

Subj: **FW: Healthwatch Regulations**
Date: 14/05/2013 08:44:39 GMT Daylight Time
From: andy@independentaction.net
To: MBAlexander03@aol.com

Malcolm – this is the reply I received from Katherine...

Andy

From: George, Annmarie [mailto:Annmarie.George@healthwatch.co.uk] **On Behalf Of** Rake, Katherine
Sent: 05 March 2013 12:45
To: andy@independentaction.net
Subject: Healthwatch Regulations

Dear Mr Benson

Re: Local Healthwatch Regulation and complaint

Thank you for writing to me with your concerns regarding the local Healthwatch regulations and management of our enquiries. I would like to apologise for the delay in responding to your email.

As I am sure you are aware, Healthwatch England has recently made its position on the local Healthwatch regulations clear having published a paper which I am attaching. We share your concerns over the language used but do feel that local Healthwatch can campaign in the interests of the consumer. Earl Howe confirmed this in a Parliamentary debate on 5th February 2013 and I feel assured we now have a public statement that provides clarity over local Healthwatch and campaigning.

Healthwatch England will be publishing its support for local Healthwatch to interpret the regulations, specifically those in Section 36 regarding campaigning this coming week and we will send you a copy as soon as that is available. The Department of Health is also currently developing information for local Healthwatch which will be in the public domain in the next few weeks.

With regard to your complaint when contacting the Healthwatch England team, I can only apologise for any inconvenience caused.

Healthwatch England is now still only five months old and we are still very much evolving and building our team to ensure we can deliver on our role as health and social care consumer champion. While our team are dealing with many telephone and email enquiries every day, I am aware that, at present, there may be times when staff are harder to contact. This will of course be resolved when we are up to full strength over the coming weeks and months. However, I would like to reassure you that we have taken your concerns seriously.

I hope this letter goes some way to allay your concerns about Section 36 of the local Healthwatch Regulations and the internal processes of Healthwatch England.

Yours sincerely

Dr Katherine Rake OBE
Chief Executive

Annmarie George
PA to Dr Katherine Rake - Chief Executive Officer &
Anna Bradley - Chair of Healthwatch England
Healthwatch England
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG

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