Every Comment Counts

A Comment's Journey with... healthwatch Devon

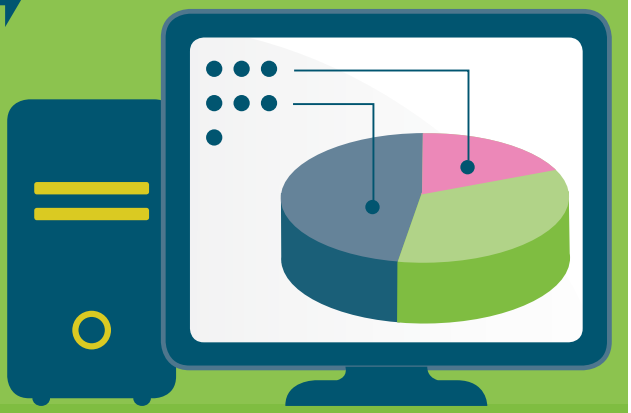
1 **Healthwatch Devon receives comments from the public (anonymously if you want).**

An example of a comment we have received: "My elderly aunt is in a care home and has a fortnightly chiropody appointment. The patient transport often turns up late. It's making her very worried about missing her appointments and not getting the treatment she needs"

We may signpost you to other organisations where appropriate (e.g. complaints department)

We will take immediate action over comments causing serious concern (e.g. safeguarding)

2 **The comments are put onto our database and reports of all comments are sent to health and care service managers.**



We check the comments on the database and look for areas with common themes, and of people who are experiencing a good or poor service.

For some big issues, we publish reports with findings and recommendations. This helps health and care service managers to understand what works best from the public's point of view.

3

Using our legal powers we can ensure that health and care managers respond, saying what action they will take.

4

You can see reports and responses on the "What we've done with your feedback" page on our website.

5

You can sign up for regular newsletters, with news and views from health and care service users around Devon.

To find out more about Healthwatch Devon or submit your comments, please contact us:
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