

Healthwatch Wandsworth Assembly

Battersea Mission, 20-22 York Road, London, SW11 3QJ
10:30am-1.30pm

Agenda

10:30	Coffee/registration
10:30	Welcome and introduction to the Healthwatch Assembly
10:45	Communication and involvement in health and care and treatment decisions <i>James Godber, Mental Capacity Act (MCA) Practitioner / Bank Speech and Language Therapist, St George's Hospital.</i>
11am	Discussion: Do health and social care services know what you really think?
11:20	Introduction to Healthwatch Wandsworth Information and Signposting Service <i>Funmilayo Oyenibi, Information & Outreach Lead, Healthwatch Wandsworth</i>
11.40am	Independent Health Advocacy for NHS complaints - POhWER <i>Stephanie Linden, Service Manager, POhWER</i>
12pm	Discussion: Feedback and raising concerns
12:25pm	Break
12:30pm	How to raise concerns with Wandsworth Council and how the Quality Assurance Team use what you tell them to investigate and improve services <i>Don Rainbow Deputy Quality Assurance & Contract Monitoring Manager</i> <i>Enid Coleman, Interim Senior Contracts Manager</i> <i>Richmond and Wandsworth Councils</i>
12:55pm	Close and lunch