

How do you use my feedback?

People contact Healthwatch about a whole range of health and social care services. Here's an example to show what we do with the information we gather from these queries:

If I call to ask you about how I make a complaint to my GP because I'm unhappy with my care, what do you do with the information I share with you?

We ask you for the information we need in order to be able to advise you and to do our job as a local Healthwatch. We will ask things like:

- "What's your name?"
- "How can we contact you to give you information about this query?"
- "Can you tell us a bit about what's happened with your GP?"
- "Can you tell us which GP it is?"

We ask you if it's ok that we record your information on our database. Only staff have access to the personal information on that database. Healthwatch England have access to anonymised information on the database.

We use the information on the database to:

- Work out how we can reply to your query
- Contact you to reply to your query
- Review whether we've heard similar queries about your GP, or about GPs in general
- Establish whether we need to do more work to gather people's views about your GP or GPs in general

When your personal information has been recorded on the database, we shred any notes that we took on paper about your call. We may keep copies of any letters you share with us, or consent forms you have signed, but only if that's necessary for us to help you.

We keep hold of your personal information in case you need to contact us in the future for more advice, so our staff can understand how we've helped you before. We do not contact people to ask for more feedback or to market our service after we have finished helping you with your query.

We keep your anonymised feedback so:

- We can look for patterns in what we are hearing from the public
- We can give anonymised examples of issues to NHS organisations, like the GP or their commissioner, the Clinical Commissioning Group
- We can use what people think of services to influence what those services look like in the future.

After 6 years, this data will be deleted from our database.