



# Service Standards



### Communication with Healthwatch Bracknell Forest

As Healthwatch Bracknell Forest becomes more established and demands on it grow, we have set ourselves service standards with regards to responding to enquiries.

- Telephone: 01344 266 911

This is set to ring for 15 seconds before redirection to an answerphone. This is because some of our staff have disabilities and need time to get to the telephone.

If we are on another call or out of the office please leave a message with your contact details.

- Email: [enquiries@healthwatchbracknellforest.co.uk](mailto:enquiries@healthwatchbracknellforest.co.uk)  
This is now the single point of email contact for Healthwatch Bracknell Forest.
- Postal or Visiting Address: The Space, 20-21 Market Street, Bracknell, Berkshire, RG12 1JG

### Response Standards

Our responses have been categorised as below:

- Urgent : Within 1 working day
- Medium: Within 3 working days
- Non Urgent: 5 Working days

All calls to our telephone number and emails will be directed to the appropriate member of staff who will respond within these timeframes.

Other ways to contact us are via Facebook or Twitter and the same standards of response will apply.

Should you not get a response please email: [mark@healthwatchbracknellforest.co.uk](mailto:mark@healthwatchbracknellforest.co.uk) who will look into the details and feed back to you.

### Want us at a meeting?

Healthwatch Bracknell Forest, completely understand the pressure is on to secure patient and public voice in health and social care commissioning. However, they also recognise that they cannot be everywhere all the time if they are to make a quality contribution.

We operate a policy of "no representation for representation sake" and will consider all requests upon application. We will work with you to understand your needs and let you know how they can help and in what ways, even if we cannot be represented.

