

Suggestions, concerns, complaints

If you have any suggestions about how this programme is run, please contact:
nwicb.contactus@nhs.net or 01603595857.

If you have any concerns about a Champion, please contact the organisation that they work for - you can find their contact details here: improvinglivesnw.org.uk/get-involved/community-voices/

If you have any concerns or complaints about the programme, please contact Norfolk and Waveney ICB:
nwicb.complaintsservice@nhs.net or 01603 595857.

Complaints about another service

If you have any concerns or complaints about another service or provider, we encourage you to contact them directly.



NORFOLK AND WAVENEY COMMUNITY VOICES



What is the Community Voices Programme?

This programme is coordinated by NHS Norfolk and Waveney Integrated Care Board, and it is delivered by a network of Community Champions/Connectors placed in District Councils and Voluntary and Community organisations.

Community Champions are trained in having conversations with the public about their experiences of healthcare, the covid vaccine and what matters to them. The aim is for this information to help influence how services are run, what services are provided and change the way in which we communicate with the public. As the programme grows, we hope to share what we have done in response to what you have told us.

Taking part in this programme is completely voluntary and you have the right to change your mind during the conversation.

Once information you provide is entered into the system it cannot be removed if you change your mind because it does not identify you.

If you have any concerns, please see the back of this leaflet for information about how to get in touch.

Please note that any personal details that are discussed will remain confidential unless the Community Champion has reason to be concerned about your welfare.

What will happen to the information you give us?

The conversation you have with the Community Champion will be anonymised and only general experiences, issues and topics will be fed back into a database. This means that no personal details about you will be recorded.

The database will be held by Norfolk and Waveney ICB and shared with the Great Yarmouth Borough Council for processing and analysing.

Please note that Community Champions will always hand out this document before a conversation starts as proof of who they are, but you can also check which organisations are taking part in this programme by visiting our webpage under the 'Get Involved' tab at www.improvinglivesnw.org.uk.

If you have any concerns please contact Norfolk and Waveney ICB: nwicb.complaintsservice@nhs.net or 01603 595857.

Thank you for taking part!