It Starts With You video transcript

(Video starts with a shot of a hospital with doctors, patients and family members walking to and from the hospital. Six people's faces are shown with different facial expressions, some are happy, some are frustrated and others look worried or concerned.)

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.

(Screen splits to show four different scenarios: a GP at his desk, a dentist treating a patient, a doctor speaking to a patient in a hospital bed and a care home worker helping a resident).

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.

(Screen shows Linda, who is in a wheelchair, struggling to make a call. A speech bubble shows that there is no one to take her phone call and Linda's looks annoyed.)

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.

(Two other types of phone are shown with the on hold . The screen changes to show a speech mark bouncing up some stairs and then the words 'easier and cheaper' show.)

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.

(Screen goes to a waiting room where Dylan is sitting reading a book while he waits for his appointment. The receptionist is calling his name, but he doesn't know.)

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

(Dylan now is holding a pager which is flashing red with the text saying 'appointment ready' and he is smiling.)

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.

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

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