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Message from our Chair

This year's report shows how Healthwatch Warrington has represented the voice of local people in imaginative and persistent ways.

Communications and engagement are our bread and butter.

Our outreach activities, advocacy work and feedback system gives us quick ways to report experiences of Health and social care at the strategic and operational meetings we attend. We also use these findings to inform our work, such as our comprehensive Enter and View programme.

We are also pleased to have influential representatives at important meetings such as the Health and Wellbeing Board and Integrated Commissioning and Transformation Board.

At these committees and forums, we work hard to reflect people's experiences and to find positive solutions to some of the problems faced by health and social care systems. We have also strengthened relationships with our NHS and Local Authority colleagues, particularly with the 'Warrington Together' initiative team.



We have continued our work to empower individuals to improve their own health through the 'Ask Three Questions' initiative, which equips them with the tools to have appropriate discussions and make informed choices about their care provision. We have also been collaborating with voluntary, community and faith organisation organisations to hear more about different experiences in our diverse community and boost our evidence base. In turn, this has helped us to act as a 'critical friend' for local services. I would like to thank all our volunteers, supporters, our Board of Directors and staff, as well as our partners; they are the means whereby we can be a constant advocate and voice for patients and communities

Helen Speed



Message from our Chief Executive Officer

Lydia Thompson, CEO, shares her thoughts on the important role that we have played this year in representing and supporting our local community around the health and social care issues that matter most to them.



Additionally, we have strived to make a positive difference through our headline project work streams; which we are delighted to share more detail about in this annual report.

We have also adopted a proactive approach in responding to change and transformation plans that will shape the health and social care landscape in Warrington and the wider region; making sure that we work in partnership with local stakeholders and organisations to ensure that the voice of local people is heard by those charged with delivering change.

As such, we look forward to building upon these successes and will maintain a transparent and collaborative ethos throughout 2018/19.

I would like to begin by thanking our wonderful staff team and dedicated volunteers for all their contributions, which helped to make 2017/18 a period of significant operational achievement.

Together, we have conducted intelligence-led outreach visits to a range of care services, such as intermediate care facilities, and proposed recommendations in line with patient feedback.

“We were especially pleased to appoint our new Volunteer Co-ordinator to assist us with strengthening our valuable relationships with local voluntary organisations, inviting more people to connect with us as new volunteers, alongside improving the personal development training and support that existing volunteers receive”.

Highlights from our year

This year, we've reached a combined audience of **1,800** social media followers and **18,500** website visitors



Our **25** volunteers help us with everything from Enter and View visits to community research



We've carried out **16** Enter and View visits to local services



Our projects covered key local issues from frailty and prevention to dentistry in care homes



We've spoken with **133** people about their views on local pharmacy services

We've given **152** people in-depth information, advice and guidance support



Who we are



Healthwatch Warrington is your local, independent people’s champion for health and social care.

We work as part of a wider network made up of local Healthwatch that act as ‘eyes and ears’ on the ground; with Healthwatch England providing representation at a national level.

We also form collaborative partnerships local services, stakeholder organisations and decision-makers by acting as a ‘critical friend’ that shares vital intelligence and challenges services to make improvements.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Our purpose and vision

We are a registered charity (No. 1172704) here to find out what matters to you and to help make sure your views shape the support that you need from local services. We aim to be Warrington’s voice for outstanding health and social care services for all.

We believe

In a health and social care system, provided by the state, that delivers universally high quality care to everyone. We make change happen by playing our part, reflecting on our practice and improving our performance, to services effectively.

It is vital that all people are treated with dignity, are listened to and that all experience, whether positive or negative, is treated as valid and acted upon appropriately. We encourage transparency in communications and governance; which reflects the whole picture and encourages people to have confidence in services and have an empowered voice.

You can find out more by visiting our website: <https://www.healthwatchwarrington.co.uk/about-us/>

Meet the team



Lydia Thompson
Chief Executive Officer



Clare Scretion
Finance and Office Co-ordinator



Jonathon Woodruff
Communication and Intelligence Officer



Adrienne Roberts
Volunteer Co-ordinator



Esstta Hayes
Community Engagement Officer

Your views on health and care



Listening to local people's views

Healthwatch Warrington engages proactively with key stakeholder networks and community events to help us better understand the views and needs of our diverse local communities. For example, we heard from patients, carers and staff by participating in;

- Alzheimer's Society, Dementia Café
- Bipolar UK Warrington Support Group
- Disability Awareness Day
- Fresher's Fayres
- Health Forum (Warrington CCG)
- LifeTime (community outreach)
- Making Space AGM
- MELA (WECA) and Eid celebrations
- Mental Capacity Act Conference
- Older Person's Event (Latchford Community Hub)
- Spire Cheshire Hospital (patient outreach)
- Stockton Heath Festival
- Walk in the Park Event
- Warrington Health and Wellbeing event

In addition, we hosted a range of themed public events (often inviting guest speakers along on behalf of local groups and services);

- Falls Prevention Event (in Partnership with Warrington Disability Partnership)
- Healthwatch Warrington AGM 2017
- Medicines Management (Dinner and Discuss)
- Pharmacy Services (Lunch and Listen)
- Quality Accounts Involvement Day Event
- Quarterly Focus Event: Care Plans
- Quarterly Focus Events: End of Life Care

This allowed us to gather **142** public reviews of services and other intelligence for further analysis.

Making sure services work for you

Healthwatch Warrington has the statutory power to conduct Enter and View visits to local health and social care services.

The purpose of these visits is to observe care delivery and gain feedback directly from staff, residents, patients, visitors and carers; forming an overall impression of the quality, safety and 'feel of a service' – from a local person's perspective.

We then produce reports that detail our findings; including any recommendations made with the aim improving services and sharing best practice. Providers are then offered an opportunity to provide a formal response to be published, in full.

Healthwatch Warrington is supported by **23** specially trained Enter and View Authorised Representatives, who have helped us to visit **16** local services this year – including care homes and intermediate care facilities.

These activities are co-ordinated in line with vital information received from our local partners, monitoring authorities and members of the public and our intelligence is shared with strategic stakeholders.

You can find our published reports by visiting: <https://www.healthwatchwarrington.co.uk/our-work/enter-view/>

Helping you find the answers



How we have helped the community get the information they need

Healthwatch Warrington has helped local people to find the information they need to make decisions about their wellbeing and find the care support that they need.

We have achieved this, in part, by hosting signposting information on our website, as well as by engaging at public events and office drop-ins, alongside phone and email contact.

In addition, we have built a strong mutual information, advice and guidance network with local partners, including;

- Warrington Wellbeing
- Warrington Speak Up
- Warrington Voluntary Action
- Warrington Citizens Advice Bureau
- Wired Carers
- Warrington Disability Partnership
- Access to Social Care Team (Warrington Borough Council)
- Safeguarding Team (Warrington Borough Council)
- British Red Cross
- Bridgewater Community Healthcare NHS Foundation Trust
- Mental Health Assessment Team (North West Boroughs NHS Foundation Trust)
- Pathway Community Counselling Service
- LifeTime Warrington Community Living
- Warrington Home Improvement Agency
- St Rocco's Hospice
- Other partners

Healthwatch Warrington has also been able to provide clients with in-depth information, advice and guidance in relation to health and social care complaints support.

Throughout the 2017 – 2018 period, we made 13 client referrals to the Merseyside and Cheshire Independent Complaints Advocacy Service, in relation to NHS complaints.

We have also provided assistance to 152 people via one-to-one advice meetings. For example, we helped a single parent struggling to access mental health support to connect with local services.

In-depth Support - Case Studies

We have also provided assistance to 152 people via one-to-one advice meetings and multiple contact routes.

For example, We helped clients finding it difficult to access telephone referral services. For example, we assisted carers of a client with extra support needs to secure health and social care appointments on their behalf. As a result, the client received a referral for accommodation support to help them work towards independent living.

We were also contacted by a client who was concerned about their neighbour's welfare; as they were an older person, who was experiencing isolation due to a recent deterioration in their physical health due to the onset of cold weather. We signposted the client to Warrington Borough Council's Safeguarding Team to discuss further assessments. We also directed the client to LifeTime's activity programme, information on how to book 'befriender' phone calls through The Silver Line and details around Warrington Wellbeing group and one-to-one support options.

We helped multiple clients to raise serious concerns about their relative's welfare in care home settings. We relayed this intelligence to inform multi-party discussions with Warrington Borough Council's Quality Monitoring Team.



Making a difference together



How your experiences are helping to influence change

As a result of our headline project work, Enter and View programme, engagement activities and information, advice and guidance support, Healthwatch Warrington has been able to collate a rich tapestry of health and social care intelligence.

We have used this patient, service user, carer and staff feedback to produce reports and inform meetings that have made a tangible difference at the local and national level.

In October 2017, Healthwatch Warrington published an 'intermediate care journeys summary report', which made recommendations for improving services based on the experiences of service users, relatives and carers. Our findings were shared with key stakeholders, including service commissioners.

Working with other organisations

Healthwatch Warrington has worked together with service providers, commissioners, regulators and other partners to bring about change on behalf of local people. For example;

- We met regularly with Care Quality Monitoring, Public Health and Safeguarding team members (Warrington Borough Council) to share valuable insights relating to local services. This helped us to co-ordinate our Enter and View programme and influence partner monitoring activities, in line with public feedback and patient needs.
- We responded to several intelligence submission requests from Care Quality Commission in support of formal, regulatory inspections
- We are members of the multi-partner, NHS Warrington Clinical Commissioning Group led local Quality Surveillance Group (QSG) and Cheshire and Merseyside QSG (NHS England)
- We have joined with local and national service partners to promote joint work around enhancing dental care provision in local care homes
- We are linked into Warrington's Third Sector Network Hub and Warrington Together; collaborating with partners to strengthen local support networks and integrated care initiatives

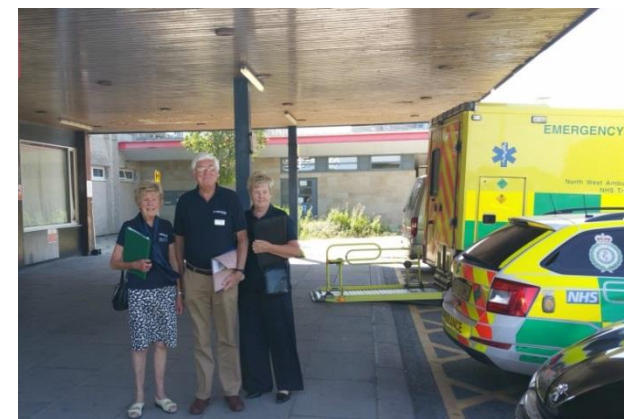
Our GP Access Enter and View Programme summary report, made available in August 2017, included 9 recommendations for making local primary care access better. Our findings were grounded in the data collated from 147 patient survey responses and 14 visits to local surgeries.

How we've worked with our community

Healthwatch Warrington has also proactively promoted the involvement of local people in the commissioning, provision and management of local health and care services. For example;

- We provided our Chair with regular 'hot topic' briefings to support them as our local Health and Wellbeing Board representative, well as Directors and staff attending other strategic meetings, such as the Joint Strategic Needs Assessment Steering Group and Patient Experience Group (Warrington and Halton Hospitals)
- As members of NHS Warrington Clinical Commissioning Group's Warrington Health Forum and Patient Participation Group Network meetings, we were able to share patient feedback directly with local stakeholders and representatives
- We hosted a pharmacy themed Lunch and Listen event, where representatives from Warrington Borough Council's Public Health team delivered a presentation and collected public feedback around the Pharmaceutical Needs Assessment 2018-2021 (we also provided an intelligence submission in support of this review of local pharmacy services)
- We organised similar briefing events, on topics such as care plans and medicines management
- We held a Quality Accounts Involvement Day event; open to members of the public and stakeholders. Attendees received presentations from key NHS funded services providing care to local people, including; Bridgewater Community Healthcare NHS Foundation Trust, Clatterbridge Cancer Centre NHS Foundation Trust, North West Boroughs NHS Foundation Trust, St Rocco's Hospice, The Walton Centre NHS Foundation Trust and Warrington and Halton Hospitals NHS Foundation Trust. Healthwatch Warrington also provided formal responses to each of these provider's Quality Account documents, reflecting the feedback we had received from patients, and produced an cross-service summary report.

it starts with
YOU



Healthwatch Warrington volunteers visiting Warrington Hospital's A&E department to speak with patients, as part of the #ItStartsWithYou Campaign

#ItStartsWithYou: A&E Outreach Visits

The pressures facing A&E departments across the country are well known; with increasing demands on services and frontline staff, coupled with budget constraints that impact on waiting times. As such, it is vital that our emergency services are supported by Healthwatch to provide the best care possible for local communities and that any issues identified through our intelligence activities are highlighted to key decision-makers (such as NHS commissioners and service managers).

On 17th July 2017, local Healthwatch representatives from across Merseyside and Cheshire visited eleven Accident and Emergency (A&E) departments located across the patch and spoke with patients about their reasons for visiting A&E. This was undertaken as part of the #ItStartsWithYou campaign, launched by Healthwatch England and set to return in June 2018, with the aim of highlighting the difference that patient feedback can make.

Healthwatch Warrington received 28 survey responses and had informal conversations with many more patients, carers and visitors to Warrington A&E. Overall, 345 survey responses were collected and compiled for analysis by local Healthwatch partners.

Analysis of the regional results showed that around half of people surveyed (1/3 of those asked in Warrington) were attending A&E after being advised to do so by NHS professionals, such as their GP. Furthermore, nearly one in ten patients attended as they could not secure a non-emergency appointment (with others not attempting to go elsewhere, based on their past experiences of difficulties gaining access to their GP).

Also, 1/4 of Warrington respondents had already visited A&E (at least once) within 12 months (with most of this group being male), and nearly half of all patients surveyed in Warrington were older people (aged over 65 years).

"It is vital that A&E services are accessed appropriately. There needs to be sufficient capacity in the system to prevent people from resorting to unnecessary A&E visits".

Vicki Blaylock, Healthwatch Warrington Director

This valuable feedback, shared with local services and regulators, challenged assumptions that many people attended A&E due to convenience, or not seeking alternative appointments first; underscoring the need for integrated care, better primary care access and a focus on equality issues.

Our plans for next year



4.

What next?

Healthwatch Warrington will continue to work on behalf of the local community over the 2018 – 2019 period.

We have collated the intelligence received from local and national partners, alongside patients, carers and members of the public in order to identify priority work streams.

In particular, we will be supporting the involvement of local people and network partners to have their say in integrated care initiatives in the Warrington area.

We will also continue to build upon the progress made in relation to the headline project work started in 2017 – 2018.

As such, we have outlined our proposed priorities for the coming year, in the box below:



Our top priorities for the next year

- 1. Dentistry in Care Homes:** we will continue to work alongside local partners to support improved oral care provision in care home settings – in line with NICE guidelines
- 2. Young Healthwatch:** this collaborative project aims to strengthen the voice of local young people in health and social care decision-making
- 3. Warrington Together:** Healthwatch Warrington will play a key role in ensuring that the views of local people are reflected in system-wide integrated care initiatives



Our people



Decision making

Healthwatch Warrington is governed by a Board of Directors. Members of the public are invited to attend the first half of our formal Board meetings and minutes are published as to ensure that our activities and decisions are made in an accountable, open and transparent way. We also hold our Annual General Meetings as a public forum, where local stakeholders, and volunteers can hear all about our work, ask our Directors and Officers any questions and review our public accounts.

Several residential care homes were visited for the first time in 2017-2018. The schedule for these visits was agreed following the information received from members of the public, or partner organisations.

How we involve the public and volunteers

In October 2017, Healthwatch Warrington appointed a Volunteer Co-ordinator to join our staff team. The purpose of this role was to support volunteer recruitment and enhance the skills of our existing volunteers.

Healthwatch Warrington's Enter and View teams also undertook some 'out of hours' visits (often in the evening) and this gave an greater insight into the provision of care when it is least likely to be observed otherwise.

The 16 homes visited were;

- St Mary's Continuing Care
- Meadowview Care Home
- Gainsborough House Care Home
- Green Park Care Home
- Apple Court Care Home
- Brampton Lodge (Intermediate Care)
- Padgate House (Intermediate Care)
- Rosevilla Residential Home
- St Oswalds Care Home
- The Old Vicarage Nursing and Residential Care Home
- Holcroft Grange Residential Care Home
- Summerville Nursing Home
- Ryfields Retirement Village
- Heathercroft Care Home
- Victoria House Residential Care Home

We are pleased to report that some of the newly trained volunteers are students and they will bring a new dimension to involvement and engagement with our local population.

Year on year, our volunteers who are themselves members of the local community, contribute significantly to achieving our priorities. In addition, the increase in the in the number of volunteers has enhanced the knowledge and skill mix available and has made it possible to undertake more Enter and View visits during the last year.

These visits have focused on the residential and intermediate care homes in the town; some of which have previously been visited and have been re-visited to monitor the implementation of recommendations made by the team.

Furthermore, the volunteers also supported Healthwatch Warrington's Community Engagement Officer with seeking the views of members of the public on important decisions about local health and social care provision.



Our finances



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	146,667
Additional Income	24,226
Total income	170,893
Expenditure	£
Operational costs	40,080
Staffing costs	110,335
Office costs	6027
Total expenditure	156,442
Balance brought forward	14,451

The views and stories you share with us help to make care better for our local community

Contact us



Get in touch

Healthwatch Warrington

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Twitter: @HWWarrington



Distribution

Our annual report will be publicly available on our website by 30th June 2018.

We will also be sharing it with;

- Healthwatch England
- Care Quality Commission
- NHS England
- NGS Warrington Clinical Commissioning Group; and
- Warrington Borough Council.



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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