It starts with you

(Video starts by watching a graphic of people walking down a pavement into a hospital.)

Most of us will use the NHS or social care services at some point in our lives, and some of us will face frustrations. Have you ever thought of talking about them? The big ones and the small ones.

(Graphic of a doctor's office, followed by a dentist treating someone in a dental chair, followed by a doctor treating a patient in a hospital bed, followed by someone being supported to walk using a walking frame.)

By sharing your story, you can actually help doctors, dentists, hospitals and care homes understand what's working and what could be better, for you and your community.

(A graphic of Linda in a wheelchair appears on screen.)

Linda has a disability, she found it difficult to get in touch with her social worker by telephone and was often left on hold for a long time.

(Video shows a mobile phone, followed by a iPad, followed by a landline.)

It turned out that many others were struggling with the same thing. Because Linda shared her story, the service she uses took steps to make getting hold of a social worker easier and cheaper.

(Three steps appear on screen with a Healthwatch apostrophe icon jumping up the steps.)

(Graphic of lots of people sitting in a waiting room.)

Dylan, who is deaf missed appointments because he couldn't hear when he was called.

(Speech bubble appears over the receptionist calling "Dylan")

Thanks to him sharing his story the hospital now offers a pager system to anyone deaf or hard of hearing, so fewer people miss their appointments.

(Graphic of a pager appears, showing the appointment system calling Dylan)

It might just feel like your story, but if it matters to you, it's very likely it matters to someone else.

(Lots of colourful apostrophes fall from the top of the slide. The Healthwatch logo then appears from the bottom of the screen.)

Tell us what you think, and help make care better.

Contact us on www.healthwatch.co.uk or give us a call 03000 683 000