



healthwatch

**Healthwatch
Halton**
Annual report
2017/18



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Message from our Chair

I'm very pleased to introduce the Healthwatch Halton Annual Report for 2017-2018.

This was the fifth year that my colleagues and I were responsible for overseeing Healthwatch Halton. It was a year that ultimately ended in disappointment when the Tender to continue running the project was awarded to another organisation. Despite that, we firmly believe that it was a tremendously successful year.

To quote my fellow Director, Jim Wilson; *"I believe 2017/18 was Healthwatch Halton's best ever year. It was strongly lead Involving Itself in a wide range of activities and projects over and above its basic contract. I am confident it contributed positively in helping to improving Health and Social Care Services for the people of Halton."*

This year saw a lot of excellent work undertaken by our Healthwatch Support Team and volunteers. We collected more intelligence than we ever had before, no doubt as a result of the increased amount of outreach activities and recruitment of volunteers to support these efforts. Our Enter & View teams worked hard reporting on eight social care homes in Halton and engaging with residents with their suggestions to the homes leading to changes on some occasions. Our Healthwatch Representatives attended many strategic meetings performing the vital function of talking to local decision makers, acting as critical friends and feeding in the intelligence we've collected.



I would like to thank the Support Team for their continued hard work. Three members of our team (Dave, Irene & Jude) will continue working for the project going forwards under the stewardship of Engaging Communities Staffordshire. I wish them all the best for the future. I would also like to express my best wishes to Julie (who was leaving on April 1st) and Matthew, who chose to remain with Halton & St Helens VCA.

Finally, I'd like to say a huge thank you to all of our volunteers. Their efforts have made my time as Chair very rewarding. I'm particularly grateful to my fellow Directors (Sue Parkinson, Jim Wilson and Paul Cooke) whose dedication, passion and expertise have contributed a great deal to the organisation.

Hitesh Patel

Message from our Manager

I'm very proud to have been Manager of Healthwatch Halton over the past 12 months.

We continued to make great improvements in our work as a local Healthwatch organisation.

In particular, I'm proud of the efforts of my colleagues in the Support Team. No Healthwatch can truly claim to represent the views of local people if it relies too heavily upon the opinions and experiences of its Support Team and volunteers. As such, we focused our efforts on increasing the amount of intelligence we were collecting and we smashed our targets amassing over 50% more feedback than we had in the previous year. We were lead in the area by our Outreach & Intelligence Officer, Jude Burrows who worked incredibly hard to raise our profile and engage with local people. Every week Jude (assisted by other members of the Support Team or Healthwatch volunteers) other could be found chatting to members of the public at Halton Hospital, Widnes Market, Runcorn Shopping City or another venue with high footfall. I am grateful to her for her efforts.

Dave Wilson (our Communications & Intelligence Officer) worked very hard preparing our previous annual report, as well as a great many Enter & View and quarterly reports for Board members and commissioners. Dave also found time to support Outreach activities, participate in Enter & View visits and attend strategic meetings. Dave takes over as Manager on April 1st. This is a well-deserved promotion for Dave and I'm convinced he will do a magnificent job.

Irene Bramwell, our much respected Outreach & Intelligence Officer, spent the year on secondment at NHS Halton CCG. It was no surprise to me that the when the local NHS needed someone who



could engage with the population of Windmill Hill in Runcorn, they approached Irene. Despite having her hands full on the estate, Irene never stopped advocating on behalf of Healthwatch Halton and even volunteered during Outreach activities. It will be great to have her back in the fold next year.

Julie Doyle (Administration Officer) did a wonderful job completing all the vital but none glamorous tasks which are essential for a Healthwatch such as Minute Taking, report writing, answering the phone and recording feedback. Her efforts were greatly appreciated and we were all very sad to see her leave on March 31st.

My own personal highlight was the engagement work we completed for GP Health Connect (the local GP Federation) and I'm confident that will lead to further commissioned work next year.

I am indebted to our all our volunteers, especially our Directors, Enter & View and Outreach teams and all those who attended strategic meetings on our behalf. I am also extremely grateful to my colleagues at Halton & St Helens VCA (in particular Sally Yeoman and Jane Williams) whose advice and guidance was always greatly appreciated. I'm disappointed to be leaving Healthwatch Halton on April 1st but very optimistic about the future of this brilliant and important project.

Matthew Roberts

Highlights from our year



Our 799 Tweets

reached over 148,000 people on Twitter



Our volunteers help us with everything from outreach activities to Enter & View visits to leading projects



Our Outreach Team delivered engagement activities on 71 different occasions



Our Focus groups with GP Federations facilitated public involvement in the initial stages of redesigning services



Our participation at community events enabled us to engage with over 2000 people

Our Task & Finish Teams ran projects on Isolation, Long Term Conditions and The 5 Year Forward View.



Who we are

We are Healthwatch Halton

We are uniquely placed as part of a national network. There is a local Healthwatch in every local authority area in England. We are the independent champion for people using local health and social care services.

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

In summary - Healthwatch Halton is here to:

- help people find out about local health and social care services
- listen to what people think of services
- help improve the quality of services by letting those running services and the government know what people want from care

Our Vision

We will strive to be the lead organisation which helps all local people influence and change the way their health and social care services are delivered.

Healthwatch Halton seeks to be an effective, powerful and independent local voice for health and social care within Halton and its membership reflects the diverse communities in Halton.



Our Priorities

Healthwatch Halton's strategic objectives are:

- Gather the views and understanding the experiences of patients and the public
- Make people's views known, including those from excluded and under-represented communities
- Provide information to patients and public about access to health and care services and promote informed choice in health and social care services
- Support individuals to get information and independent advocacy if they need help to complain about NHS services
- Act as the local people's champion, representing the collective voice of patients, service users, carers and the public through its statutory seat on the Health and Wellbeing Board
- Exercise real influence on commissioners, providers, regulators and Healthwatch England, using our knowledge of what matters most to local people
- Fulfil statutory duties and functions, holding providers and commissioners of health and social care services to account
- Raise the profile of Healthwatch Halton to ensure that we are known to the public and strategic partners in Halton
- Report concerns about the quality of local health and social care services to Healthwatch England which can then recommend that the Care Quality Commission take action.

Meet the team



From left to Right: *from left to right*

Matthew Roberts - Manager

Julie Doyle - Administration Officer

Jude Burrows - Outreach & Intelligence Officer

Dave Wilson - Communications & Information Officer

Irene Bramwell - Outreach & Intelligence Officer (not pictured)

Intelligence Officer

"The benefit of having such a supportive back office team, ensured that we were able to achieve all of our targets and much more. Jude going out into the community and raising awareness of HW and recruiting. Dave's thoroughness and Irene's knowledge of all services and locals is so helpful. Matt led us well with such a caring nature, listening and then opening up some good debates about how we went forward."

Sue Parkinson - Healthwatch Halton Director

"The Healthwatch Support Team is the engine room of Healthwatch. During the year it provided help, advice and support to numerous people on a wide range of issues. Critical to the success of the service is the Intelligence it provides to directors and volunteers which enabled them to provide positive challenge based on fact not hearsay. They did a superb job in a year of great uncertainty always putting people and the service first. They provided a solid starting point for the new provider and deserve recognition for that."

Jim Wilson - Healthwatch Halton Director

Your views on health and care



Listening to people's views

One of our main roles is to discover what local people really think about health and social care services in Halton. In order to gain views from as wide a range of people as possible, we use a variety of different ways to gather people's experiences including:

Outreach

During the past year we have engaged with more than 2000 people through our outreach activities, and by attending events and meetings, at local venues including the following:

- Runcorn Shopping Centre
- Age UK Mid Mersey Cancer Conference at Halton Stadium
- Halton Hospital
- Runcorn & Widnes Urgent Care Centres
- Local Care Homes
- Local Markets - Widnes & Runcorn
- Local Community Centres
- Widnes & Runcorn Libraries
- Phoenix Park, Runcorn

We've worked in partnership with Halton Carers Centre holding joint outreach sessions at Halton Hospital. The Carers Centre support us by forwarding our surveys and Newsletters to the thousands of Carers in Halton. It is vital they are listened to and that their views are represented.

Website

Using the website's feedback centre people can easily share their experiences of using local health and care services. During the past 12 months we've received people's experiences of a great many local services, from GP's through to Care Homes via the feedback centre.

This feedback is added to all the other information we gather, and is analysed and used to help set our priorities, ensuring that they reflect the needs of local people.

We've seen a 40% increase over the year in the number of people using our website compared to 2016/17 with almost 10,000 people visiting the site.



Outreach Activities at Widnes Urgent Care Centre

Social Media

We have used social media widely during the past 12 months to raise awareness of our work and to encourage people to get involved and have their say on the services they use. Our 799 tweets reached over 148,000 Twitter users. We also posted regularly on Facebook and launched our own Healthwatch Halton Instagram account.

Phone

Over the year we received 583 phone calls from local residents. We were able to record feedback about services including Woodview CDC, A&E and various care homes. We were also able to signpost callers onto the Healthwatch Advocacy Service or other relevant local organisations (like Halton Disability Partnership or Halton Carer's Centre).

Written Press

Throughout the year we have issued press releases to the local papers. Our goal was to make local people aware of our work and highlight the services that we wanted their feedback on. Topics covered included: Visits to A&E by Cheshire & Merseyside Healthwatch, Life in Care Homes, Gynae Cancer Awareness month and our campaign to encourage Halton GPs to ask patients for feedback.

Making sure services work for you

Our Enter & View team have carried out a total of 8 visits to local care homes during the past year:

In July (as we do each year) a letter was sent to all the local care homes explaining that we would be carrying out a series of visits to homes throughout the borough as part of an ongoing review of the quality of care provided to residents in local care homes.



Draft reports were produced on each visit and these were sent to each home with a request for a response to any observations or recommendations that may have been made. Responses from the homes were then included in the final finished reports. The Care Homes we visited were: St Patrick's Care Home (Widnes), Oakmeadow (Widnes), Croftwood Care Home (Runcorn), Simonsfield Care Home (Runcorn), Widnes Hall Care Home (Widnes), Ryan Care Residential (Runcorn) and Woodcrofts Residential Home (Widnes).

You can view each of the individual reports on our website:

<https://www.healthwatchhalton.co.uk/about-us/enterandview-archive/>

We were thrilled that Healthwatch England highlighted our Enter & View report on St Patrick's Care Home in Widnes to the rest of the Healthwatch Network in their weekly Network News in December, saying:

“Take a look at Healthwatch Halton's report about a visit to a care home, which gives a genuine sense of what it feels like to live in a home.”

Our authorised Enter & View representatives for 2017/18 were:

- Anne Coughlan
- David Wilson
- Doreen Whimperley
- Jane Catt
- Jane Pritchard
- Jude Burrows
- Lorna Plumpton
- Matthew Roberts
- Michael Hodgkinson
- Susan Ellison
- Susan Parkinson

Our visits are not intended to specifically identify care concerns and safeguarding issues.

However, if they are observed or disclosed by individuals during the visit Healthwatch Halton follow our own internal and external Halton Borough Council Safeguarding policy and procedure.

Safeguarding concerns were raised with the local authority following two of our visits and action was taken by the local authority.

Copies of all reports are routinely sent to the service providers and commissioners as well as the local authority Health & Wellbeing Board lead and the Care Quality Commission. In addition all reports are published on our website and promoted through our e-bulletins, newsletters and social media.

Helping you find the answers



How we have helped the community get the information they need

We provide an office based information and signposting service with phone calls and emails being dealt with by members of the support team. We also provide information and signposting support when we are out and about in the community.

We have dealt with over 500 requests for information and support during the year via telephone, post, email, website, social media and face to face enquiries.

- Signposting & information requests received during the year included:
- Requests for referrals to Healthwatch Advocacy support for NHS complaints
- Concern over the new MSK CATS referral process
- Call for information on dental & optician services that carry out home visits
- A request for information on local dentists accepting NHS patients
- How to complain about charges for dental services
- Information request regarding knee injections carried out at St Helens Hospital
- Information on how to make a complaint against a GP
- Request for Information on HBC's Lifeline Service
- A concern raised over non-working MRI scanners at Whiston Hospital and missed appointments
- An enquiry about accessing IAPT services
- Request for information on registering as a carer - referred caller to Halton Carers Centre
- Request for help with a complaint about Woodview CDC - referred caller to NHS Bridgewater PALS team
- Comment on care given at A&E on New Year's eve
- Request for information on care home places in Halton that have EMI provision
- Request for information on consultant outcomes - referred caller to MYNHS pages where you can check information on consultants at different hospitals
- Caller rang to say they had been removed from their GP practice list as out of area patient and wanted information on their options - We gave caller details of local practices and spoke with NHS Halton CCG for further information
- Caller requesting support dealing with NHS complaints forms
- A query about the new system for ordering repeat prescriptions
- Information on Autism support groups in Halton



Making a difference together



How your experiences are helping to influence change

One of the key roles undertaken by Healthwatch Halton volunteers (and occasionally Support Team members) is that of Healthwatch Representative; an individual who attends local strategic meetings in order to feed in relevant local intelligence and act as a critical friend. There were many occasions during the year in which our Reps had the opportunity to

#SpeakUp

- We questioned NHS Halton CCG's Governing Body over the lack of Public Consultation and Engagement in their Five Year Forward View. This resulted in the CCG agreeing to meet with Healthwatch's relevant Task & Finish group to facilitate consultation. It also led to our Rep being asked to give a presentation on the "spectrum of engagement" model at their June meeting.
- At the NHS Halton CCG, Quality Committee Meeting, we queried a Patient Experience report that NHS colleagues had produced.
- We raised concerns to colleagues at the Health, Policy & Performance Board in June regarding the tender process for domiciliary care services.
- We talked to GPs at North West Coast Innovation Agency regarding the lack of Cancer Screenings for Older People.
- We raised concerns to colleagues at the Health, Policy & Performance Board in June regarding the tender process for domiciliary care services.
- The input of our Rep at the Halton Safeguarding Adults Board meeting led to Safeguarding Prevention Strategy including developing referral pathways in to support services within the voluntary & community sector, when previously it was focussed on public sector referral pathways. We spoke to NHS Halton CCG's Governing Body and the Health Policy & Performance Board regarding 18 new policies relating to various procedures which we felt might create unfairness which had not previously existed.

"Healthwatch are and will remain our eyes and ears in our community, supporting when needed, challenging when required. This impartial and always vigilant relationship is vital to our engagement and quality of local services. Healthwatch staff have carried out several pieces of work for NHS Halton CCG. The outcomes have shaped the improvements of many services, more so the development of the Urgent Care Centres. These centres have trebled their footfall over the last two years. Much of this is down to the advice, feedback and guidance picked up from the Healthwatch visits."

Dave Sweeney - Interim Chief Officer NHS Halton CCG (October 2017)

Examples of Strategic Meetings Attended by Healthwatch Reps:

- Health Policy & Performance Board & Scrutiny Panel meeting
- NHS Halton CCG Governing Body
- Patient Experience Committee (Warrington & Halton Hospitals)
- NHS Halton Primary Care Quality Committee Meeting
- Cheshire & Merseyside Quality Surveillance Group (NHS England)
- Cheshire & Merseyside STP - GPFV Programme Board meeting
- Mental Health Delivery Group
- Halton Adult Safeguarding Board & Forum meetings
- Halton Children's Trust INVOLVE Meeting
- Children & Young People's Emotional Health & Wellbeing Board
- Health & Wellbeing Partnership Board

Working with other organisations

We use a collaborative approach with service providers, commissioners, regulators and other local partners to bring about change. Examples of our partnership working in the last financial year include:

- Supporting Halton's Health Improvement Team at a number of events during Mental Health Awareness Week.
- Taking part in Bridgewater Community Healthcare Trust's 'Big Conversation' event. This was part of an engagement strategy to look at how best to provide services within the community. We also shared outreach activities with them in November.
- Meeting staff from Liverpool Heart & Chest Hospital to discuss the new pathways planned for Cardio Vascular Disease and how these would affect local people.
- Organising two Social Inclusion events which featured contributions from 16 local VCSE groups and organisations
- Supporting Halton Carers' Centre to deliver outreach sessions at Halton Hospital
- Working with the Health Improvement Team to add their database of over 100 mental health support services to our website A-Z pages

NHS Halton CCG

We have continued to have a good working relationship with NHS Halton CCG. We currently have representatives attending of the CCG Governing Body, Quality Committee and the Primary Care Commissioning Committee. We also provide NHS Halton CCG with a report on any concerns and emerging themes or trends around our local NHS Acute Trusts for inclusion in a joint LA/CCG/Healthwatch report to the bi-monthly NHS Quality Surveillance Group meeting. Our Manager, Matthew was also part of the team which produced the monthly NHS Halton CCG Radio Show on Halton Community Radio. This further boosted the positive working relationship between our two organisations.

GP Health Connect

Healthwatch Halton were approached by GP Health Connect (one of the new GP Federations) and asked to support with their engagement of local people to raise awareness of the work of the Federations, and to involve local people in the potential redesign of GP services. Our Support Team designed a focus group style event which could "facilitate conversations" between attendees and HW Halton volunteers. 42 members of the public booked onto the event. This was a "sell out" as we wanted to keep numbers at a level where attendees would have the chance to speak and be listened to. Members of the Support Team and Volunteers did a wonderful job acting as Chairs or Scribes on the night. All of the intelligence collected at the event was collated and presented to GP Health Connect in a written report.



"In November 2017, GP Health Connect asked Halton Healthwatch to run and facilitate a public engagement event. As local GPs, we want to engage with the public throughout the exciting journey ahead but know that we don't have the expertise to run events like this. The event was well advertised and well planned. Attendees were asked to tell us what was wrong with General Practice - and they did! Healthwatch were professional, well organised and very effective. They delivered. As a Board, we were extremely impressed."

Dr David Wilson - Chair, GP Health Connect (December 2017)

"The public participation work with the GP Federations was particularly successful. I was proud to be part of the Healthwatch team"

Paul Cooke - Healthwatch Director

Working with other local Healthwatch

We have a close working relationship with other local Healthwatch across Cheshire & Merseyside. We have regular catch-up meetings to review our cross boundary work and issues such as the NHS Sustainability & Transformation Plans. We've discussed the best ways to meet the challenge of representing our different communities during these changes. In July we took part in A&E Watch as part of the Healthwatch **#ItStartsWithYou** campaign, where local Healthwatch from across Cheshire & Merseyside all visited local A&E departments at the same time. Eight Healthwatch took part and gathered almost 350 comments from people attending local A&E. At Christmas time, our picturesque office (St Marie's) hosted the North West regional meeting for Healthwatch England, which was attended by 12 other local Healthwatch.

Healthwatch England

We share all our reports with Healthwatch England and continue to have strong links with them. We have shared information with Healthwatch England on issues such as social care assessments, domiciliary care and dental services. We have hosted a CRM database training session organised by Healthwatch England which was attended by staff from 4 local Healthwatch. We have also been actively involved in the Healthwatch England Intelligence and Informatics Reference Group.

How we've worked with our community

We actively support and encourage local people to get involved in our work in a range of ways. We regularly promote surveys and consultations that are taking place and encourage people to get involved. During the past 12 months we have promoted over 20 consultations or surveys through our website, social media and e-bulletins, including:

- Access to Healthy Food
- Which products should be available on prescription
- NICE - People's experiences in adult social services
- Gender Identity Services
- Procedures of low clinical priority
- COPD Services in Halton
- Long Term Conditions
- Wheelchair User survey



it starts with
YOU



“An inspirational event has been held to highlight a variety of activities which can improve health and wellbeing.”

Widnes and Runcorn World

#ItStartsWithYou

Helping to get the message across

The problem of Social Isolation was discussed at our Healthwatch Halton Volunteer meetings. Our volunteers agreed that this was serious problem which was impacting negatively on local people's health and wellbeing. Public health reports that “The impact of loneliness can be devastating and costly - with consequences comparable to smoking and obesity.” We decided that addressing the issue would be a priority for us this year. In light of this, we organised and delivered two events to help combat social isolation in Halton.

Healthwatch Volunteers discussed how people become socially isolated noting that this was a problem for a variety of people including older people, the unemployed, new parents and people with mental health conditions. We chose to put on two events that showcased groups and activities that people of different ages and abilities can get involved in, having fun and making friends in the process.

Venues with high footfall were chosen and a wide variety of groups were invited to have stalls and promote their projects. Dave and Jude from the Healthwatch Halton support team worked alongside volunteers, Roy Page and Mike Hodgkinson to deliver the events.

Both events were a great success. Whilst organising them could not be described as the core work of a local Healthwatch organisation, we recognise that social isolation has a big impact on people's health and we wanted to do our bit to help. The events allowed us to raise our profile whilst interacting with the public and networking with VCSE groups who had not previously known about us (or the other organisations that took part). We are confident that our social inclusion events raised awareness of isolation issues and gave people ideas of how they can become more included in their local community.

The VCSE Groups who participated in the project included:

- The Sanctuary - St. Ambrose church
- Wellbeing Enterprises
- Runcorn and District Scale Model Boat Club
- Bridge Quilters
- Deafness resource Centre
- Halton Volunteer Centre
- PUGS (Palacefields Ukulele Group)
- Widnes Historical Society
- Halton Community Radio
- Years Ahead (Dance and Art)
- Parish of St. Maximilian/Colbe
- Runcorn and District Scale Model Boat Club
- Runcorn and District Historical Society
- Runcorn Women's Institute
- Let's Go Stroke Club





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#ItStartsWithYou

Helping to address concerns

Case Study on Woodview Child Development Centre (Widnes) - An Ongoing Story

During the year we noticed an increasing number of complaints about the above service. The feedback was coming in via phone calls, e-mails and our online Feedback centre. Jude Burrows and Dave Wilson (from the Healthwatch Halton Support Team) met with one of the Managers at Woodview to present them with examples of the feedback we'd collected and to give them the opportunity to them explain their services and respond to the service users' concerns we were raising. It was clear at this initial meeting that the Manager didn't think there was any credibility to the complaints. Jude and Dave followed up the meeting by arranging a site visit to Woodview. Unfortunately the visit didn't allay their concerns about the service and what they witnessed backed up the intelligence previously collected.

The Support Team decided to do a survey to see if they could collect more intelligence about the service. It was written and circulated to appropriate organisations who may have referred children to the service including local schools and VCSE groups. By the end of March we had received over 80 responses, the vast majority of which expressed familiar concerns and often heart-breaking stories.

Going forwards, our intention for new financial year is to present the survey results (along with the other intelligence collected) to senior staff at Bridgewater NHS Trust (who run the service) and NHS Halton CCG (who commission it). We want to see changes and positive improvements in the service. We believe it will be very difficult for the service providers to ignore the evidence we have collated.

Our plans for next year

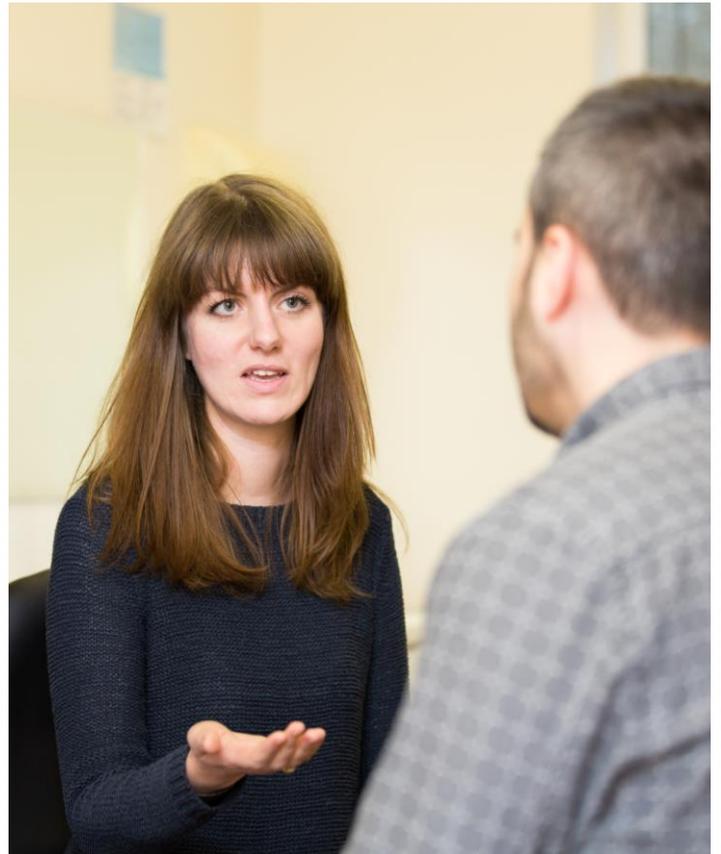


What next?

As from 1st April the contract for Healthwatch Halton will be run by Engaging Communities Staffordshire. In the first quarter of the year we will be looking to appoint a new chair and recruit members to our new Healthwatch Advisory Board.

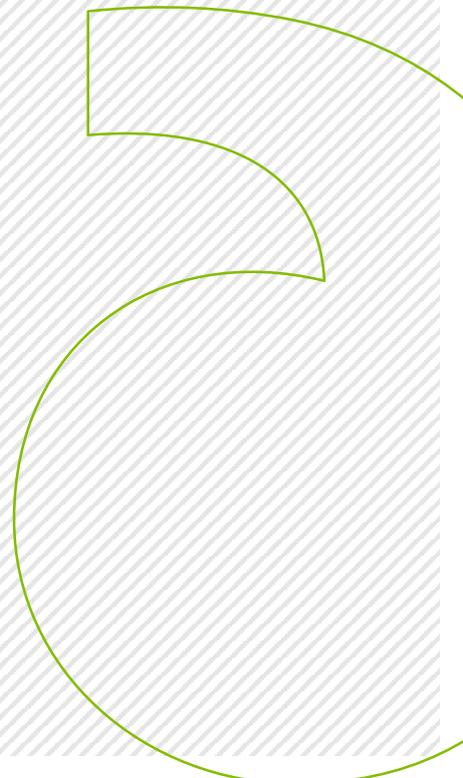
We will be continuing with some of the important areas of work we're focused on over the last year. We will be completing our projects looking at the services provided from the Woodview Child Development Centre and a review of the local Urgent Care Centres.

As in previous years, we'll be continuing with our visits to local services to monitor the quality of care provided as part of our 'Enter & View' project.



Our top priorities for next year

1. Review of Domiciliary Care services in Halton
2. Children and Young People's Mental Health Services Project - THRIVE
3. Access to Primary Care Services - Care Navigation project



Our people



Decision making

Healthwatch Halton is a CIC (Community Interest Company). Strategic decisions about the direction of the organisation or its infrastructure are made by the 4 Directors who meet on a quarterly basis. Other volunteers do have a say about the work of the organisation and decisions about the priorities to concentrate on or the work of the Healthwatch Halton Support Team are discussed and reviewed at quarterly volunteer meetings. At these meetings the Support Team give updates on trends and issues that have been highlighted from engagement with and feedback from the public.

How we involve the public and volunteers

Local people are extremely welcome to join our team as Healthwatch Volunteers. Throughout the year we looked to recruit volunteers in the following roles:

- Outreach Volunteer
- Enter & View Authorised Representative
- Healthwatch Halton Champions

- Healthwatch Representative

We promote volunteer roles in a number of ways through:

- Halton Volunteer Centre
- National volunteering website - Do It
- Our e-bulletin and social media

All our volunteers receive appropriate training and ongoing support. We currently have 11 active Enter & View volunteers, plus the support team staff, authorised and ready to carry out visits. All current Enter and View authorised representatives have had their DBS checks updated, if they were more than 3 years old. This will allow them to take part in future Enter & View visits under Healthwatch England's guidelines.

Next year we will continue to recruit new volunteers who will receive the training and support they need to make a valuable contribution to our organisation.



Our finances



Our Finances - Year ending March 31st 2018



| Income | £ |
|---|-----------------|
| Funding received from local authority to deliver local Healthwatch statutory activities | £134,715 |
| Additional income | £9,329 |
| Total income | £144,044 |
| | |
| Expenditure | £ |
| Operational costs | £29,599 |
| Staffing costs | £79,626 |
| Office costs | £34,819 |
| Total expenditure | £144,044 |
| Balance brought forward | £0 |





Contact us

Get in touch

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Twitter: @hwhalton

Facebook: www.facebook.com/hwhalton

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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