



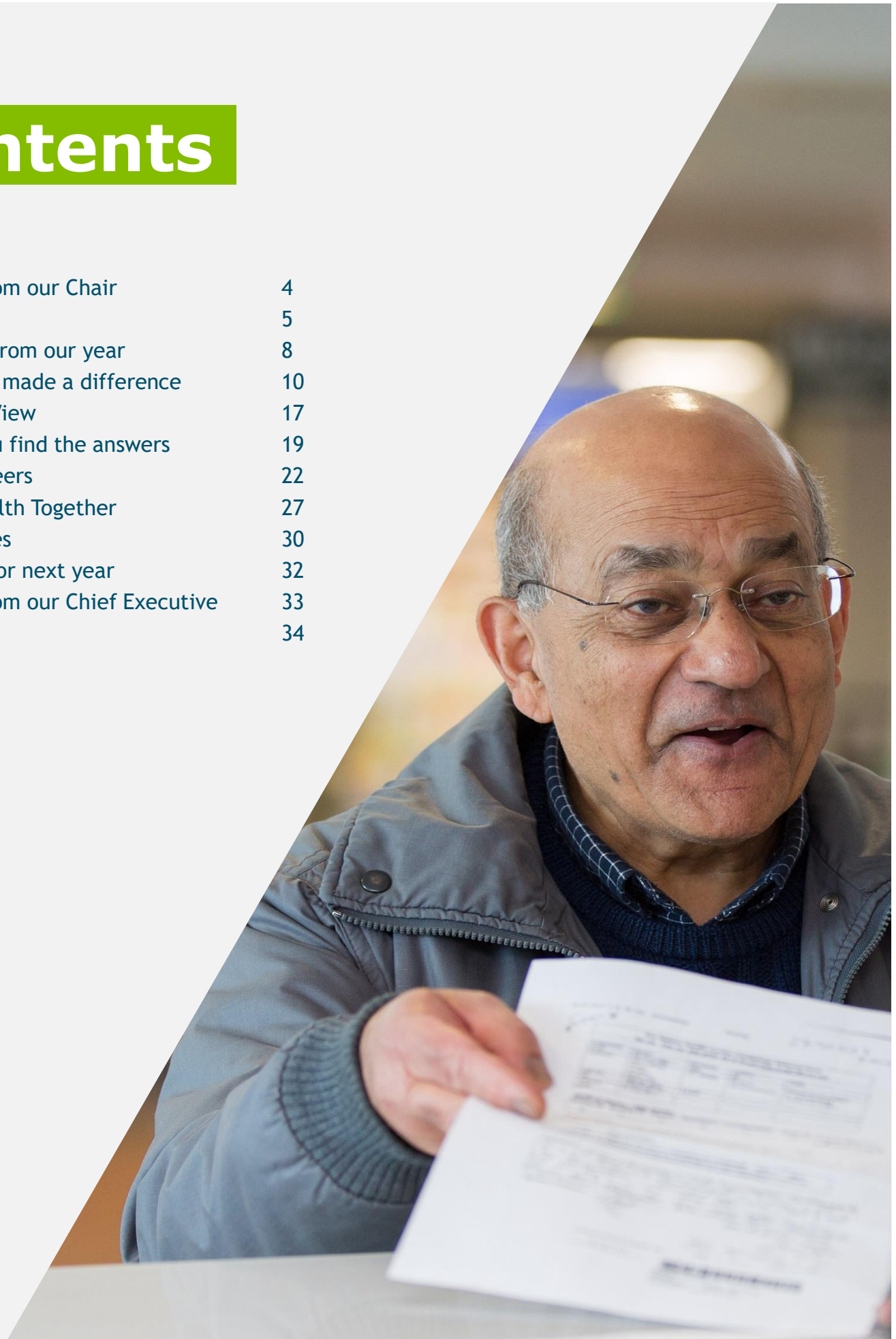
Making Your Voice Count

Annual Report 2018-19



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Message from our Chair



As we enter our sixth year of Healthwatch Derbyshire (HWD) I can report that the service continues to progress and strengthen.

HWD remains committed to working with providers of Health and Care services and always aim to work in harmony with these colleagues while remaining independent and challenging where appropriate.

Due to the massive savings required by NHS England for the county CCGs (£95m over two years), 2018/2019 has been a challenging year. We ensured that the CCGs were aware of the legal requirements regarding consultation and engagement of the public and partners and have therefore worked to lessen what may have been damaging changes.

Last year I reported that HWD had secured a three-year contract to deliver a mental health engagement service (Mental Health Together) but unfortunately this service had to be dramatically reduced because of the CCG savings referred to above.

In the past year we have conducted various pieces of themed engagement which has led to several reports being completed and presented to a range of high level strategic meetings, including Derbyshire County Council's Scrutiny Committee and the Health and Wellbeing Board.

In addition, we have continued to deliver our Enter and View programme using trained lay members of the public (Authorised Representatives).

There has also been a change of our Chief Executive in the past year with the previous postholder moving to a senior position in the now Derbyshire CCG following a merger of the previous eight bodies.

As in previous years, I wish to pass on my thanks to our staff who continue to demonstrate massive commitment to the complex task they carry out. Without this commitment the achievements would be impossible.

I also offer my thanks to the Board of Directors/Trustees who remain strong with a wide range of experience and expertise, remembering those who have left us this year and a big welcome to those who have joined us.



John Simmons
Healthwatch Derbyshire Chair

About us



Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. 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.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Derbyshire, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

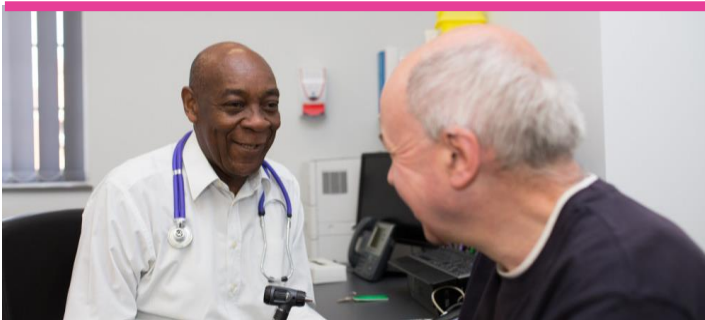
If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



Sir Robert Francis QC
Healthwatch England Chair

Changes you want to see

Last year we heard from 7004 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



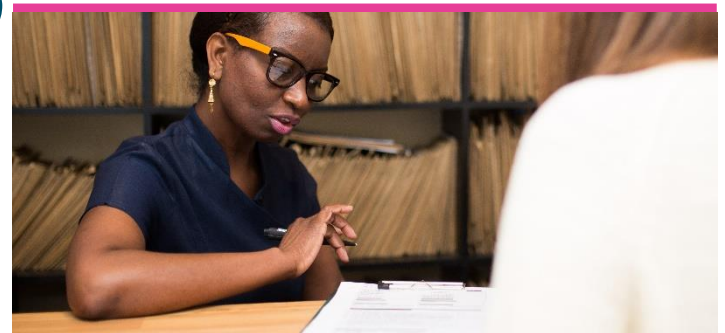
Make it easier to see a doctor and to improve continuity



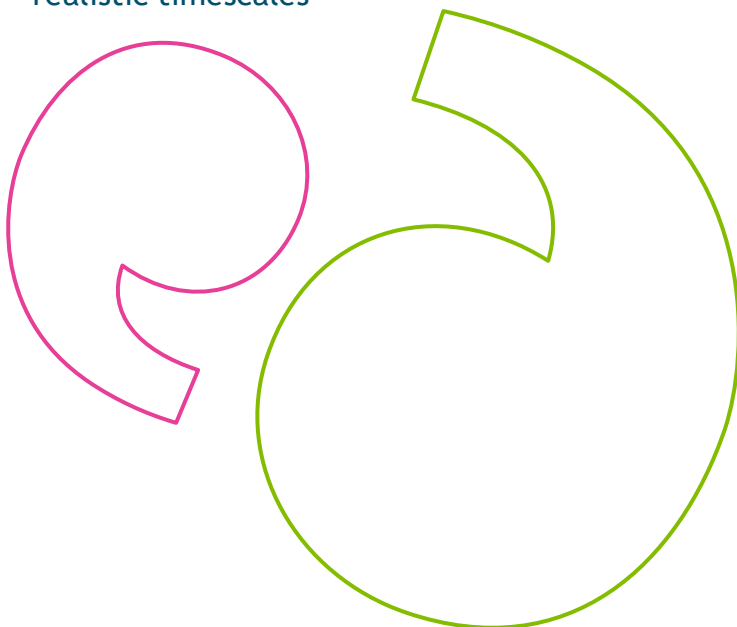
Healthcare professionals should have a positive attitude and be empathetic



Professionals should take the time to speak to people about what to expect and provide realistic timescales



Services should provide information that can be understood by everyone so that people can make informed decisions about their own care



Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations.

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the county. The evidence we gather also helps us recommend how policy and practice can change for the better.





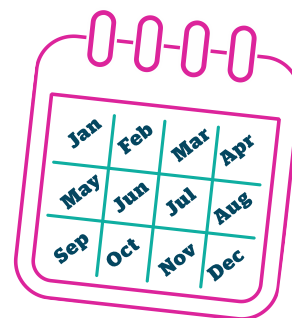
Highlights from

our year

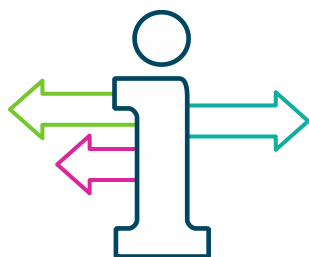
Find out about our resources and the way we have engaged and supported more people in 2018/19. **Our resources:**



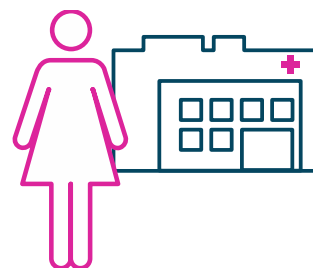
7004 people shared their health and social care story with us



We have **52** volunteers helping to carry out our work. In total, they donated **1913** hours



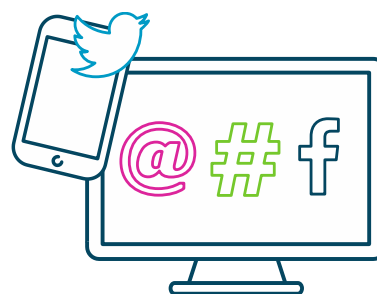
3,100 people accessed Healthwatch advice and information online or contacted us with questions about local support, **94%** more than last year



We conducted **18** Enter and View visits to understand people's experience of care and made **127** recommendations for improvement



93 improvements we suggested were adopted by services to make health and care better in our community



This year our messages were seen on social media **140,135** times, this is **22%** more than last year



How we've made

a difference



“Healthwatch Derbyshire’s work on dementia exposed serious shortcomings and led to improved services for people living with dementia. Their hard work and honesty exposed what was happening and was respected as “impartial” - HWD Annual Survey 2019

Listening to local people’s views

HWD collects comments from patients, service users and members of the public about their experiences of using health and social care services.

We analyse all comments regularly so that we can identify emerging issues, trends and themes. This helps us to see where service improvements are needed, and shows where there is good practice which can be shared.

Engagement activity across the county takes place throughout the year around priorities agreed by the Intelligence, Insight and Action sub group. This group is attended by directors, staff members and lay representatives, and reports to the Board of Directors.

Sometimes engagement work is planned as a result of having limited comments from a particular service user group, or community, indicating that we need to do some targeted engagement work. We also plan engagement activity around the volume of comments and level of interest coming into us about issues and services.

Our engagement officers target their work wherever possible at seldom heard voices, acknowledging that certain communities are less

likely to speak out about their experiences of health and social care services than others. With this in mind, we monitor the audience type of our engagement activity when possible.

During the last year our engagement priorities have included:

- + Mystery shops completed at Royal Derby Hospital and Chesterfield Royal Hospital
- + Experiences of cataract services and treatment in Derbyshire
- + Experiences of using health and social care services in rural communities
- + Creative engagement with children and young people.

During the past year we have produced a number of reports, all of which can be found on our website, under the heading ‘our work’, or you can request a copy to be sent via post.



Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Derbyshire. We show that when people speak up about what's important, and services listen, care is improved for all.

Experiences of using non-emergency patient transport in Derbyshire

We had received some negative feedback in regards to non-emergency patient transport services which is provided by East Midlands Ambulance Service (EMAS). It was felt that a targeted piece of engagement work would help to explore the issues and provide a detailed picture of how patients experience the service.

Renal patients were chosen as the cohort as they use the service very frequently. We visited the renal units at both Chesterfield Royal Hospital and Royal Derby Hospital.

We spoke to 92 renal patients in total about their experiences of using non-emergency patient transport. This engagement was originally carried out between January and April 2018, but we requested an update on the actions pledged in March 2019.

We have highlighted below some of the key issues raised and the action taken by EMAS.

YOU SAID

People told us that they do not routinely receive a call or text letting them know when transport is on its way.

March 2019 - "The text system is now in place. This is currently only available for our core crews and volunteers".

YOU SAID

People told us that there were more issues to do with pick-ups and drop-offs on a Saturday compared to during the week

March 2019 - "There was an identified shortfall in rota coverage on Saturdays. This has been rectified with recruitment to full establishment which enables our relief staff to fill vacant shifts more effectively over a seven-day period".

YOU SAID

People told us about stress and anxiety caused by the uncertainty around the provision of transport to and from appointments

March 2019 - “We implemented new changes to KPIs from Dec 2018. The changes have enabled the planning team to utilise our vehicles more effectively... The division can formally hold third-party providers to account and robustly manage any timeliness issues with taxi journeys more robustly”.

“The fundamental key to the service is communication, ensuring that the Patient Transport Service are managing expectations, and keeping patients informed regarding the service.” EMAS, 2018

YOU SAID

People told us that despite being eligible for patient transport services, they now make their own arrangements due to dissatisfaction with the service.

March 2019 - “We have also introduced an electronic live survey system on our vehicles... This system gives us immediate feedback through ‘survey monkey’.

We are continuing with our quality meetings and have introduced face-to-face meetings for patients who have had a reduced level of patient experience on more than one occasion.

We have introduced a dedicated Renal Patient Liaison service. This allows us to capture specific individuals who have poor service levels in real time, to try to resolve issues in a more timely manner and also this individually monitors daily journeys and amends journeys ahead of potential issues occurring”.



You can read the full report on our website <https://healthwatchderbyshire.co.uk/2018/10/renal-pts/> or you can request a hard copy to be sent via post.

Royal Derby Hospital (RDH) Mystery Shop

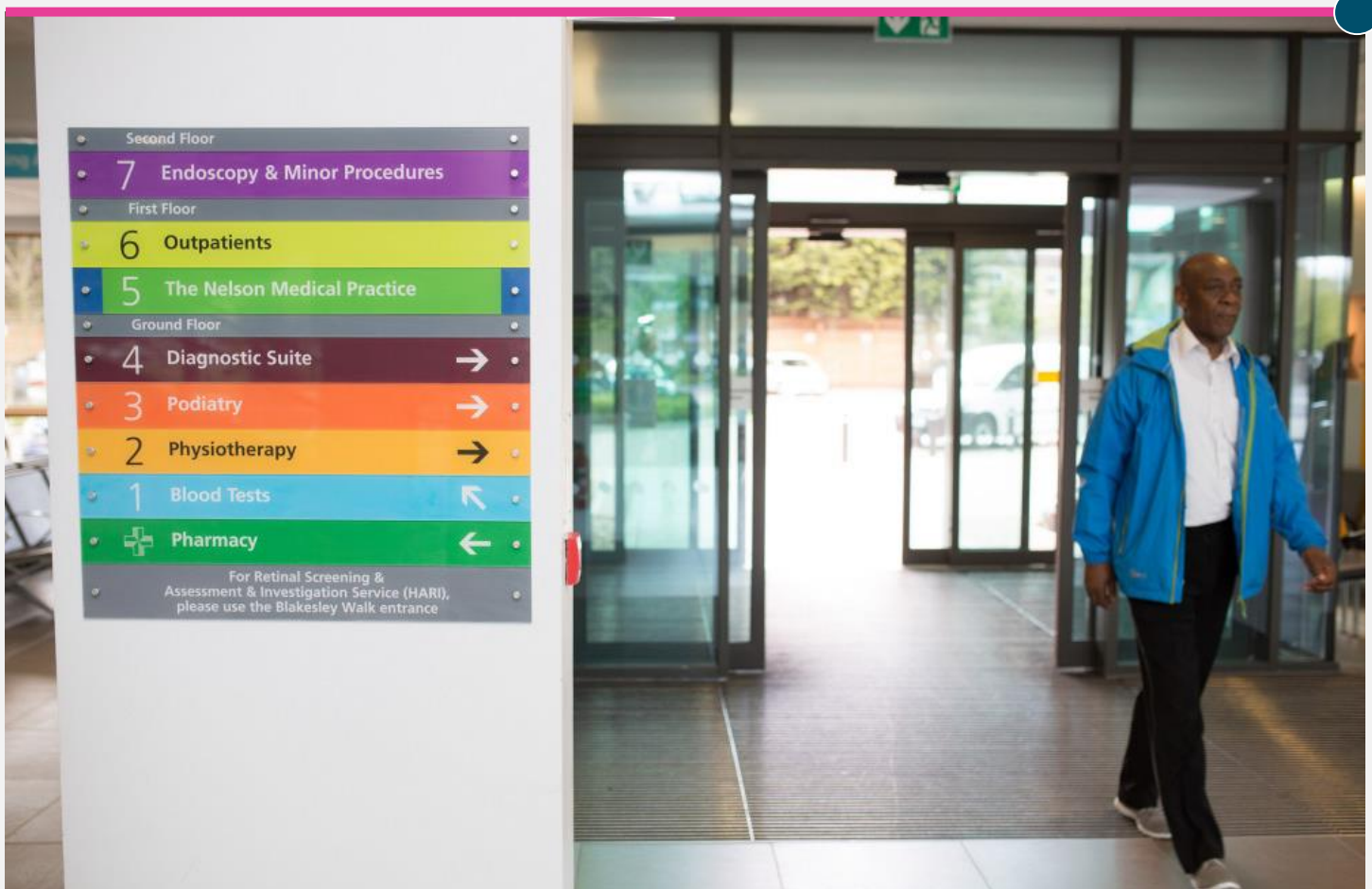
This mystery shop was conducted as a result of public and patient feedback collected by both HWD and RDH. In partnership with RDH, HWD volunteers tested the journey a patient would follow when being invited to the hospital for an outpatient appointment.

Volunteers commented upon their experiences, from receiving a patient letter inviting them to a fictitious outpatient appointment at the hospital, to travelling to the hospital for that appointment, and navigating the hospital site in order to find the correct department.



We made a number of recommendations to the Trust and the following changes have been implemented:

- + Changes made to appointment letter
- + Improved signage within the car parks
- + Increased advertising of car park tariffs
- + Advertising of weekly/monthly car parking passes.



Children and Young People Creative Engagement:



We had limited intelligence from children and young people (CAYP) and it was felt that a targeted piece of engagement work would help us to ensure their voices are heard and used to influence the delivery of services.

In Derbyshire, being a healthy weight, exercise levels, tooth decay, teenage pregnancy, smoking, drugs and alcohol are all real issues and challenges compared to many other areas of the country.

Between August 2018 - March 2019 we spoke to approximately **900** CAYP and their parent/carers.

CAYP shared their thoughts on the different issues by using a multimethod approach:

- + Speaking with us
- + Writing down their thoughts
- + Creating artwork

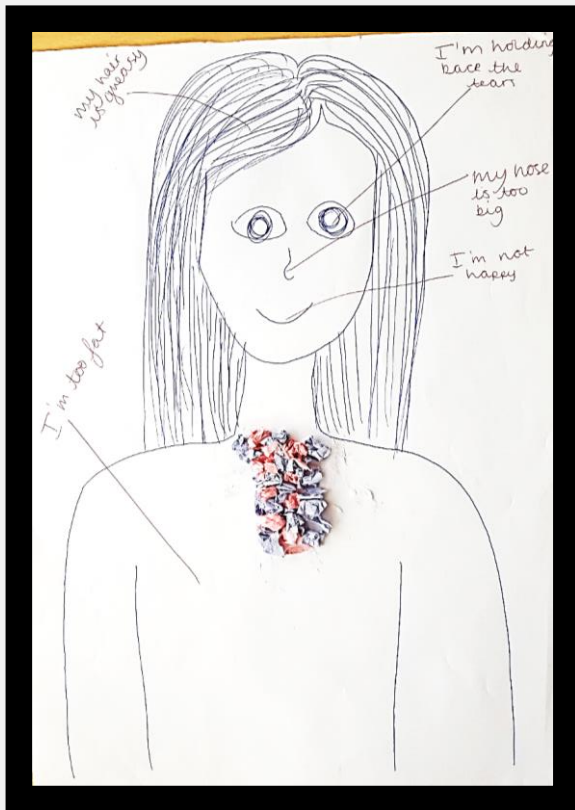
Through using arts we hope to give CAYP another way of expressing themselves.

“My art shows a child’s mouth being sewn up. This represents how children don’t usually get to have a say in things that affect them, simply because they are children and more vulnerable than adults.”



Summary of what CAYP would like to see improved in Derbyshire:

- + More education on poor dental health
- + Training for dentists to reduce anxiety in CAYP and know how to put them at ease
- + More opportunities for parent/carers and CAYP to learn how to cook fresh meals
- + Encourage people to make their own healthy choices people have a responsibility to look after their own health
 - + Promote the 'mile a day' within schools
 - + More affordable group exercises and activities for CAYP to do in the evenings/weekends which are inclusive of all abilities



- + Improve mental health services (access) for CAYP
- + More education and honest communication around substance use
- + Improve sex education within schools by having smaller groups and for it to be delivered by an outside agency
- + For all schools to be part of the C-Card scheme and for there to be more discreet ways of accessing contraception (drop in services).

“Healthcare professionals focus on my diet ... I just want someone to listen to how I feel ... until my mental wellbeing is addressed, nothing will really change.”

We presented the report to the Children’s STP Board on Friday 12th April and asked them to make recommendations in response to the report to improve the lifestyles of CAYP in Derbyshire. The full report will be available on our website once a response has been received.



Have your say

Share your ideas and experiences and help services hear what works, what doesn’t and what you want from care in the future.

www.healthwatchderbyshire.co.uk

T: 01773 880786

E: enquiries@healthwatchderbyshire.co.uk



Enter and View

Enter and View

In terms of HWD Enter and View (E&V) activity, 2018/2019 has been a busy and productive year.

- + 20 Authorised Representatives (ARs) have participated in E&V activity
- + A total of 18 visits have taken place, 14 of these were conducted in a care home setting, two in GP practices and two were ward visits
- + ARs spent 81 hours on visits
- + 127 recommendations for improvement were made to a number of providers.

We are grateful to our Authorised Representatives (ARs), who are highly trained and enthusiastic individuals, for their commitment and contribution to the work of the organisation. Their unique lay perspective has facilitated communication with service users and ensured that their voice is heard strongly across health and social care.

All Enter and View visits are an opportunity to identify and acknowledge good practice and encourage organisations to build on this. Where shortcomings are identified, the recommendations made are generally well received. Providers are required to respond to recommendations with a plan stating what actions they will take to improve services. Return visits to services are made to ascertain how services have changed as a result of the Enter and View visit.

'One year on' progress updates were requested and received from Treatment Centres run by Derbyshire Recovery Partnership to see the impact of recommendations made following visits in 2017/2018. The majority of recommendations have been implemented and others are being worked on in conjunction with other departments in the Partnership.

The contract with Derbyshire County Council (DCC) to visit their residential services



continued; 13 services were visited and 98 recommendations made resulting in positive changes in several locations. The recommendations ranged from minor to major factors to be considered by service managers and the Local Authority. Once again, overall good standards of care were observed and residents remained 'very satisfied' with the services they received. The DCC contract has now been completed and the reports written and circulated.

Trial visits to two GP practices were carried out to test a methodology for future visits. These highlighted the need for some revision of the tools used and further consultation with the Clinical Commissioning Group and the Local Medical Committee (LMC) was undertaken. A rolling programme of visits supported by Commissioners and GP representatives is due to begin in May 2019.

Looking ahead, we will be working with volunteers from the Mental Health Together team to visit local hospitals to gain insight into the experience of patients in the mental health unit. The programme of visits to GP surgeries and care homes will also be ongoing throughout 2019/2020.



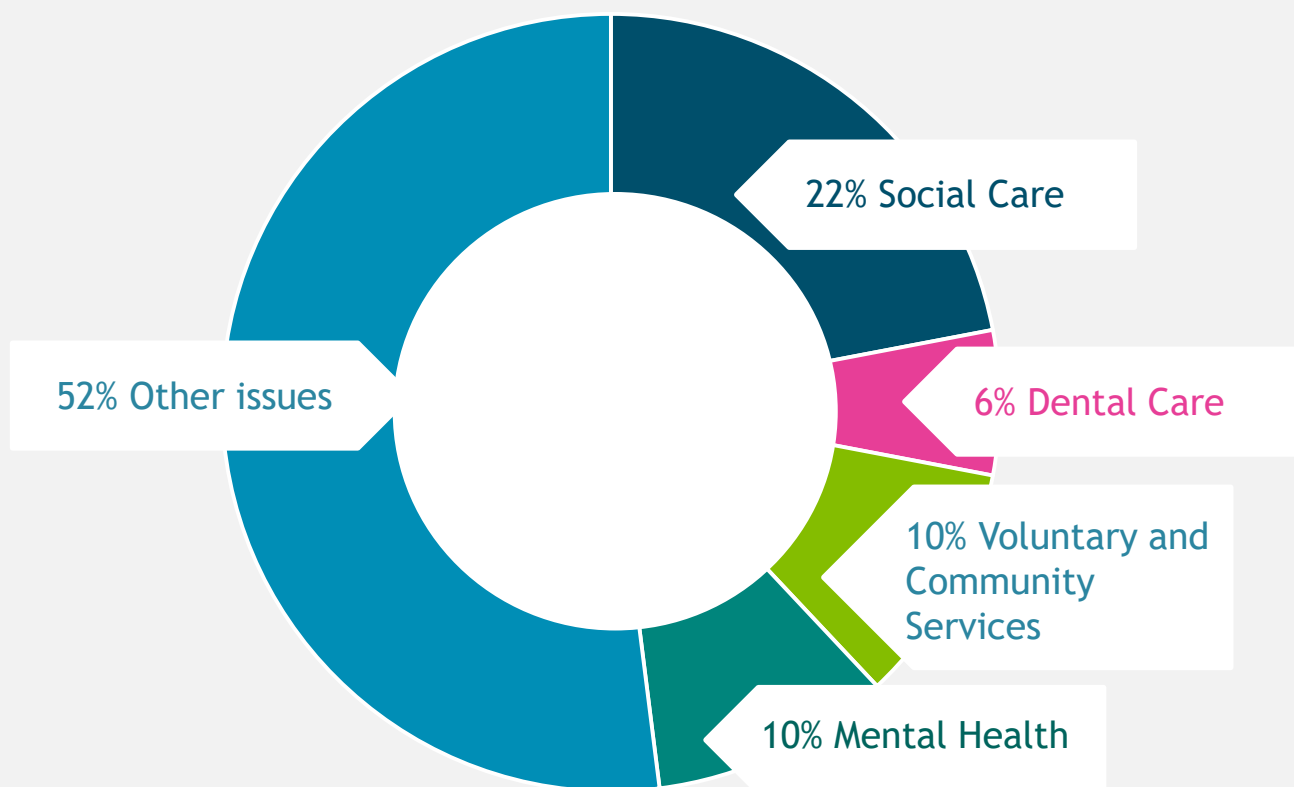
Helping you find

the answers

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful.

Healthwatch Derbyshire has a wide remit and this includes being a single point of contact for the public who need advice, information and signposting to services that are available.

People get in touch with us for a wide range of reasons, from wanting to find out about local support groups in their area, to how to make a formal complaint about a service.

Last year we helped 3100 people access the advice and information they need. You can come to us for information and advice in a number of ways, including:

- + Through our website, or media channels
- + Our contact us form
- + At community events
- + Over the phone
- + Email.

Telephone



Waiting for a CAMHS assessment:

A parent got in touch with us to understand more about how a CAMHS referral works.

The parent was becoming increasingly concerned about her child's education and safety and was unsure what support was available in the interim whilst they were waiting for an assessment.

'Thanks so so much for this amazing feedback... It's good to know we can get in touch with CAMHS directly [we didn't know that] which we'll [now] do. We also [didn't realise that we can] talk to the school nurse... to see if she can help with fast tracking [the CAMHS referral process], which your helpful feedback would suggest is definitely appropriate at this stage.

Also, I love the Young Minds website. I've signed up to receive regular information as they are tackling all the issues that affect us as a family and I do feel it is something we should actively get involved with in terms of campaigning for ongoing progress from government and the education system. Even though we struggle, I know as a family we are better equipped than most - which really is shocking.

But in the meantime, I'm so grateful for your help. It has really focused our minds at a time when we are quite overwhelmed.'



Our volunteers



How do our volunteers help us?

At Healthwatch Derbyshire we couldn't make all of these improvements without the support of our 52 volunteers that work with us to help make care better for their communities.

Our volunteers:

- + Visit services to make sure they're meeting people's needs
- + Support our day-to-day running, e.g. governance
- + Collect people's views and experiences which we use in our reports.

Mystery shop at Chesterfield Royal Hospital (CRH): Volunteers improve accessibility of outpatient waiting areas



The mystery shop at CRH recommended reviews to outpatient waiting areas.

As a result, the Trust agreed to review all outpatient reception areas to ensure they are more comfortable, are accessible to wheelchairs and seating will be rearranged to ensure people can see when they are being called, thus creating a better environment for those with hearing impairment.

“This process has been so very useful to us as a Trust. The feedback was useful in so many ways.

It has raised the importance and interest of having patient and public feedback with the multi-professional team.

It has reinforced in some areas we are doing well and the staff have been pleased to hear this from an external source.

It has reassured the project board that many of our current projects are focused on the correct issues.

It has helped to provide a simple solution to an issue we were overcomplicating.

It has provided insight into the more ‘human factors’ to the system, i.e. how are people feeling?”

Ruth Heafield, Outpatients Programme Manager

You can read the full report on our website <https://healthwatchderbyshire.co.uk/2018/10/renal-pts/> or you can request a hard copy to be sent via post.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

Shaun,

In February 2018 I retired from 35 years' service as a police officer. For the last 24 years of which I was a hostage and crisis negotiator as well as being a detective inspector investigating serious and complex crime in the CID for 15 years. I had enjoyed the job very much but I was so tired of being on call and the long hours that came with that.

I must admit I was a bit lost on retiring, being a cop was all I had ever known and despite the job getting harder each year, policing is rewarding and it is a family. I missed my colleagues and the team ethic very much.

I wasn't sure what I wanted to do with the rest of my life. All I knew was that I had a lot of life experience, I enjoyed protecting the vulnerable and that I had to get out of police mode. I needed to do something different but equally as rewarding.

Until I could decide what I wanted to do I thought I would volunteer somewhere. Almost by chance I came across Healthwatch. I saw an online advert asking for volunteer mystery shoppers and thought I liked the look of that. It was a chance to put something back and I had always enjoyed making improvements in policing. I immediately applied and within a few weeks met the volunteer coordinator, Helen. I soon discovered, as well as mystery shopping, the role involved enter and view powers under the Health Act 2012. This allowed me to enter any NHS service provider and review the service supplied.

The training was great; there was a lot to learn, it was well presented, and it was all very interesting stuff. It was for three days and

included guest speakers and covered everything a volunteer needed to know about enter and view and mystery shopping. The course explained how to review and gather evidence and also how to put it into a comprehensive report.

It has been a great 12 months and I have completed two significant large mystery shops and several enter and view visits around Derbyshire. I have also circulated much HWD publicity material and interviewed hundreds of patients and visitors in care homes and outpatients departments. The role has given me access to much free additional training, including more on mental health and autism awareness which I found fascinating.

There is such a variety of different tasks to do and I have met some great like-minded colleagues who have become personal friends. The volunteer group has many interesting people from all walks of life, including teaching, nursing and the civil service. It is so rewarding and it is a privilege to be able to make a difference and I like giving a voice to people who would not otherwise have spoken up about the service they have received from the NHS. It is not all negative, many service users interviewed rate our NHS very highly indeed. We are lucky to have the NHS in the UK.

I never thought I would find a role that would interest me as much as policing did. Healthwatch is also like a family just like policing was. It is great fun and comes with much personal satisfaction. Another positive is that working as a volunteer for Healthwatch has secured me a paid part-time position in the Disclosure and Barring Service vetting NHS staff.



David,

As a local church pastor I've lived with my family in Heanor since 1995, raising a family, using lots of health services. On many occasions my interactions with local people led me to hear both good and not so good stories of their experiences within health/social care. When things get challenging or difficult, it can be hard to know where to turn.

I had already heard about Healthwatch nationally and so I wanted to help signpost people to have a say in what happens when they encounter NHS services. So often people feel that if they make a comment about their experiences it will cause them even more problems in the future with their ongoing treatment, when we know that this is never the case.

I believe that everyone has the right to receive the very best care when they need it most and this is the reason why I actively volunteer with Healthwatch Derbyshire on a regular basis.

Thank You

To all our amazing volunteers who help make a difference to health and care.

healthwatch
Derbyshire



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering, get in touch.

w: www.healthwatchderbyshire.co.uk

t: 01773 880786

e: enquiries@healthwatchderbyshire.co.uk

‘The views and stories you share with us are helping to make care better for our local community.’

Mike Smith
Healthwatch Volunteer





Mental Health Together

Mental Health Together



Mental Health Together

Mental Health Together (MHT) was commissioned to give service receivers and carers a greater say in the services they access; ensuring they are listened to and that their experiences are at the heart of service design and delivery.

The service started on 1st July 2017, and is commissioned jointly by Derbyshire County Council (DCC), and Derbyshire Clinical Commissioning Group (CCG).

In May 2018 the service was in danger of coming to an end due to the withdrawal of funding from the CCG as part of the financial recovery plan. However, a case was made to continue a reduced service with a smaller team in order to ensure that the positive work carried out in the first year of the contract was able to continue.

Steering Group

The team of staff were initially supported in their role by a steering group made up of service receivers, carers and organisations who represent service receivers and carers. The steering group brought their expertise to the service, helping to identify priorities, suggesting best methods of engagement and evaluating the effectiveness of the work undertaken. This group was disbanded in September 2018 due to the funding cuts, although a large number of the service receivers and carers are still involved in the service as Experts by Experience.

Experts by Experience

An important part of this service is to recruit, train and support Experts by Experience. These are people who have personal or caring experience of mental health conditions. They help to gather information from their own communities and networks, about what people think is good and bad about services and their ideas for improvement. They then use this information to represent service receivers and carers at meetings and workshops that are looking for ways of improving services for people with mental health conditions.

Two cohorts of Experts by Experience (23 people) have received a two-day training programme during the year to ensure that they have the skills and confidence to carry out their work. Experts by Experience also took part in a half-day co-production workshop.

The group meet on a bi-monthly basis to share information and experiences and offer each other peer support.

The Team

At the beginning of the year the service consisted of five members, however by September the funding cuts left two part-time workers, Niki and Kath, working as Involvement Officers.

Continued...



Mental Health
TOGETHER

Engaging with Derby and Derbyshire

Training for Mental Health Commissioners and STP Leads

Two half-day co-production workshops were delivered on 10th and 17th July 2018 to high level strategic leads and commissioners for mental health services. These workshops covered methods of co-production, including citizens' juries, participative budgeting, appreciative enquiry and deliberative events.

We were encouraged to see that identifying when co-production should take place has now become part of the plans of the mental health workstream of Joined up Care Derbyshire, the Sustainability and Transformation Plan for Derby and Derbyshire.

High Peak Mental Health Engagement Group

One of the initial priorities of Mental Health Together was to set up a mental health engagement group in the High Peak. The team continues to facilitate this group of service receivers, carers and professionals who meet up every 5-6 weeks. It has been very encouraging to have an increasing range of local service providers attending to listen to people's views and concerns and to network better between themselves.

We particularly appreciate the attendance of the manager from Stepping Hill in-patient facilities where people from the High Peak are

usually admitted. She gives up significant time to travel and attend demonstrating the importance of such engagement groups.

New Project and Funding on the Horizon

Having survived the near closure of this service we are delighted to have some new funding coming our way from Health Education England. The money will fund a new worker to help deliver a project about achieving better physical health outcomes for people living with serious mental illness. We will be seeking out the views and ideas of this group of people to ensure that necessary changes and/or new initiatives are informed by current experience, especially existing barriers.





Our finances



How we use our money

Our principle funding source is our contract with Derbyshire County Council (DCC). This year we also received funding to deliver Mental Health Together which is jointly funded by DCC and the four Clinical Commissioning Groups (CCGs) in Derbyshire. This income is shown below as 'additional income'.

We also receive a small amount of funding from DCC to visit 13 of the 26 care homes which DCC manage, to support their quality assurance processes. This income is shown below as 'additional income'. Full accounts can be viewed on our website or you can request a copy.

For the period 1st April 2018 - 31st March 2019:

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£321,144
Additional Income	£106, 561.97
Total Income	£427,675.97

Expenditure	£
How much it costs to run our Healthwatch	£412,561
How much we pay our staff	£298, 180
Our operational costs	£412, 561
Total Expenditure	£412, 561



**Our plans for
next year**

Message from our CEO

Healthwatch Derbyshire has continued to move forward this year, asserting ourselves as a truly independent champion working to put Derbyshire residents at the heart of local health and social care services.

One of our key achievements has been to constructively challenge commissioning organisations in Derbyshire around the way that difficult decisions were made at a time of significant financial strain. Commissioners listened to, and responded to our challenge, and have reflected this in their decision making and have developed and advanced their plans for public engagement in the future.

We have developed the way in which we use the skills and experience of our volunteers. Our volunteer mystery shoppers have carried out a number of visits, to give a truly impartial view of accessing a service from a range of different perspectives. Thank you to our committed volunteers, and to the healthcare providers we have worked with who have received and acted on the feedback we have collected. This work has produced lots of examples of change as a result of the feedback given.

This year has also involved change within our staff team, with our former Chief Executive, Karen Ritchie, moving on to a different job in February 2019. After acting as Interim Chief Executive in Karen's absence, I was appointed to the substantive post after a national recruitment campaign and am delighted to be taking forward the work of Healthwatch

Derbyshire as the Chief Executive. I would like to give my personal thanks to our truly fantastic staff team, board members, and volunteers for all their hard work and effort in the past year, and their commitment to all we will do in the year ahead.

Our plans for the year ahead are to quite simply keep doing what we do best - keep listening to people, keep asking questions, keep finding the answers, and working creatively and innovatively to shine a light on the voices and experiences that are least likely to be heard, and are least likely to be taken into account.



Helen Henderson-Spoors, Chief Executive

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Thank you

We are working towards a society in which people's health and social care needs are heard, understood and met. To do this we work with a wide range of organisations and people.

Thank you to everyone who is helping us to put people at the centre of health and social care, helping their voice to shape, inform and influence service delivery and design.

We will be making this annual report publicly available by 30th June, 2019 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, CCGs, 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.

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