

## **Health & Care Ambassador Programme**

### **What is the Health and Care Ambassador Programme?**

It is a team of health and care professionals committed to bringing key health and care messages into the heart of communities, based on what people are telling Healthwatch and others, that THEY want and need.

The programme is an adaptable way for services to reach groups of people, improving communication, inclusion and support the health and wellbeing of our communities.

Each individual session will be tailored to the specific needs of the group, considering barriers that people may encounter navigating the health and care system.

### **Who are the Health and Care Ambassadors?**

They are health and care professionals and services that can support people to navigate and understand health and care messages, while providing signposting support and advice.

### **The role of Healthwatch Stockton-on-Tees**

Healthwatch have for many years built sustainable and meaningful relationships in our communities, listening to the voices of service users, carers and families.

People have told us that they feel communication is a challenge, key health and care messages are not always clear, and the system is confusing.

Different needs need different approaches to support access to important information.

Healthwatch Stockton-on-Tees will continue to listen to the voices of our communities and work with the team of ambassadors to deliver sessions in a joined-up way.

This will provide additional opportunity to gather meaningful feedback and support future service development while evidencing the impact of collaborative working.

### **Together we will make a difference**

If you would like more information or to get involved, please contact the Healthwatch Stockton-on-Tees Team.

Tel: 0300 180 0660

Email: [info@healthwatchstocktonontees.co.uk](mailto:info@healthwatchstocktonontees.co.uk)

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