

Healthwatch East Sussex

Greencoat House
32 St Leonards Road
Eastbourne
East Sussex
BN21 3UT

Dear Sir or Madam,

Thank you for expressing an interest in becoming a Healthwatch Volunteer.

Healthwatch East Sussex builds its influence through the development of a strong network made up of people, community groups and voluntary organisations that have an interest and passion for local health and social care services. We are only as strong as the number and diversity of our network, so your support is invaluable.

We have several volunteering roles available including the following:

- Enter and View Authorised Representative. Following our free training, you can take part in visiting health and social care providers to see and hear how services are provided, and to collect the views of people using those services.
- Patient Led Assessments of the Care Environment (PLACE). You can take part in observing and reporting the quality of the environment in hospitals.
- Information and Signposting. These roles can be one off or taking place over some weeks, depending on our planned activities. You could be based in our office, help run a stall at a community event, hand out information and questionnaires or take part in “mystery shopping” activities.
- Specialist roles such as helping us communicate with people on the streets, do research at home, reach out to marginalised and local communities or contribute to our social media projects.

Please read the accompanying guidance and apply for as many roles as you wish. Simply mark your preferences on the application form. When we receive your completed application, our Volunteer and Community Liaison staff will contact you and guide you through the application process.

Thank you again for your interest in volunteering with us.

Yours sincerely

John Routledge
Director

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About us

- Community Interest Group company established March 2013
- Non-executive board with five directors
- Dedicated staff team of nine
- Framework of locally networked and experienced delivery partners in place

What does ESCV do?

East Sussex Community Voice (ESCV) enables residents of East Sussex to engage coherently with the services that provide for their health, social care and broader public services.

ESCV is a single repository for the feedback and views of people using services, with a focus on the person and their experiences. This allows providers, commissioners and managers across a wide range of organisations to utilise a shared resource and systematically understand what services are like from the perspective of those who need and use them on a daily basis.

East Sussex Community Voice ensures that trend and collective anomalies across organisations are identified early on to ensure prompt responses to issues as they emerge and in this way contributes towards the development of effective commissioning decisions.

This way of working ensures health and social care organisations in East Sussex work better together to engage with service users and ESCV acts as a consumer champion for those users.

Since April 2013, ESCV has been delivering *Healthwatch East Sussex*, the consumer champion for health and social care. It also commissions SEAP <http://www.seap.org.uk/> to provide NHS Complaints and Advocacy services in East Sussex.

In summary, ESCV is developing services around the following areas:

- Evidence and Insight
- Community, Research and Engagement
- Information, Signposting and Non-Clinical Advice Provision
- Advocacy
- Complaints

EAST SUSSEX COMMUNITY VOICE CIC

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