	Sometimes it is difficult to know where to go to get the help you need.
	Healthwatch is here for you.
	We are an independent organisation.
	We can help you find the right information about different healthcare services
	We can help you find the right information about different social care services

	If we don't know the answer to your questions we will be able to guide you to someone who does

What service we can help with

	We can help you find information about Doctors, GP's, nurses; hospitals, mental health services, pharmacy, dentist, care at home, care home, nursing homes, how to get extra support.
	We do not charge for our information or advice.

What we can't help with

	We can't write letters for you or make phone calls on your behalf.

	But if you do need extra help with these things, then we will help you find the right organisation to support you with that.

When to ask us for help

	If you are worried or stressed about getting help with your health care
	If you are worried or stressed about getting extra care and support you need
	If you don't know what your rights are we can explain this for you
	If you are not happy with how you have been treated by any NHS or social care service we can help you work out what to do next

	If you want to make a complaint
	If you have a problem and not sure who is the right person to ask for help

You can also talk to us about your experiences

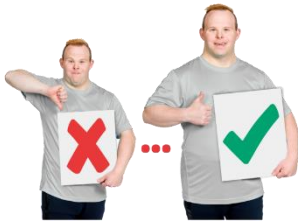|	
	If you have had a really good experience and want to share your story so health and care services can learn from it
	If you have had a bad experience and wish things would be better in future
	If you have ideas about how things could work better in future

	We listen to the views of local people.
	We share these views with staff and managers to improve services.
	We encourage services to involve people in deciding how they should improve.
	We speak up for people who use health and social care services and help them find out the support options that are available.

How to get in touch with us

	Phone

020 8373 6283 |

	Email admin@healthwatchenfield.co.uk
	Text us on our mobile number 07526 645 683
	Letter Healthwatch Enfield Community House 311 Fore St Edmonton London N9 0PZ
	Make an appointment to speak to us on video (phone, email, text phone or write to us)
	Invite us to come and give a FREE talk to your group. (phone, email, text phone or write to us)