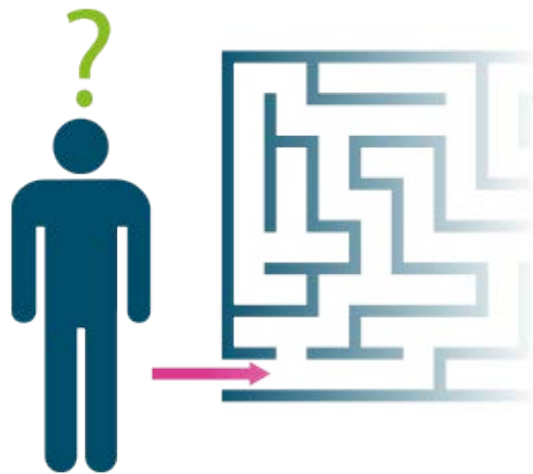


With the patient's permission, issues and concerns raised were actioned directly with the team at Circle MSK for a response and solution. Patients explained that the reason for contacting HWCB direct was that they were not confident that Circle MSK would be responsive to their complaint.

A few of the patients, who directly contacted HWCB, subsequently completed and returned the questionnaire. Patients were advised that all completed surveys would be confidential and personal details would not be disclosed to a third party without their permission.

During the survey period HWCB also reviewed the patient information provided by Circle MSK, both electronically and in paper form. It was clear that some patients were confused about particular aspects of the MSK service and, given the 'text heavy' nature of the patient information this is unsurprising.

HWCB have suggested a revision of their current material in the recommendations below.



Key Findings

There are a number of key findings from the survey which are highlighted here:

- ❖ GP referral levels are high, which may suggest that people are not aware or do not understand that they can, or are not clear how they can, self-refer into the Circle MSK service
- ❖ A number of patients, who had called the service found that the main contact number given, when called, was not answered quickly, or went straight to answer machine
- ❖ Many patients valued individual members of clinical staff and the opportunity to have continuity of care throughout their MSK journey
- ❖ Patient choice does not appear to be applied with equity for all patients and those who felt they were not given a choice were less happy with the service
- ❖ Patients with complex needs were more critical of the service received which would suggest that quality improvements need to be made for those patients who do not fit a 'prescriptive' menu of services or a single treatment pathway



Recommendations/Suggested Actions:

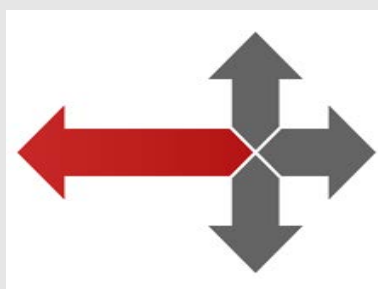
The results of the survey suggest that general confidence in the Circle MSK service is good but there is clearly room for improvement.

As with all public services the ability to consider stakeholder feedback to inform change and improve the quality of the service for patients and the public is essential and as such HWCBC have included service recommendations for Circle MSK to consider as follows:



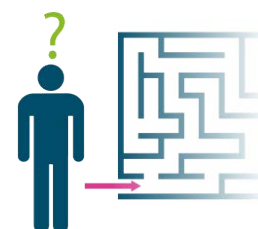
The recent drive and progression toward a 24/7 NHS service is clearly valued by some patients who asked whether later appointments and weekend opening could be offered. Circle may want to consider whether extended hours are an option for the MSK Service which would have the added benefit of enhancing patient choice.

Promotion of the self-referral option for physiotherapy could increase the level of self-referrals, whilst also alleviating GP time and resources, for those appropriate to the service.



Consideration should be given to streamlining pathways for patients with complex needs, in order to provide a better patient experience, with a particular focus on waiting times, referrals and treatment options.

Transparency with regard to pathways and treatment options, including the availability of services and the rationale, or explanation, for those who may be ineligible. This will help patients understand the entire service offered and how it is delivered within the context of NHS services. This will also help patients, who have some suspicion about the 'gatekeeping' of treatment, to better understand the process.





As just over a third of patients indicated they were not able to choose the location of their appointment, Circle MSK may need to investigate further to determine whether patients are unaware that they have a choice or that they were not given a choice.

Patient information and advice about the service should be revised to be more visually engaging and considered in presentation, for both written and electronic information. In addition, clearly advertise that information is available in different formats, such as large print for the visually impaired.



The Circle MSK website should reflect all current location details to access the service and the map should pinpoint exact addresses with postcodes. The heading for the area 'patient information' should read Bedfordshire (currently it is Bedford) to reflect the whole patient cohort.

Direct patients to HWCB's website at www.healthwatch-centralbedfordshire.org.uk or via the contact details below, should patients wish to give independent feedback, whether positive or negative, about their experience of the MSK service.



Healthwatch Central Bedfordshire contact details:

Healthwatch Central Bedfordshire can be contacted as follows:

Healthwatch Central Bedfordshire
Capability House
Wrest Park
Silsoe
MK45 4HR

Email: info@healthwatch-centralbedfordshire.org.uk

Tel: 0300 303 8554

www.healthwatch-centralbedfordshire.org.uk



@healthwatch_cb



Healthwatch Central Bedfordshire



Healthwatch Central Bedfordshire

**Healthwatch can
#MakeYourVoiceCount
by raising awareness of the things
that people say would help
improve their care**

healthwatch
Central Bedfordshire

APPENDIX A



Musculoskeletal (MSK) Survey – December 2017



Bedfordshire Clinical Commissioning Group (BCCG) commission the Circle Partnership to deliver MSK services in Bedfordshire. Musculoskeletal (or MSK) covers any injury, damage or disorder relating to the joints, bones or muscles.

Musculoskeletal disorders are very common and the risk increases with age. The severity of MSK conditions can vary dramatically from patient to patient giving mild discomfort to some and interfering with everyday activities for other patients.

Circle MSK has invited Healthwatch Central Bedfordshire to conduct an independent patient experience survey of the MSK service delivered across Bedfordshire, to understand current service delivery from the patient's perspective, with a focus on their current and/or previous experience including how they accessed the service.

Circle MSK are working to improve the patient experience and quality of care delivered. They would like to give people who use their services the opportunity to shape the way in which services are delivered. To do this they have requested support from Healthwatch Central Bedfordshire, as an independent organisation, to get you involved and to learn of your experience.

Completing this short survey, and giving us your views on the type of service you have received/are receiving, will help Circle MSK to improve services and better meet patient expectations.

If you require help to complete this survey or if you have any queries please contact Healthwatch Central Bedfordshire on 0300 300 8554 or by email to info@healthwatch-centralbedfordshire.org.uk.



SURVEY

Question 1:

Do you or someone you care for currently use, or have used in the last 12 months, Musculoskeletal (MSK) services which covers any injury, damage or disorder relating to the joints, bones or muscles?

YES

NO

Question 2:

How were you referred into the MSK service?

Via your GP

Via an orthopaedic consultant

Self-referral

Following attendance at Hospital

Following attendance at an Urgent Care Centre or Walk in Centre

Other, please specify _____

Question 3:

How long did you wait for your first appointment into the service?

Within one week

2 - 3 weeks

4 - 5 weeks

6 - 7 weeks

8 - 9 weeks

10 weeks or more

Question 4:

Were you able to choose the location of your appointment?

YES

NO

Not sure/don't know

Question 5:

At your first appointment were you given advice and information on how to manage your condition?

YES

NO

Not sure/don't know

Question 6:

After attending an appointment or course of treatment over a few weeks, how satisfied were you with the service?

- Very satisfied
- Satisfied
- Very dissatisfied
- Neither satisfied nor dissatisfied
- Dissatisfied

Question 7:

Were you satisfied that you were involved in decisions about your care and treatment?

- Very satisfied
- Satisfied
- Very dissatisfied
- Neither satisfied nor dissatisfied
- Dissatisfied

Question 8:

Have the staff involved in your care? (please tick more than one box if appropriate)

- Listened to your views?
- Discussed your diagnosis / treatment options and outcomes?
- Explained the reason for treatment in a way you can understand?
- Explained the benefits and risks of treatment?
- Been sensitive to your needs?

Question 9:

How satisfied were you, when you left your appointment, that you were clear on what would happen next, e.g., further tests, referral to other services

- Very satisfied
- Satisfied
- Very dissatisfied
- Neither satisfied nor dissatisfied
- Dissatisfied

Question 10:

What has pleased you most about your experience of the Musculoskeletal (MSK) service?

Question 11:

What do you think the Musculoskeletal (MSK) service could improve upon?
E.g. appointments/booking system/waiting times/treatment plans etc?

Question 12:

Is there anything else you would like to tell us about the MSK service and/or the treatment you / the person you care for received?

Question 13:

Please indicate where you accessed the service:

- | | |
|---|--|
| <input type="checkbox"/> Church Lane Surgery, Bedford | <input type="checkbox"/> Enhanced Services Centre, Bedford |
| <input type="checkbox"/> Langford Surgery | <input type="checkbox"/> Flitwick Surgery |
| <input type="checkbox"/> Basset Rd Health Centre, LB | <input type="checkbox"/> Salisbury House Surgery, LB |
| <input type="checkbox"/> Blenheim Medical Centre, Luton | <input type="checkbox"/> West St Surgery, Dunstable |
| <input type="checkbox"/> Other. Please state | <div style="border: 1px solid #4F81BD; width: 350px; height: 25px;"></div> |

Finally, some questions about you

Question 14:

What is your gender?

Male

Female

Question 15:

Please indicate your age range:

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 - 74

75 - 84

85 and over

Question 16:

In which area of Bedfordshire do you live? For example, Flitwick, Bedford, Dunstable, please state in the box below:

Thank you for completing this survey.

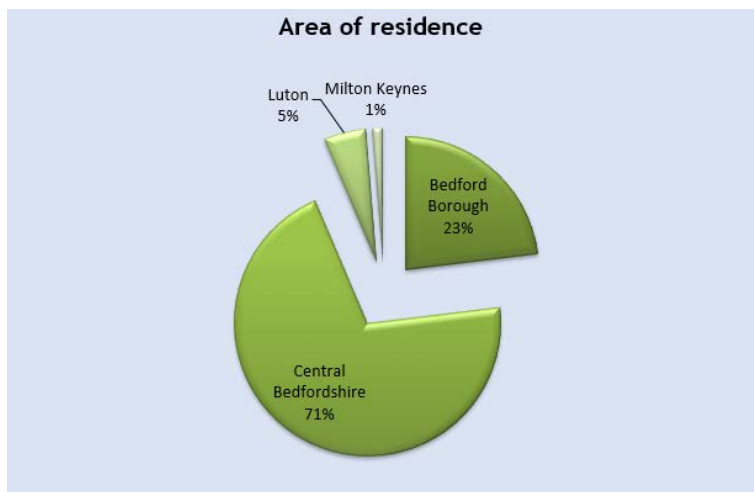
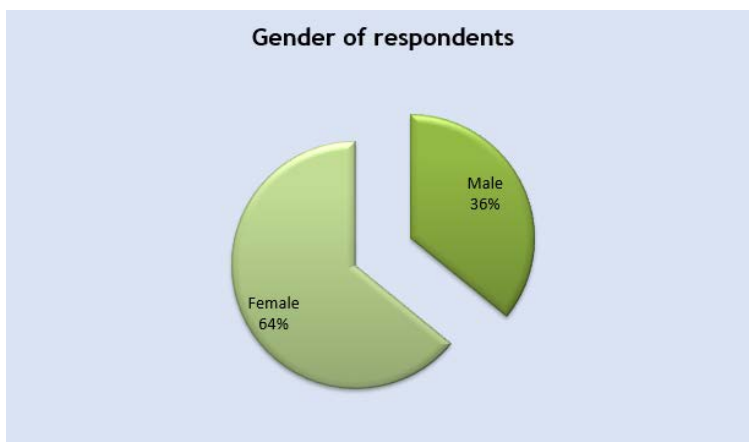
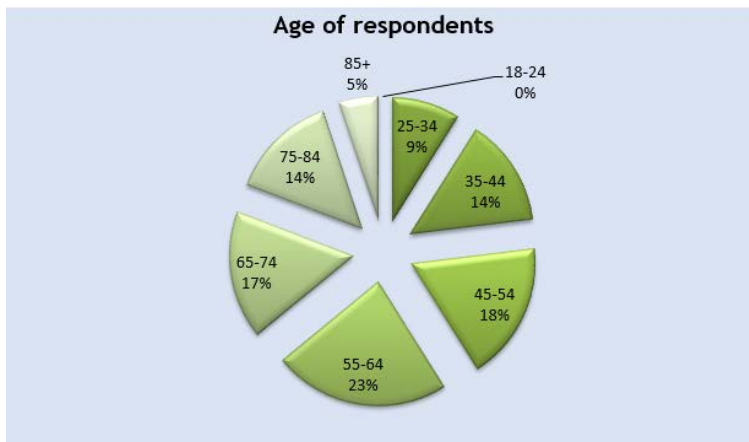
Please complete and return the survey to Healthwatch Central Bedfordshire
(address details below)

If you have any queries or questions about this survey please contact Healthwatch Central Bedfordshire direct on **0300 303 8554**, or by email to info@healthwatch-centralbedfordshire.org.uk or write to:

Healthwatch Central Bedfordshire
Capability House
Wrest Park
Silsoe, Bedfordshire
MK45 4HR

APPENDIX B

Additional Demographics



About Healthwatch Central Bedfordshire

Healthwatch Central Bedfordshire is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire.

Healthwatch Central Bedfordshire (HWCB) has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

HWCB engages and consults with all sections of the local population so that a wide cross section of views are heard, understood and acted upon. Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

Healthwatch Central Bedfordshire is one of three local Healthwatch in the County of Bedfordshire and we all belong to a network of local Healthwatch.

Healthwatch England leads supports and guides the Healthwatch network which is made up of the national body and local Healthwatch across each of the 152 local authority areas in England.

Healthwatch is the only body looking solely at people's experience across all health and social care. As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.





healthwatch

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