

The value of listening

Healthwatch Warrington
Annual Report 2023–2024



healthwatch
Warrington

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Over the last year, the views and experiences of the people in Warrington have informed a number of initiatives to support the health, wellbeing and independence of others. From our new Health and Wellbeing Strategy to the launch of the Living Well Hub in the town centre, we've listened to what people have told us they need to help them live well and stay well in Warrington. Healthwatch Warrington champions the views of others and encourages those with lived experience to share their story. This gives us a fantastic capability to understand the things that went well and things that didn't go so well, which we need to improve. We can then continue to use this valuable feedback to make the right decisions for individuals and our communities.

Cllr Maureen McLaughlin. Cabinet Member for Health, Wellbeing & Social Care



Introduction to our Chair



"I have a strong commitment to promoting equality, diversity and inclusion. To these ends, I have worked with governors to promote WHH in the ethnic and minority groups in Warrington and bring their voices to the table.

I believe that to ensure we achieve the best outcomes for all, we must work in an environment that is open and transparent, with integrity where everyone is respected and accountable to each other and the organisation."

Norman Holding Interim Chair, Healthwatch Warrington



Norman has recently stepped up as our new Interim Chair for Warrington. Norman has been our Vice Chair of the Advisory Board and a valued member of our Board for some time. We say goodbye to Pat McLaren, who acted as Interim Chair for five months, and wish her well in her new endeavours.

Message from our CEO

Another productive year for the Healthwatch team and our partners. We were eager to complete our priorities which were chosen by the Warrington public. The priorities included:

- Urgent Treatment Care provision.
- Women's Health (continued).
- Hospital Discharge.

Our other workstreams included:

Palliative Virtual Wards, Digital Inclusion for Carers in partnership with St Rocco's Hospice, Dentistry and Primary Care Access.

Together, working with the public, our valued volunteers and the ISAB Board, we delivered and escalated vital data on experiences of Health and Social Care services in Warrington.

Our strategic work at the Board level, which includes the Health and Wellbeing Board, Health Overview and Scrutiny, Warrington Together Board, Primary Care Board, Warrington Exec and Adult Safeguarding Boards, Carers Partnership Board, Public Health JSNA, and Quality and Performance, has been instrumental in our comprehensive approach.

We increased and expanded our reach by working with our CEO Healthwatch Cheshire and Mersey colleagues to increase overall impact and evaluate data to establish joint themes. As a collective, we attend the ICB Boards and have successfully contributed to ICB strategies and informed current public trends and challenges.

We increased our 'Virtual Voices' membership of Warrington residents, which now has over 550 members, and our social media reach. Our reports have ensured that we have achieved excellent impacts and valid partner improvement plans moving forward.



Lydia Hughes, CEO at NHS 75th Anniversary Westminster Abbey

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 ensure people's experiences help to 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.



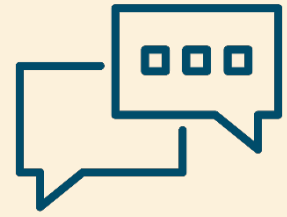
Year in review

Online Reach

17,348 people visited our website.

5,823 people engaged with us and our posts.

4,925 people follow us on our social media platforms.



Reaching out:

4904 people

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

30,342 people

came to us for clear advice and information about topics such as Dentistry and GP Access in person and on our website.



Making a difference to care:

We published

7 reports

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

Our most popular report was the

Women's Health Report

which highlighted the gaps of services in Warrington for Women's Health.



Health and social care that works for you:

We're lucky to have

20

outstanding volunteers who gave up a total of **250 hours across the year** to make care better for our community (3000 if we include the time from our Virtual Voices).

We're funded by our local authority.
In 2023 - 24 we received

£160,600

which is **10% more** than the previous year.

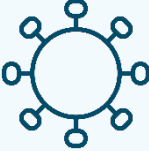







We currently employ

2.5 staff

full time staff who help us carry out our work.



How we've made a difference this year

Spring	 <p>Held focus groups with local organisations on the effects of Long Covid in Warrington.</p>	 <p>We focussed our attention on women's health and how we can improve in Warrington.</p>
Summer	 <p>The NHS announced changes to their contract with dentists after our data showed widening inequalities.</p>	 <p>NHS England published a plan to improve Long Covid care after people shared their stories with us.</p>
Autumn	 <p>We worked with local hospice St Rocco's on the need for technology support for residents and users of Hospice care.</p>	 <p>Supported residents with ADHD and HRT medication shortages and worked with the medicine management team.</p>
Winter	 <p>Updated our research on Hospital discharge and released an overview of our forthcoming hospital discharge report findings.</p>	 <p>Worked on an independent review evaluation of Virtual Palliative wards for St Rocco's looking at patient experiences of the service.</p>



Healthwatch Warrington has been a valued partner over the years, and this annual report showcases, once again, the valuable insight they bring to bear that helps guide the work of partners across Warrington in ensuring we maximise the outcomes for its people.

Carl Marsh- Place Director Warrington



Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Warrington influence decisions made about services at Cheshire and Mersey Integrated Care System (ICS) level and beyond.

This year we've worked with Healthwatch across Cheshire and Merseyside to achieve:

PARTNERSHIP WORKING WITH HEALTHWATCH HALTON



We worked jointly with Healthwatch Halton on our Hospital Discharge survey, which was chosen by the public as an area of priority. Jointly we conducted strategic partnership meetings, created a joint survey and held numerous outreach sessions to gather public feedback on their experiences of hospital discharge from Warrington and Halton Hospital. A full report will be published in July 2024. The Trust and Place partners have compiled a comprehensive action plan to address our recommendations.

PARTNERSHIP WORKING WITH CHESHIRE & MERSEYSIDE HEALTHWATCH

We are fortunate to have a really strong Healthwatch network in Cheshire and Merseyside. In 2023-24, our nine local Healthwatch organisations continued to play an influential role in the work of both NHS Cheshire and Merseyside and our wider Health and Care Partnership – as an equal partner and constructive critical friend.

I, personally, really value the vital contribution that each Healthwatch organisation – and the wider Healthwatch network – continues to make to our Integrated Care Board, our nine Place Partnerships, and many important programmes of work.

Most important of all, remains the unique value that the Healthwatch network brings in connecting system partners to people's views and experiences of the health and care services that we provide – in doing so helping us to identify and implement improvements. – **Graham Urwin, NHS Cheshire and Merseyside Chief Executive,**



VOLUNTEER REWARD AND RECOGNITION – NEW E-LEARNING COURSE



The team at Healthwatch Warrington created a new short course that will help Healthwatch staff.

- understand the importance of volunteer recognition.
- gain some tips for successful volunteer recruitment and retention.
- take away ideas to thank and reward your volunteers for their contribution.

PARTNERSHIP WORKING WITH ENGAGING COMMUNITIES' SOLUTIONS (ECS)

In November 2024 Healthwatch Warrington, along with three other local Healthwatch delivered by Engaging Community Solutions (ECS), were successful in obtaining funding from the CQC to undertake one of their People's Profiles that focused on people who have experienced homelessness.





ECS in Numbers

2023/24

ECS are the providers of 7 local Healthwatch services and this shows the overall reach across the whole business.

WEBSITE VIEWS

http:// 

180,446 website views

1

SIGNPOSTING



35,736 people signposted by local Healthwatch

2

ENGAGEMENT



16,238 people engaged with in person

3


RESEARCH




200 people took part in additional research projects

4

ONLINE ENGAGEMENT

 14,872 people engaged with online

 28,628 Social Media Followers

5

FEEDBACK



82 Volunteers provided 1111 hours of support

6



Healthwatch are a fantastic support to the Warrington Borough Council's Public Health team. We have continued to successfully work in partnership on several different public health initiatives and strategies across the last year, for which gathering the people's voices has been imperative. Healthwatch has been extremely responsive and accommodating throughout, collating feedback from the public and producing clear reports to help shape our plans and priorities.

Deb Allcock, Public Health Practitioner, Warrington Public Health Team

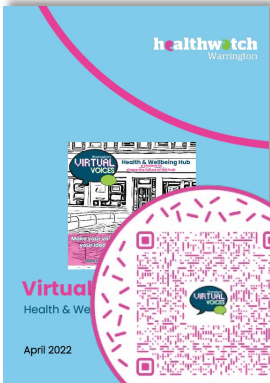
Listening to your experiences

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 and help them improve.

Women's Health Report & Living Well Hub

Last year, we published findings of our Women's Health report and the gaps in Warrington for women's health. Through this report the new Living Well Hub in Warrington took our report on board and tailored services and drop in's especially for women.

The Living Well Hub helps people look after themselves and live happily, healthily, and independently for longer. It is an important part of Warrington's wider Living Well programme.



We first worked on the Living Well Hub back in 2022 when the early stages of planning began. We asked Warrington residents via our Virtual Voices mailing list what they wanted from the venue and asked their opinion on the name etc.

This feedback helped the team tailor the plans so that it was something residents would utilise.

From then on we worked closely on the project, sharing our views and feedback from the residents of Warrington.

When we released our Women's Health report the findings were used to help tailor the hubs services.

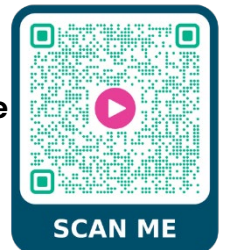
24% of respondents said that menopause provision was their most important priority, and they wanted more help and focus and support there.



How did our report help?

The Living Well Hub took our report on board and dedicated a day to Women's Health on a Monday with menopause café's, mental health support/ talking points and clinical support.

Improving Me created a podcast about the Living Well Hub- which highlighted the impact our report made to tailoring services. You can [watch here](#):



SCAN ME



"When we were designing the service model for the Living Well Hub, we were keen to look at how we could help address known health and wellbeing challenges for the residents of Warrington in an accessible town centre location. We used the outputs from the Healthwatch survey around women's health to try and understand the challenges that women in Warrington experience with regards to accessing the right services in the right place and this helped shape our thinking around the development of a targeted women's health offer in the Hub. Now, every Monday afternoon and into the evening, a number of service providers from across the borough come together to deliver a connected health and wellbeing offer for women and it is shaping up to be a really valuable space that we hope will make a difference to our residents."

Stephen Bennett- Head of Strategy & Partnerships



Listening to Carers and Palliative care patients

During 2024 we have had the opportunity to work in partnership with St Rocco's Hospice following their successful grant from the Health Foundation, along with Warrington Borough Council Wellbeing team, and the Carers' Hub (N-Compass) to support the development of technology for carer support.

The project looked at a community-led initiative to support carers to live well, reduce isolation and provide digital technology solutions to offer virtual support. We utilised our Virtual Voices platform to engage with the residents of Warrington to ascertain their views and identify the gaps within carer support and the possibility of digital solutions. The data from this report was incorporated with other workstreams to apply for further funding. Through this work we were commissioned to work with St Rocco's on their Virtual Palliative Ward review.



Scan for report

Virtual Palliative Care Ward Review.



A review of the service was carried out in-house, and an overview of stats and figures showed how the service has helped. However, to fully understand the impact of the Virtual Palliative Care Ward on the patient and their families it was decided an independent review was needed.

The management team at St Rocco's commissioned Healthwatch Warrington to impartially review the data received from a survey sent to the patients and their families to assess their performance, identify what they were doing right, and identify areas for improvement.

Over this 12-month period, St Rocco's has supported **147** patients, and those important to them stay at home and are cared for. **90** unique patients were supported during this time. Patients and those important to them were contacted directly by the hospice virtual ward team, and the survey was shared on social media platforms. A total of **39** surveys were completed. Which is a **43%** response rate.

What difference did this make?

- Our independent review allowed us to hear from patients and their families who have used the service and gain valuable information on their experience and report back to St Rocco's to help improve and continue good practice.
- We were able to analyse the data and comments and tailor specific recommendations on how improvements to the service can be made and help them to gain funding to keep the valuable service going. As part of the NHS Long-Term Plan, staying at home rather than being in the hospital was a significant benefit. The Virtual Palliative Wards enable this to happen, making end-of-life care more personal and patients more comfortable in their own homes. The Long-Term Plan of being able to stay at home rather than in hospital was a large benefit, and the Virtual Palliative Wards allowed this to happen, making end-of-life care more personable and patients more comfortable in their own homes.

Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Supporting people to access Health & Social Care who have experienced the Criminal Justice System

We work closely with Seetec Plus, an organisation dedicated to empowering people in work, life and well-being. Seetec Plus specialises in supporting people to get back into work through their RESTART programme, including those with mental health and additional needs, as well as women who have come into contact with the criminal justice system.

Our dedicated team, in close collaboration with Seetec Plus, is committed to guiding and supporting service users in accessing the health and social care they need. We have found a Primary Care practice for one of their service users and emergency dental care. Through this partnership, the service users can access services that have helped them with their job search because they are no longer in pain.



Providing services to the public who work

We found that people wanted to have their say and attend drop-ins, but they were unable to attend due to their work.

After hearing this, we decided to target workplaces and created our Business Roadshow. We approached businesses and asked if we could hold drop-in surgeries for their staff to share their experiences of health and social care. Over the year our Outreach Lead, Clare has been to several businesses and received great feedback and been able to signpost those who previously wouldn't have been able to engage with us.



Changes to Primary Care settings.

GP Surgeries have changed so much over the years and have become more of a Primary Care Hub with so many different practitioners available. Many members of the public aren't aware of these changes.

Healthwatch Warrington has created a useful information and advice page on their website with all the different roles of those who work at the Primary Care practices and have shared posts explaining these on our social media platforms, as well as sharing the information to the public during our outreach activities.



There is a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



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 the services meet their needs.

This year we have reached different communities by:

- Working with St Rocco's on evaluation of their virtual palliative wards and digital apps for carers.
- Our outreach ensures that we cover all the areas of Warrington and have worked with older people and women who have been involved in the criminal justice system.
- Our feedback from the voices of the Warrington public and patients has been fed back into the ICB and Place Boards. By attending Patient Feedback Committees at Trusts, we ensure our intelligence is shared and escalated. Our reports are shared, and recommendations are clearly stated.

Warrington's Need for Urgent Treatment Centre

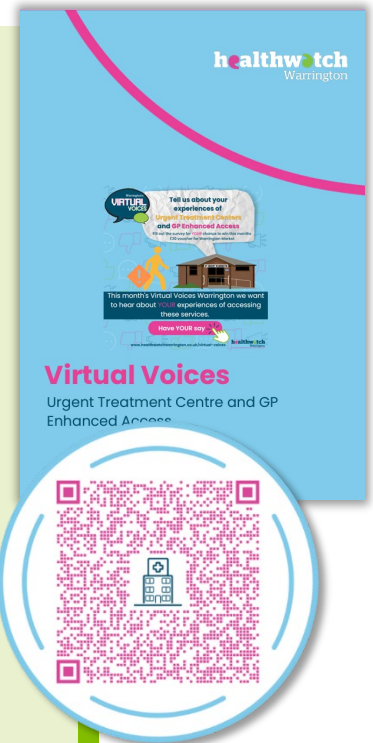
Through our Virtual Voices Survey last year, the public had expressed that a walk-in/urgent treatment centre would benefit the area.

We compiled compelling data for the transformation and partnership teams at Place for Warrington, who have been very interested in local Urgent Treatment Centre's. This has been on their agenda for some time, and whilst we don't have any outcomes from the work, the feedback is still being considered.



Following the feedback from residents - via Healthwatch Warrington - about the need for an Urgent Treatment Centre in the town, partners came together to review access to same day health care in the town. Partners included NHS Cheshire and Merseyside, Primary Care Network Clinical Directors, GP Clinical Leads, Warrington and Halton Hospital Trust, Bridgewater Community Foundation Trust, Community Pharmacy representatives and Healthwatch Warrington.

The group undertook a review of demand and the capacity available across the system to deal with requests for same day health care. This information is still being refined and evaluated, and the findings will inform the wider Urgent and Emergency Care (UEC) Improvement work we have embarked on in Warrington- Amanda Ridge, Associate Director- Warrington Transformation & Partnerships.



Carers report being used for new Carers Strategy

Back in 2022 we held a carers feedback event for local carers to tell us their experiences and share how they dealt with the COVID-19 pandemic.

The report highlighted the issues with lack of respite care and isolation of carers, especially during/after the pandemic. Support groups were cancelled and not reimplemented once the pandemic eased.

There was a need for befriending and wellbeing services to be introduced, many thought that simple welfare checks would go a big way and help with the 'Carers Strain'.

This report was shared with the Warrington Borough Council Social care team and the Carers Partnership Board.

Warrington Borough Council are in the process of updating its Carers strategy for 2025-2028. and have taken this report and are using it to help tailor the strategy for the upcoming 3 years.

Key findings

- Some stigma around respite care.
- Carers wanted more befriending and wellbeing services.
- More respite care places and day services in the Borough.





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, making 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.
- Helping people access the services they need.
- Helping people access NHS dentistry.
- Supporting people to look after their health during the cost-of-living crisis.

Advocacy Case Study

The client contacted our advocacy service following receipt of a letter from the hospital stating they were due a telephone clinic appointment, but when the client attended their phone call it was going straight to voicemail?

The hospital also stated that the client had failed to attend several scan appointments, and as a result of that, the hospital did not feel it was appropriate to offer follow up appointments 'due to a lack of integration'. The advocate helped the client write a letter of complaint to the hospital and asked them to check their records to verify appointments for the scans had been issued, and to ensure the telephone clinic appointment had also been made.

- The letter of response from the hospital clarified to the client exactly what had happened and how the mix up had occurred.
- The client had their scan at a different hospital and the original hospital had never received the results.
- The letter of response gave details of the scan results which put the clients mind at ease.
- The letter confirmed that the client's care had now been passed to the second hospital and future appointments would come from them.



Supporting Warrington with emergency Dentistry

With the dentistry crisis being a national issue, Healthwatch Warrington have been sharing how to get help in an emergency.

The majority of our enquiries for support are for dentistry, whilst we record and feedback these enquiries, we wanted to try and help in other ways. We created an information and advice page on what to do if you can't find a dentist, with all the information in one place, as well as the steps to take to find an NHS dentist, how to look after your teeth and the contact information for the local emergency dental line.

This is now on the front page of our website, which has reduced the number of calls we receive regarding finding a dentist.



Partnership work for NHS Dentistry

- We have a great working partnership with our Local NHS Dental Team and have been able to secure emergency appointments for people who have severe pain and need further checks.
- We have worked collaboratively with the local Healthwatch in our area (Cheshire & Mersey) to jointly escalate the issues we are facing and suggest how funding can be used to improve it.



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 understand what is working and what needs improving.

This year our volunteers:

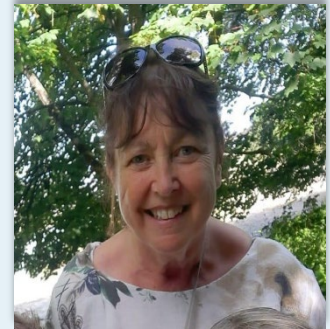
- Visited communities to promote their local Healthwatch and what we have to offer.
- Collected experiences and supported their communities to share their views.
- Carried out enter and view visits to local services to help them improve.
- Evaluated Primary Care centre websites.
- Attended Outreach events.
- Helped with proof reading.





“I have been a volunteer for Warrington Healthwatch for just over a year now. It has been interesting taking part in training days and finding out about what they do. I have accompanied team members going out into the community giving talks about the many ways that they can help people within health and social care settings.

The opportunities to volunteer for Healthwatch is very varied and flexible, you can choose which events you attend and this fits around my family life easily. Everyone is very friendly, making volunteering and taking part in Healthwatch events really enjoyable.”



Kathy –
Healthwatch
Warrington



“I heard the small team at Healthwatch Warrington were looking for support with the vast amount of documentation needed, particularly proofreading. I am a Healthcare Equipment Project Manager by day, which involves meticulous attention to detail and a CIEP qualification. Healthwatch have been very supportive of that, and I enjoy working with the team and proofreading for them. It has also led to some very interesting outreach work, and I have been invited to attend the Warrington Wolves Offload programme as a volunteer.”



Glen, Proof reader
for Healthwatch
Warrington

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	£160,600	Expenditure on pay	£114,681
Additional income	£7,050	Non-pay expenditure	£23,791
		Office and management fees	£25,758
Total income	£167,650	Total expenditure	£164,230

Additional income is broken down by:

- £5,550 received from St Rocco's Hospice for two evaluation projects. One is palliative and end-of-life virtual wards; the second is digital evaluation for patients and carers.
 - £1,500 Healthwatch England Grant
-

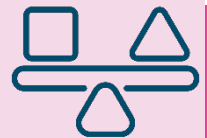
Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1 Health Inequalities



2 Domiciliary Care



3 Dentistry for Children Under 5's





Our team at Warrington Disability Partnership work closely with Healthwatch Warrington and value them as a partner and an independent agency which gains health and social care feedback from Warrington public and patients. We are particularly proud of the work around Long Covid and their input at our Staying Connected network meetings'

Dave Thompson MBE DL, Chief Executive



Statutory statements

**Healthwatch Warrington, The Gateway ,Sankey Street, WA1 1SR
– Engaging Community Solutions (ECS) Meeting Point House,
Southwater Square, Telford, TF3 4HS**

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 Board consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 6 times and made decisions on matters such as agreeing on our draft priorities, our report recommendations and our Enter and View Care home 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 can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups 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, print copies to distribute throughout the Warrington community, and in any format requested.

Responses to recommendations

All providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so there were no resulting reviews or investigations.

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.

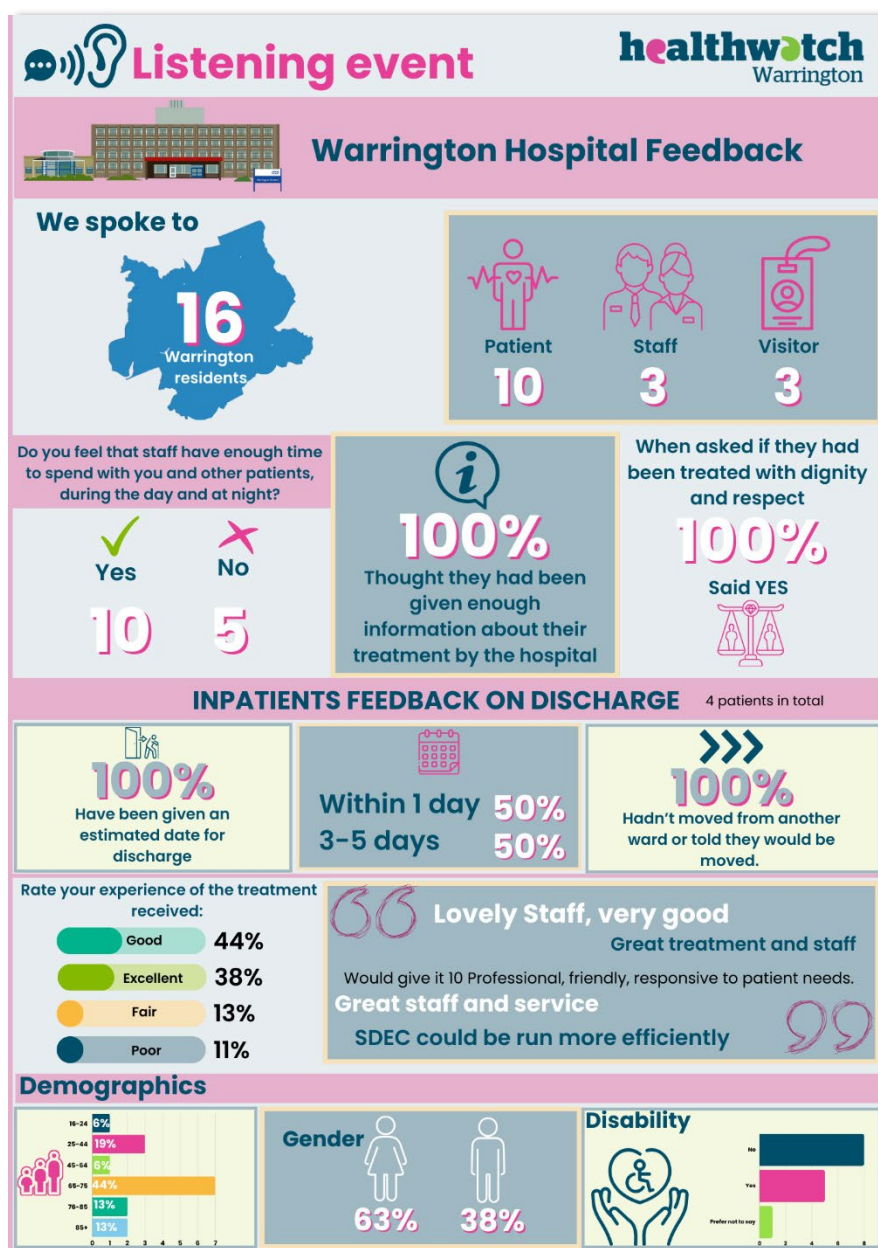
In our local authority area for example, we take information to the Health Scrutiny Board where Healthwatch Warrington forms part of the agenda to escalate our intelligence reports.

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, Primary Care Place Board as well as the local trusts' Patient Engagement Committee and 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 4 Enter and View visits. We made 10 recommendations or actions as a result of this activity.

Location	Reason for visit	What we did as a result
Care Home- Summerville	Temporary Management- interim change manager for over 6 months	Compiled a report with recommendations – the service followed up on these and have employed a new care home manager
Hospice- St Rocco's	P rearranged visit as part of our care enter and views this year	Overall a positive visit, we will be sharing results as a good practice report
Listening Event – Warrington Hospital x2	In partnership with Healthwatch Halton- outreach visits at WHH	*



Healthwatch representatives

Healthwatch Warrington is represented on the Health and Wellbeing Board by Lydia Hughes – CEO and Norman Holding – Interim Chair.

During 2023/24, our representative effectively carried out this role by presenting Healthwatch update reports and the annual Report and attending Health and Wellbeing workshops.

Healthwatch Warrington is represented on Warrington Place Board by Lydia Hughes CEO and Healthwatch Cheshire and Mersey Collective attend Cheshire and Mersey Integrated Care Boards.

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Hospital Discharge	Joint report, detailed evaluation of the current discharge process at WHH. Trust and Place have initiated a comprehensive action plan to address HW recommendations.
St Rocco's Virtual Palliative Wards	Healthwatch independent review allowed St Rocco's to hear from patients who have used the service, and to receive feedback which ensured the continuation of good practice. Data was used to apply for further funding to keep the virtual wards delivering excellent services.
St Rocco's Carers Digital project	Worked in partnership with several local agencies including Carers Service. Joint bid for extra funding for St Rocco's. Evaluated Carer's experiences using digital apps.
Care home Virtual voices	Collated through our Virtual Voices program, we heard care experiences from Warrington residents and their families. Data was shared with WBC as part of our ongoing feedback.
Women's Living Well Hub	As part of our Women's Health priority and report following on from the Governments Women's Health Strategy, we work in partnership with the Living Well Hub. Our data was used to create new services for women in Warrington.
Urgent Treatment Care	Our survey was used and presented to the Warrington Boards and discussed with Place partners. Place established a working group of professionals to further assess the need and evaluation of Place data. This is now an ongoing group.
Cheshire and Mersey Healthwatch CEO collective	This is an ongoing, weekly communication group. The 9 Healthwatch have established common themes and contributed to ICB strategies and improvements.




healthwatch

Warrington



Healthwatch Warrington is a hosted Healthwatch and is delivered by Engaging Communities Solutions CIC (ECS)
Meeting Point House
Southwater Square
Telford
TF3 4HS
W: www.weareecs.co.uk
T: 0800 470 1518
X: @EcsEngaging

Healthwatch Warrington
The Gateway, Sankey Street
Warrington
WA1 1SR

 www.healthwatchwarrington.co.uk
 01925 246 893
 contact@healthwatchwarrington.co.uk

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