

Together

**we're making health
and social care better**

Annual Report 2022–23

healthwatch
Warrington



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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

AFTER my first full year as Chair of the Healthwatch Advisory Board (HAB) it has opened my eyes to just how much work is going on overseeing the many and varied health and social care issues people are facing in our town – and the hard work being done by our small but dedicated team.

The impact of the COVID-19 pandemic is still very much ongoing and continues to be a drain on resources in many areas of the NHS, with many still suffering from health-related issues with long COVID or poor mental health.

Our NHS was facing serious challenges prior to COVID and these have now all been escalated.

While we have a new list of priorities chosen by the public, it doesn't mean other ongoing health issues are being ignored – far from it. But it is important to focus on the priorities as chosen by the public.

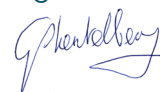
Meanwhile, it was very disappointing that Warrington missed out on a new hospital, especially when it appeared a near certainty at one stage.

But now it is more important than ever that we all work together to continue campaigning for this much-needed facility – not use it as a political football.

We need to rise above politics when it comes to the NHS and work together as a team.

Finally a big thank you to our dedicated team at Healthwatch Warrington who put in far more hours behind the scenes than they are paid for, strategic partnerships, community outreach, volunteering and engagement.

The tasks we face working with our health and social care partners are never-ending!



Gary Skentelbery
Healthwatch
Warrington
Chair



Healthwatch has representatives on the Warrington Together Partnership Board and has played a critical role in ensuring a broad range of voices are engaged in the Board's work. Examples of this are recent reports into Children and Young People's Mental Health Services and Women's Health across Warrington.



Also, in order to ensure that Warrington residents are at the centre of the Board's communications strategy, the local Healthwatch CEO is the Senior Responsible Owner for the Warrington Together Communications and Involvement group, which, alongside partners across the borough, is helping residents, patients, carers, our staff and stakeholders feel connected to Warrington Together and understand the key role they play in providing excellent health and care in Warrington.

Carl Marsh Place Director for Warrington

Message from our CEO



Lydia Thompson
Healthwatch Warrington
CEO

As part of our role we act on public feedback and drive change to improve services for the local community. This takes time, as we work in a complex health and social care system. Change can take place over years, and we are happy to confirm that we have been instrumental in several health and social care priorities by working as an independent organisation but also working in partnership with Place partners. We have impacts from our Children and Young People's work, our enter and view visits and more recently our women's health priority. Improvements around menopause training for GP services is having an ongoing impact.

Healthwatch have a place on all relevant Place Boards including Integrated Care Board (ICB) Warrington Together, Primary Care Board, Health and Well being Board, Health Scrutiny, Safeguarding and Quality and Improvement. Our reports are escalated and shared with all relevant partners and providers. Healthwatch are also the SRO (Senior Responsible Officer) for Communications and engagement for Warrington Place.

We work well with the other 8 Cheshire and Mersey Healthwatch areas. The nine Healthwatch Organisations are members of committees and sub-groups at the Cheshire & Merseyside (C&M) Integrated Care Board. We continue to work together to ensure the public's voice is represented, and heard, at a C&M level and also at local Place level.

The HW CEOs have over a decade-long trusted and effective relationship with each other. The HW processes, which we designed ourselves, combined with our local knowledge, has allowed us to work reactively, and proactively, to gather feedback much quicker than other sources. The data we share is primarily based on lived experience, e.g. discharge from hospital, mental health and more recently dentistry, and is a driver for change. We are also committed, and able, to support people at a time when they are at their most vulnerable and may not know about the non-clinical support they can access.

We are perfectly placed, and coordinated, to respond where there are health and care service issues that relate to a provider who may cover C&M patch. For example, Care Homeowners and large organisations like Walton Neuro, Clatterbridge Cancer Centre and Alder Hey.

A Memorandum of Understanding (MoU) has been written, and endorsed, by all nine Healthwatch Organisations to promote openness, honesty and flexibility to allow the gathering and sharing of information between the public and the decision-makers to ensure services are provided at the right time and right place.

As a core team within Engaging Community Solutions (ECS), we are also a part of a larger network of 10 other Healthwatch organisations covering a large area of England.

About us

Healthwatch Warrington is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Making Impressions

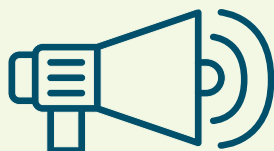
1.2 Million Views

Using web banners on our local lifestyle magazine, Healthwatch Warrington information banner has reached a large proportion of the local population.

Reaching out

1,487 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.



1,440 people

came to us for clear advice and information about topics such as GP access and NHS dentists.

Making a difference to care

We published

10 reports

about the improvements, people would like to see within health and social care services.

Our most popular report was our:

Children & Young People's Mental Health Wellbeing during Lockdown Report

which highlighted the struggles young people faced.



Health and care that works for you

We're lucky to have

23

outstanding volunteers who gave up 20 days to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£146,000 which is the same as the previous year.









We currently employ

4 staff

2 full-time and 2 part-time staff who help us carry out our work.



How we've made a difference this year

Spring	 <p>Enter & View new approach of asking surgeries to send out independent surveys meant 668 people had their voices heard from one practice.</p>	 <p>Young People's Mental Health Report. Warrington Place created a full strategy from our recommendations.</p>
Summer	 <p>Long Covid – We held a coffee morning listening event and shared a survey with those living with long Covid-19, finding out the issues they are experiencing.</p>	 <p>Dentistry feedback compiled a collective analysis with Cheshire & Merseyside Healthwatch, which was escalated with our local MP and this was highlighted in parliament.</p>
Autumn	 <p>Urgent Treatment Centres – Asked for experiences of residents using local UTC and their issues with the lack of a local centre. This has now become our priority for 2023-24.</p>	 <p>Deaf Feedback- as a result of our Deaf feedback report, the local Trust has created an action plan from our recommendations. Also, Primary Care will adopt best practice from this.</p>
Winter	 <p>Hospital Discharge – We received a lot of feedback relating to discharge from hospital. This was voted for as a priority for 2023-24 and we will be working in partnership with Healthwatch Halton on this issue.</p>	 <p>Women's Health Roadshow and Women's Health Event were successful in listening to the views of Warrington residents. After this event PCNs worked with GPs around their knowledge of Menopause and work around Women presenting with self-harm to A&E.</p>

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Domiciliary Care

In 2015, we looked at “Opening the Door” and explored the quality and safety of care at home, via speaking to 135 people who experienced home care.



Maternity

Maternity was one of our priorities in 2019. We have been very involved with Warrington Hospital’s Maternity Services division and have attended their feedback sessions as well as being active on their Maternity Voices Partnership (MVP).



NHS Long Term Plan

In 2018 in collaboration with Healthwatch England, we got over 250 surveys completed for feedback on the NHS long Term Plan. This data was collated with responses from all other Healthwatch and was delivered to NHS England to help shape the plan.



COVID

In 2020-21 Healthwatch kept the residents of Warrington up-to-date on changes to NHS guidelines via our social media platforms and our website. We carried out a survey of patient experiences at vaccination centres. As a result, we received over 3000 responses which helped inform the service where to place volunteers and make service delivery improvements.



Children and Young People's Mental Health

Following our CYP Mental Health Report 2020, we prioritised CYP Mental Health for 2021. We looked into Young People, families, teachers and GPs experiences of mental health and wellbeing during the pandemic and lockdowns.



Paul Mendeika

Chair



Healthwatch Hero



Celebrating a hero in our local community

Healthwatch Warrington would like to celebrate the late Paul Mendeika, Chair of the Healthwatch Warrington People's Panel.

Paul was instrumental in creating and supporting Warrington's first People's Panel, discussing health and social care issues in the Warrington community.



I was excited and extremely proud to be appointed Chair of the Warrington Peoples Panel.

I am very passionate about ensuring that public and communities voices are heard in planning, delivery and engaging with services. Particularly in health and social care, services must be responsive, accessible and centred on the person and patients involved.

Everyone has the right to be involved In deciding what their care and support should be, including their families and carers. I have previously worked in local government, in Social Services, in Citizens Advice Services and have represented public views on a range of local and national health organisations, including in Warrington - Bridgewater Community Healthcare NHS Foundation Trust and Healthwatch."



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services to help them improve.

Listening to d/Deaf patients' experiences

Healthwatch Warrington was initially approached by Signing Solutions to discuss the issues that the Deaf community in Warrington are experiencing with hospital access. This was discovered via outreach and support that they are providing within the Deaf Centre. We were invited to come and speak to the Deaf community directly via focus groups, which were supported by BSL Interpreters.

Utilising the Warrington Deaf Centre and its members, along with Signing Solutions, we were able to speak to the Deaf community in a place where they felt comfortable. By having qualified British Sign Language (BSL) Interpreters on hand to hear the patient's views and feedback, in a language accessible to them.

Changes to Interpreters at the Hospital

From analysing the feedback from patient experience, we compiled a list of recommendations the hospital and Primary Care Networks should consider they were:



- Deaf awareness for Health Practitioners
- Medical Record Flagging
- On-call Interpreter Rota (providing access to Level 6 NRCPPD BSL Interpreters)
- BSL advocacy booking service
- Information in QR codes or BSL videos on GP & hospital screens

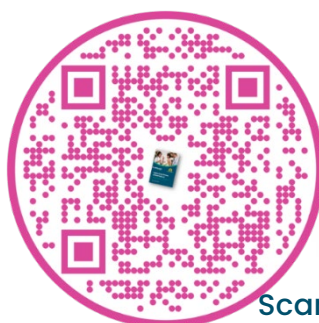
What difference will this make?

As a result of our work and report from the Deaf patient experiences, Warrington Together Place are expanding our work to view patient experiences within Primary Care GP practices.



24-hour Interpreter service doesn't work. Don't provide Interpreters in A&E or on the wards. Husband had a blood clot - no Interpreter, treated without knowing what was going on."

Deaf patient experience



Scan to read the full report

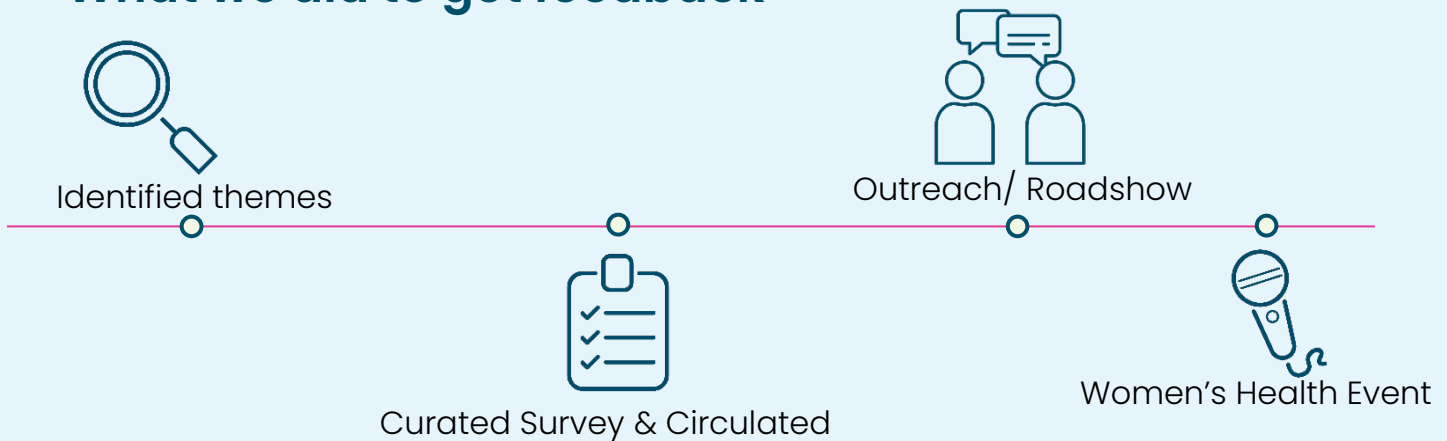


Changing Women's health experiences in Warrington

Healthwatch Warrington received feedback from the public about their experiences using women's services. A number of themes emerged, especially around the lack of knowledge of menopausal support and choice for women.

We linked this research to the [National Gov.UK Women's Health Strategy for England](#) (updated 30th August 2022) Department of Health and Social Care. **51%** of the population (Women) face obstacles when it comes to getting the care they need.

What we did to get feedback



Seldom heard and digitally excluded

As part of our Women's Health Priority, we toured around the hard-to-access areas of Warrington with support from Livewire Libraries. They kindly let us access their libraries to speak to the local ladies that meet there or accessed the library on a regular basis.

We held Pop-Up stands over a 2-week period in these areas of Warrington to ensure we received feedback from ladies that are not accessing the town centre. We invited women to talk to us about their experiences of Women's Health and invited them to participate in our Women's Health Survey.

Through this outreach activity, we spoke to many Women from different areas of Warrington who in other circumstances wouldn't have spoken to us about their personal experiences.



"Women often put their needs last, behind those of their family and we need to educate them on how to stay healthy and which symptoms to be concerned about rather than ignore them until it is too late." **Anon**

Women's Health in Warrington



Our recommendations:

1. Work in partnership with Warrington Place, to highlight findings to PCNs and the Primary Care Board. To increase training opportunities for health professionals around Menopause and Women's health in general.
2. For Warrington Place partners to work with the Government's Women's Health Strategy 2022, to ensure that we work in partnership with other areas including Cheshire and Mersey Women's Health Strategy.
3. That Warrington Place revisit Healthwatch Women's survey in 6-12 months to share improvements and good practices.
4. A number of younger Women commented that they felt that they were not listened to, and not sent for exploratory scans but were eventually prescribed opiates to alleviate their gynaecological pain. We have highlighted this to Warrington Place, to share with Primary Care.



Outcome

Since our Women's Event- Warrington PCNs have rolled out training on Menopause awareness across all GP practices.



"My GP surgery did not know anything about the menopause, I was left for several years with perimenopausal symptoms. I should have been given HRT years before I asked for it. I thought you could only have it once your periods stopped. Many women still think this."- **Anon**



Scan to read the full report

Three ways we have made a difference for the community



Through our Virtual Voices, we have been able to gain information about people's experiences and be able to make a difference.

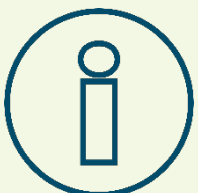
Patients' voice on GP Experiences



During Enter & View visits, we have managed to hear over **1,003** people's experiences of accessing their GP Practice.

When carrying out Enter and View visits, we have been able to make the patient's voice the focal point of our visit by filling out our anonymous, independent survey. Patients have been able to tell us their truth when it comes to accessing their practices. We have used this information to form over **20** recommendations across **5** reports.

Understanding Primary Care



Using our Virtual Voices we asked Warrington Residents what they thought the term 'Primary Care' meant.

Many GP practices kept on telling people that they were now Primary Care Centres and not just GP practices. Whilst this was true, the general public didn't actually understand what this meant. We used our Virtual Voices to ask their understanding and fed this back to the Primary Care Networks so that they can communicate to the public.

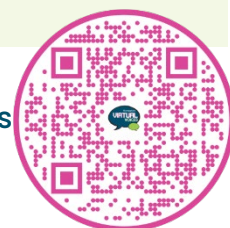
Urgent Treatment Centre



We asked the public about how they access local Urgent Treatment Centres (UTC).

The closest UTC to Warrington is 10 miles away from the centre. We asked our Virtual Voices if they used the service, if not why, and the alternative choices they made. We found that many couldn't travel to this centre as public transport was limited and instead opted to use Warrington A&E. We have fed this information back, and reviews are being undertaken to open a new centre in Warrington.

Scan for more information about Virtual Voices





Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Engaging with the Deaf community on their experiences of hospital care.
- Undertaking GP Enter and View visits from across socio-economically deprived areas.
- Hosting a Women's Roadshow where we actively went out to all areas of Warrington to connect with a variety of women.
- Designed Virtual Voices polls, which the results were shared with relevant Boards including the Health Scrutiny Board.
- Our CEO being the Senior Responsible Officer (SRO) for Communications and Engagement for Warrington Place.
- Helping the new community from Hong Kong settle into Warrington.

Making Patients Voices Heard.

We started utilising GP practice's SMS text messaging services to share our feedback surveys. We made clear that these surveys were independent and anonymous, and that feedback received would help improve patient experience and highlight things that were working well. With the support of Holes Lane Surgery, we received **668** responses and were able to highlight issues that patients were having.

One issue was the assumption that routine appointments could only be made via eConsult. The practice explained that this wasn't the case and made sure that this was better communicated to their patients and admin staff.

“Even when I know I need to see the nurse, for a cervical smear, for example, I have to ‘make something up’ for the eConsult form. There is no option to just book a smear test.” **Patient from Holes Lane Medical Centre**



Access To Advocacy Support



Healthwatch Warrington's NHS Complaints Advocacy Service is free, confidential and independent, and available to all residents of Warrington. We help people understand what their options are and support them through the NHS complaints process to ensure they get the best possible resolution.

The client had a family member who had received poor care from their GP. The client wanted more information on their family member's experience and felt the GP wasn't being honest.

Our Advocate helped to support the client and provided support with writing letters of complaint.

They liaised with NHS England about the complaint and due to concerns about the data being inaccurate, provided information to the Information Commissioner's Office (ICO). The client received a response from the GP practice and remained dissatisfied. They were not aware they could go back to the GP with a 2nd stage/dissatisfaction letter. The client did this and was then satisfied their points were addressed.

“The client received an apology; an explanation and the GP was making changes in their process/procedures.”

Final outcome from Advocate



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Providing effective signposting
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to get better support from Primary Care

Accessing Dentists in Warrington.

We have had over **100** people contact us for advice and information on dental services. The public reported to us that most practices were not taking on new patients and many had been deregistered from their practice.

We have been collating information and feeding back evidence to our local MP, Andy Carter, who raised this in the House of Commons. We also created an information and advice page.

“I don't have access to a dentist, and I have a broken tooth plate and am in severe pain.”
John, Warrington resident

We work closely to our Primary Dental Leads and can refer patients to them who are really struggling to access help, who are in severe pain.

“Thank you for all the information I have managed to register with an NHS Dentist out of area.” **Shirley, Warrington resident.**



Healthwatch Warrington has met regularly and shared information with the Cheshire and Merseyside NHS England Dental Commissioning Team and the British Dental Association (BDA). They also presented findings to the Scrutiny Board and Warrington Place.

Helping the new community from Hong Kong settle into Warrington.

Our Community Outreach Lead attended the Hong Kong Community Wellness Event at the Gateway with one of our HAB members. This was organised by the Warrington Wellbeing Team to help support new migrants from Hong Kong with a variety of needs.

Healthwatch had an information stand and was on hand to help assist and signpost the Hong Kong community with any of their Health and Social Care queries. We signposted members of the community to **7** different agencies and spoke to over **60** people.

Three of the residents needed signposting to NHS Dentists, and one member needed emergency dental services which we were able to refer to NHS England. Another person needed our help to secure an NHS number.

Since this event, we have kept in contact with the local Warrington Hong Kong Community. **3** members attended our volunteer recruitment day and **5** attended our Women's Health event.





Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out Enter and View visits to local services to help them improve
- Reviewed GP and Dentist websites to review accessibility
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice
- Editing and proofreading Healthwatch reports and contributing to draft strategies

Pat- HAB Member

"It has been an honour and a privilege to join the Healthwatch Advisory Board following eight years as Executive Director at Warrington and Halton Teaching Hospitals. I am passionate about high-quality health and social care provision for the people of Warrington, and respect and value the checks and challenges Healthwatch puts into these services at the highest levels. As a Warrington resident, it is reassuring to know that those whose voices need to be heard are so well supported and empowered."



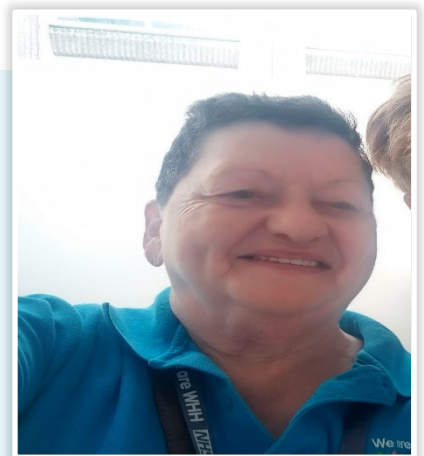
Lorna- Member of Virtual Voices

"Virtual Voices is a great opportunity for me to have my say on things that affect me without having to give up too much of my time. As a busy mum, this is the perfect way for me to make a difference in my community."



Dorothy- Enter & View Authorised Rep

"Being a volunteer for Healthwatch allows me to give help, support, and guidance to my community. Having lived and worked in Warrington for over 30 years I can give something back whilst connecting with others and helping to break down social barriers. I feel motivated by the positive outcomes, and it helps with my physical and mental wellbeing."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

➔ www.healthwatchwarrington.co.uk

☎ 01925 246 893

✉ contact@healthwatchwarrington.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£146,000	Expenditure on pay	£125,110
Additional Income	£1,167	Non-pay expenditure	£20,292
		Office and management fee	£14,600
Total income	£147,167	Total expenditure	£160,002

Additional income is broken down by:

- **£1,617 funding** received from Healthwatch England for work on a project

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Hospital Discharge
2. Urgent Treatment Care provision
3. Women's Health (Continued)



Statutory statements

Healthwatch Warrington,
the Gateway
85-101 Sankey Street.
WA1 1SR

Contract with:

Engaging Communities Solutions CIC (ECS)
Blakenall Village Centre
79 Thames Rd,
Walsall, WS3 1LZ.

Healthwatch Warrington uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Advisory Board consists of **7** members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met **4** times and made decisions on matters such as reviewing recommendations on reports and on our enter and view schedule.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight into their experience of using services. During 2022/23 we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings, community groups, events and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, printed copies where we can distribute throughout the Warrington community and in any format requested.

Responses to recommendations

We had **100%** of providers respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations this year.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health Scrutiny Board where Healthwatch Warrington forms part of the agenda to escalate our intelligence reports.

We also take insight and experiences from decision-makers in the Warrington Together board. For example, we share with Health and wellbeing board, Quality and performance board and Primary Care place board as well as the local trusts' patient engagement committee as well as Bridgewater trust and MerseyCare to share our intelligence. We also share our data with Healthwatch England to help address health and care issues at a national level.



Enter and view

This year, we made **6** Enter and View visits. We made **16** recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Austen & Sheridan Ward at Hollins Park.	Joint visit, received information on reasons to visit after COVID.	Wrote a report with recommendations, shared with relevant strategic Boards
Chapelford Medical Centre	Patient feedback	Wrote a report with recommendations, shared with relevant strategic Boards
Helsby Street Medical Centre	Patient feedback	Wrote a report with recommendations, shared with relevant strategic Boards
Penketh Health Centre	Patient feedback	Wrote a report with recommendations Wrote a report with recommendations, shared with relevant strategic Boards
Holes Lane Medical Centre	Patient feedback	Wrote a report with recommendations, shared with relevant strategic Boards



Outcomes from Enter & View

Penketh Medical Centre

- Friends and family links have been re-established since the pandemic.
- All staff from 8.30 am are to answer the phone to alleviate the backlog of calls.
- Healthwatch Poster to be displayed in the waiting room.

Holes Lane:

- New signs have been added to the street increasing visibility
- Practice are working on communications with patients to raise awareness of how to book routine checks without going through eConsult.
- Staff regularly updating notice boards and making sure information is relevant. Healthwatch Posters have been added.



Read our Enter & View reports

Healthwatch representatives

Healthwatch Warrington is represented on the Warrington Health and Wellbeing Board by Lydia Thompson CEO. During 2022/23 our representative has effectively carried out this role by Presenting our annual report, giving Bi-Annually updates and sits on task and finish groups to assist with health and wellbeing priorities.

Healthwatch Warrington is represented on Warrington Integrated Care Partnerships by Lydia Thompson CEO and Warrington Integrated Care Boards by Lydia Thompson CEO, also the SRO for communications and engagement for Warrington Place.



In the past year, Warrington has become part of the Cheshire & Merseyside Integrated Care System and many decisions about local health and care services will be made in Warrington by the Warrington 'Place' Board – the Warrington Together Partnership Board. The role of Healthwatch Warrington, therefore, plays a vital role in listening to the voice of patients, care users and the residents of Warrington to understand their needs, experiences and concerns. Healthwatch Warrington uses the information received & gathered to provide feedback and reports to ensure that the patient's voice is heard to inform decision-making and inform changes to improve health and care services. Examples of their important work over the past year include the Children & Young People Mental Health report, Women's Health report, their Enter & View visits at GP Practices and gathering the experiences of deaf patients. I encourage you to engage with Healthwatch Warrington and support their important work and help to continue to improve the health and social care provision in Warrington. Cllr Paul Warburton- Cabinet member, statutory health and adult social care



Sample of Compliments

From partners and public

"Just wanted to say congratulations on a brilliant event on Tuesday, I was so sorry I had to leave early, as I was really enjoying it. I was a great turn out and the speakers were really passionate, informative, and engaging."– **Shelley Carr**
Warrington Hospital

"Thank you so much for this. I have to say, working with you and your team really epitomises true partnership working!! You've supported in every step of this so far. As Fran says – I don't think we could do it without you "– **Tracey Flute**– **Public Health**

"I went to a really interesting Women's Health event this morning with Healthwatch Warrington -there were some great speakers and the results of a recent women's health survey revealed...with menopause wellbeing coming out top of concerns in responses from women in #Warrington ...this is why I'm doing what I'm doing! There is such a need for more support!"– **Melanie Pollard**– **Menopause coach.**

"Thank you Healthwatch, I'm finally getting the treatment I need, Thank you for your help!"– **Lisa**– **Warrington resident.**

2022–2023 Outcomes

Project/ activity	Changes made to services
CYP Mental Health Report	Full action plan to address issues raised in our CYP 2022 report.
CYP Mental Health Report	Link Workers being implemented in High schools as a result of our report.
CYP Mental Health Report	The data and experiences that were collected assisted in Children’s social care receiving funding from a DFE bid.
Deaf Report	Full action plan from the Hospital to assist Deaf patient access to support.
Deaf Report	Work in progress with Warrington Place and PCNs to improve communication.
Virtual Voices- Urgent Treatment Centers Report	Data is being considered to inform the need for a same-day treatment facility in Warrington. We are now part of a Warrington Place scoping group to discuss with partners.
Women’s Health Report	We are now a part of a task group within Warrington Place to discuss scoping of a women’s health hub.
Women’s Health Report	Work is now ongoing for specific menopausal training for GPs in Warrington.
Holes Lane Enter & View	Holes Lane has started a virtual PPG as well as a physical group to encourage other people to have their say.



During the first year of NHS C&M, our Healthwatch partners have engaged and supported the work of the ICS. They have worked with us and provided the right level of scrutiny and challenge on behalf of the population of C&M, asking probing questions and seeking assurance to ensure that C&M ICB and wider system partners always put the resident at the centre of our strategic and operational priorities. The 9 Healthwatch organisations are active at a C&M-wide level, particularly working within our 9 Places, which means they can ensure the voice of the public is heard at all levels of the ICS. I’m very grateful for their contribution and advice and look forward to continuing our close working in the future. **Clare Watson–Assistant Chief Exec Cheshire & Mersey**

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