



Annual Report 2019–20

Guided by you

Healthwatch Warrington

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Message from our chair



Healthwatch Warrington is the independent voice of the public in health and social care services. We gather feedback from members of the public using health and social care services about their experiences. The feedback that we gather is shared with service providers and commissioners in order to improve health and social care services.

Our priorities last year included work around Maternity services, Children and Young People's access to mental health services, Warrington's first volunteer People's Panel,

Frailty and the start of creating our new project 'Youth View' which will continue into our next year.

Our biggest achievement

We achieved great success in all of our projects, but we are particularly proud of our work around the NHS Long Term plan. Collaborating with the other eight Cheshire and Mersey Healthwatch we achieved a substantial impact which was commended by Healthwatch England and Cheshire and Merseyside Health and Care Partnership. Together 3,000 people's views and experiences were recorded and specialised focus groups were arranged to capture the hard to reach sector of our society.

External funding which supported our work

We were successful in obtaining a grant to support our Youth View work from the Big Lottery which has made a significant contribution to our capacity in delivering this vital project.

I would like to thank our dedicated staff who work collaboratively with our local partners to keep local people's views at the forefront.

Ruth Dales

Healthwatch Warrington HAB Chair

“What shines through is the passion that our local Healthwatch representatives, and those who participated in the workshops and survey, have for health and care in general and the NHS in particular. To be able to tap into this, and the ideas that people are brimming with, and the understandable concerns they still have, gives us an invaluable, comprehensive insight into how, together, we can continue to improve health and care in Cheshire and Merseyside over the next five years and beyond.” Neil Skitt
Head of Communications, Cheshire and Merseyside Health and Care Partnership

Our priorities

Last year 810 people told us about the improvements they would like to see health and social care services make in 2019-20. These are our six priorities for the year ahead based on what you told us.



Maternity

As part of our Maternity priority we worked with Warrington and Halton Hospital Trust to assess how women, their partners and families experienced the maternity services.



Children and Young People Access to Mental Health Services

As part of this priority we worked with North West Boroughs, Warrington Voluntary Action and The Carers Centre Wired. Focus groups were conducted with young people to gather their experiences around access to mental health services in Warrington.



People's Panel

We were asked on behalf of Warrington Together to recruit and manage the first 'People's Panel' for Warrington to help shape future Health and Social care integration services in Warrington.



Frailty

As part of the frailty priority we worked with the new Frailty Unit in Warrington to assess an independent view of patients' feedback. We conducted an 'enter and view' visit and published a report on our findings.



YouthWatch

We were awarded a grant from the Big Lottery to invest into our YouthWatch service. We will be working with Warrington Youth Club to gain feedback from young people around Health and Social care services.



Future Priorities

We held a public priorities event in January to determine our priorities for 2020. A public vote determined respite care and long term health conditions were the issues that gained the most votes.

“Services must work together to achieve better outcomes.”

About us

Here to make care better

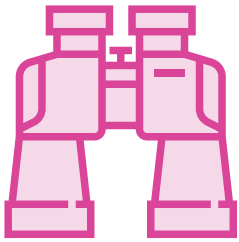
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review - sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

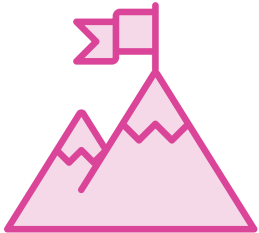
Healthwatch Englands Chair Sir Robert Francis





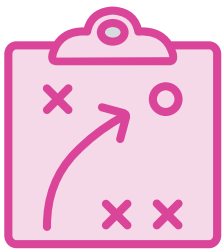
Our vision is simple

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



Our purpose

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



Our approach

People's views come first - especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

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



Find out more about us and the work that we do

Website: www.healthwatchwarrington.co.uk

Twitter: @HWWarrington

Facebook: @HWWarrington

Instagram: @HWWarrington

You Tube: @Healthwatch Warrington

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Clare Screeon, Cllr Maureen Creaghan Deputy Mayor of Warrington 2019 - 2020, Lydia Thompson.

Health and care that works for you



17 volunteers

helping to carry out our work. In total, they gave up 327 number of hours/days.

We employed

3 staff

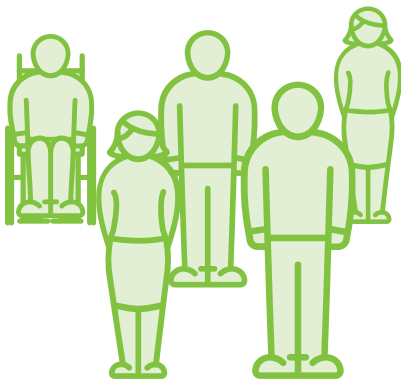
85% of whom are full time equivalent,

We received

£146,000 in funding

from our local authority in 2019-20

Supporting people



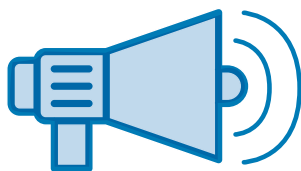
810 people

shared their health and social care story with us, 18% more than last year.

3,768 people

accessed Healthwatch advice and information online or contacted us with questions about local support, 12% more than last year.

Reaching out



28% more people

engaged with us through our website, 16610 people engaged with us through social media, and 4034 people engaged with us at 214 outreach sessions

Making a difference to care



We published

12 reports

about the improvements people would like to see with their health and social care, and from this, we made 42 recommendations for improvement.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Warrington.

GP Practice making a difference to the way you Feedback

We received information about a surgery in Warrington who had asked a patient to leave their GP Practice following a post that they had made via social media. From this we carried out an ‘enter and view’ visit and spoke to patients. During our visit 75% of people had no idea how to feedback their issues with the surgery and the patients that did said that they didn’t find it an easy experience.

Our main recommendations from our visit were:

- Better support with Young People’s Mental Health Services (Improve information on available services).
- Make patients aware of extended access appointments.

“We will look at the signage for these methods of feedback, to try to enhance awareness.”



- Make it more visible for patients on how to feedback to the surgery and how to voice their concerns.

- Less waiting time on telephones for appointments. Patients informed us that “sometimes you can wait on the phone for up to 40 minutes to be told they cannot get an appointment.”

As a result of our report the Clinical Commissioning Group (CCG) investigated further, and now the GP Practice culture and structure has improved.



Poor experience led to changes being made to the service.

Poor experience results in Trust changing procedures.

A client accessed Healthwatch Warrington's Independent Complaints Advocacy Service (ICAS) after they had a poor experience within the obstetrics and gynaecology department. Our advocate met the client and discussed the complaints process and their role and let them know what they could expect from the service.

Our advocate supported the client in writing a letter of complaint, making sure the right protocol had been followed.

Following the Trusts response the client was not satisfied their questions had been answered and requested a face to face meeting. The advocate attended the meeting with the client and supported them throughout the meeting and afterwards went through the summary letter together.

The client accepted the Trusts response and apology. Following the letter and complaint the Trust were going to make changes as a result of this complaint to ensure others did not have a similar experience to our client. The client stated they felt listened to and supported throughout the process from our advocate.

Thanks to ICAS I received the apology I needed and helped prevent it happening to anybody else.



The Team at the Frailty Unit

Award Winning Frailty Unit

The Frailty Assessment Unit (FAU) is a 'Warrington Together' led partnership, aiming to redesign services for older people. The unit provides care closer to home where appropriate, reducing Accident and Emergency (A and E) attendances, reducing admissions to acute services, and providing care in a more person-centred and efficient way. The service has been fully operational since June 2018 and it is reported to have significantly reduced the number of admissions of patients living with frailty. Data suggests that in the first seven months, the FAU avoided 235 admissions. Healthwatch Warrington decided to visit the FAU to observe how the unit operated, look at the new facilities and seek the views of patients, family/carers and staff. The team was asked to seek additional feedback in the form of a short survey, which is intended to collect patient experience, and was carried out alongside the Hospital's Friends and

Family test.

The team conducted a survey for patients who attended the frailty unit, the overall conclusion from the survey was extremely positive which reflected the comments from the Friends and Family test.

The unit was later shortlisted for a HSJ (Health Journal Award) as a finalist on 23rd May 2019 for Warrington Together.

'The Unit went out of their way to make both me and my daughter feel comfortable and at ease.'



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchwarrington.co.uk

Telephone: 01925 246 893

Email: contact@healthwatchwarrington.co.uk

Long Term Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

NHS Long Term Plan

Government to increase investment in the NHS, the NHS published the ‘Long Term Plan’ in January 2019, setting out its’ key ambitions over the next 10 years. Healthwatch launched a nationwide campaign to give people a say in how the plan should be implemented in their communities.

Here’s a summary of our work and what we found:

We received **256** survey responses, consisting of **249** general surveys and **7** specific condition surveys. There were also **40** attendees across two specific focus group events

Healthwatch Warrington conducted a focus group in collaboration with local advocacy service ‘Speak Up Warrington’ for adults with learning disabilities in order to gain specific insight into the views of people accessing services. This focus group took place on 16th April 2019, and was attended by 30 people.

Working with Healthwatch Cheshire, Halton,

Knowsley, St Helens, Liverpool, Sefton and Wirral we asked people #WhatWouldYouDo to improve the NHS locally. The top issues that people told us they wanted services to focus on were:

- Having access to the help and treatment needed and when it is wanted.
- Being able to stay at home for as long as possible.
- More effective support services.
- Joint decision between the person and the relevant health and social care professionals.
- Personal data is well managed.

“The wealth of information contained in the report will now enrich the development of the system wide strategy. The report, and the work that lies behind it, is an integral piece of our plan for public engagement around our five-year strategy. The strategy will be an aggregation of our nine point plan, and it is essential that those plans meet the needs and requirements of their local communities.” *Neil Skitt
Head of Communications, Cheshire and Merseyside Health and Care Partnership*

The full report can be found on our Website.

“I would like the services to be able to communicate better so I don’t have to tell my history multiple times.”

Helping you find the answers



healthwatch
Warrington

Long Term Health Conditions Feedback Event

Special Performance
By
Warrington BSL Signing Choir
Market Place & Networking Lunch
Patient Stories
of living with a long term health condition.

Talks from:
Warrington Disability Partnership
Warrington Hospital
Mental Health Matters
Warrington CCG & WBC

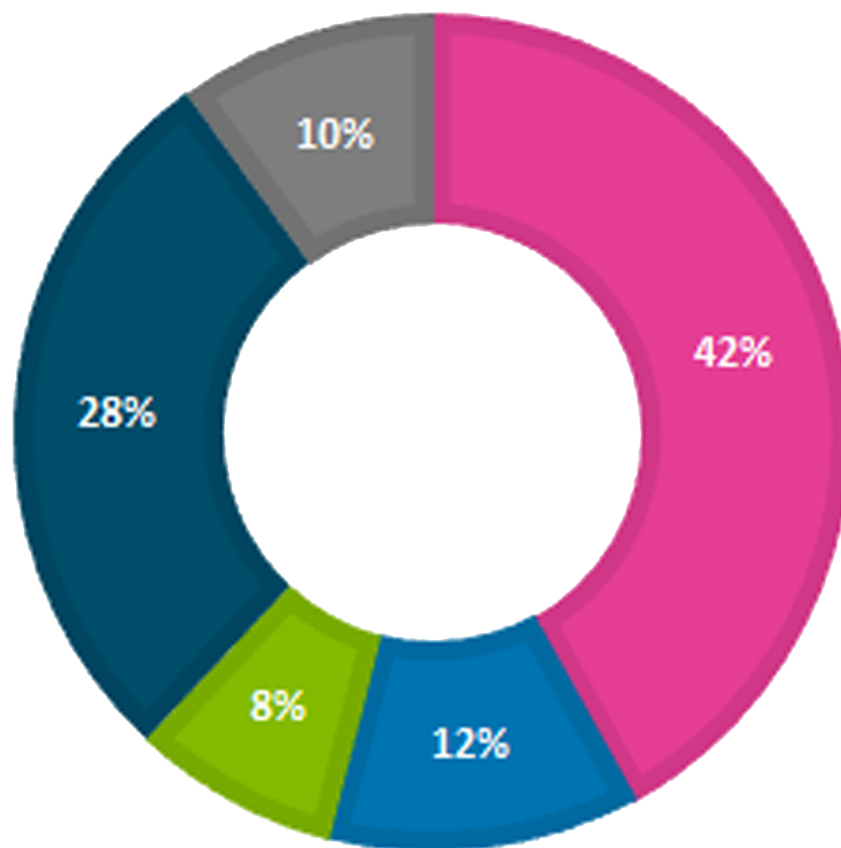
5th March 2020
12pm-3pm
The Gateway, WA1 1SR
01925 265 831

Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped **810** people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



Case study: Improving patient access for border town.

We received some feedback about GP access in Burtonwood, a Warrington village which borders with St Helens. St Helens Clinical Commissioning Group (CCG) run the primary care for Burtonwood, even though it is a Warrington village. Through this residents were unhappy with the way they had to access their primary care. Small practices were set up in the village, but opening hours were limited and getting an appointment was difficult. Appointments were made in the main branch but these were in St Helens and were difficult for residents to access. Burtonwood has a high population of older people. The one bus that used to take them to their surgeries route has been changed. This has severely impacted older patients, as the bus is unable to stop near the surgery.

Through feedback and our survey we found that the main issue was patient transport. Bus links were near non-existent and the local community bus was no longer available due to funding. We organised a 'Patient Transport Access' meeting with



'The village used to be served much better than it is these days as both our surgeries have cut their open hours significantly in the last decade'

Warrington Borough Councils Transport Manager Alyn Jones. It was established that bus services were taken off due to lack of users and people stopped using them due to unreliability.

From this meeting Alyn pledged to help the Burtonwood Community in the interim whilst their bus was being fixed. Since then the Burtonwood Community bus has gone from strength to strength and has 2 buses operating in the area taking residents shopping and to appointments.



CLlr Cathy Mitchell, WBC Alyn Jones & Our Outreach Lead Clare Sreeton at the Patient Access Transport Event.



Community Buses in Burtonwood



Young Carers- Poor Nutrition

We received information from the carers centre that their young carers were struggling with cooking healthy meals for themselves and those they cared for. Our outreach lead organised a healthy eating session for one of their evening meetings involving a local organisation 'Fresh Beginnings'. The young carers learnt how to make healthy snacks, smoothies and fruit kebabs and learnt about the importance of healthy choices when it comes to meals. *"The Young Carers had a great time. They learnt how to make fruit smoothies and fruit kebabs which they all got to eat and drink. I think it would be something that the young carers would like to engage with again in the future should the opportunity arise."*

Norma Jagiela- Wired Carers



Eastern Sector Cancer Transformation - Transport Project

We continue to take an active role in the project group looking at the proposals for a new Cancer Hub. Along with Healthwatch St Helens, Healthwatch Knowsley and Healthwatch Halton we have carried out a series of trips to the potential Cancer Hub sites, from Warrington to Warrington Hospital and Warrington to Whiston Hospital. These trips involved travelling to the potential sites for a set time to help scope out the issues faced by people using public transport.

The results from this will feed in to the project group work and the public consultation due for Warrington to take place later on in the year.



Connecting Local Maternity Services

In 2019 one of our main priorities was around maternity services. We carried out a survey on how new mothers felt their perinatal care was in Warrington. Through this we established that mental health and the way fathers were treated were key and timely pain relief on the wards. We held a maternity information event with Warrington Maternity Services, Mental Health Matters (who have a specific perinatal mental health course) and a local organisation who specialise in baby first aid and post-natal fitness. It was established that all these organisations were not aware of each other and all had something that would work well in partnership. Since our event these organisations have connected and are able to refer and signpost to each other.



Young People's Mental Health

Working in partnership with Warrington Voluntary Action to facilitate focus groups with young people around access to Young Peoples Mental Health services, we have used a combination of surveys and one-to-one interviews with young people and their parents/carers to gain their experiences around access to mental health services in Warrington. This report has now been completed and is due to be published. Healthwatch will work with all relevant partners to discuss and act upon our recommendations.

Volunteers



At Healthwatch Warrington we are supported by 17 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people’s experiences to help us know which areas we need to focus on.

Pioneering ‘People’s Panel’ for Health and Social Care

A pioneering grassroots programme for Warrington, the ‘People’s Panel’ allows users of health and social care facilities in the town to offer constructive feedback based on their experiences. This format is the first of its kind in the North West and allows for improved communication between service users and service providers.



Warrington’s First People’s Panel for Health & Social Care

and use their understanding and discussions with other community groups that they are involved with to inform the panel.



Paul Mendeika People’s Panel Chair

The People’s Panel is currently made up of delegates from mental health, social care, health services and the voluntary sector,

including a former GP and a former principal manager of social care, who is the Vice Chair of the panel. All panellists have experience of receiving health and social care services in the borough

“Being a member of Warrington’s People Panel is a great opportunity to get involved in discussions about current and future health, social and care issues that impact on our local communities.

Use your own knowledge and experiences to ensure local people are engaged in influencing decisions that will impact on everyone including you, your family and friends. Get engaged - make that difference!” - Paul Mendeika Chair of Warrington’s People Panel.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Warrington.

Website: www.Healthwatchwarrington.co.uk

Telephone: 01925 246 893

Email: contact@healthwatchwarrington.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



David, 72

After retiring from health services after 50 years I was in the GP surgery one day and I read the Healthwatch leaflet. Great, something to help our town and also reduce the boredom factor. I volunteered for the 'Enter and View' section. While awaiting training I heard about the People's Panel. Another opportunity to give a voice to the people of Warrington. I am so glad I joined.



Julie

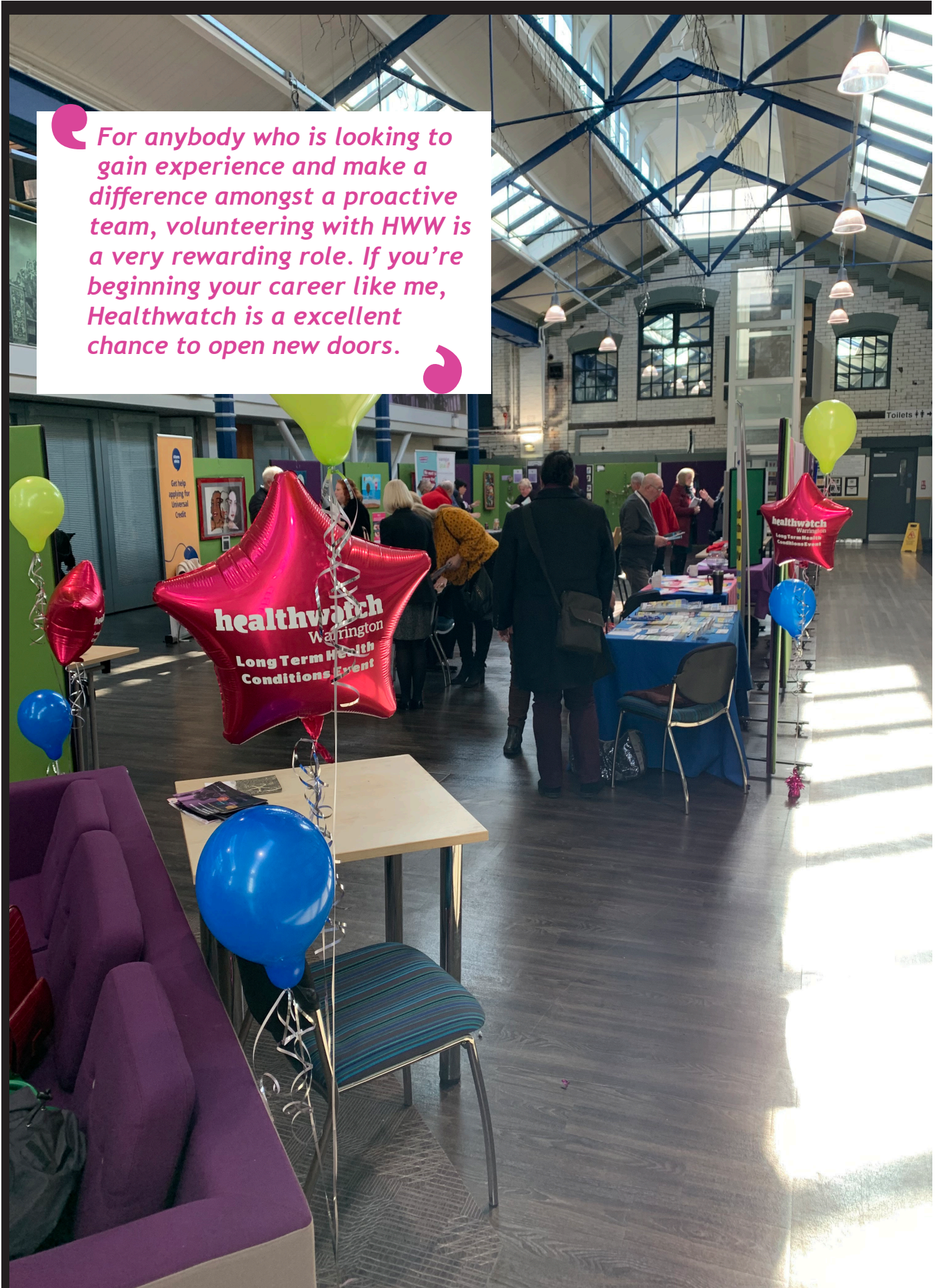
I worked closely with Healthwatch Warrington for many years before I became a volunteer for the organisation. I have always found Healthwatch staff engaging and passionate about their roles in supporting the people of Warrington to express their views on health and social care issues. Within my professional role I have gained a lot of experience and knowledge around this subject and this gave me the drive to take the step and become a Healthwatch volunteer member of the Healthwatch Advisory Board (HAB).



Sophie, 21

I first learnt about Healthwatch when I was at University of Leeds in 2018, looking to gain valuable experience alongside studying Politics and Sociology. After University, I continued my volunteering with Healthwatch Warrington, they've taught me the importance of placing service users at the heart of the conversation around Health and Social Care services, making services more accessible and patient focused whilst listening to seldom heard groups. HWW gives independence to their volunteers and the chance to explore different roles from community engagement to research skills.

For anybody who is looking to gain experience and make a difference amongst a proactive team, volunteering with HWW is a very rewarding role. If you're beginning your career like me, Healthwatch is an excellent chance to open new doors.

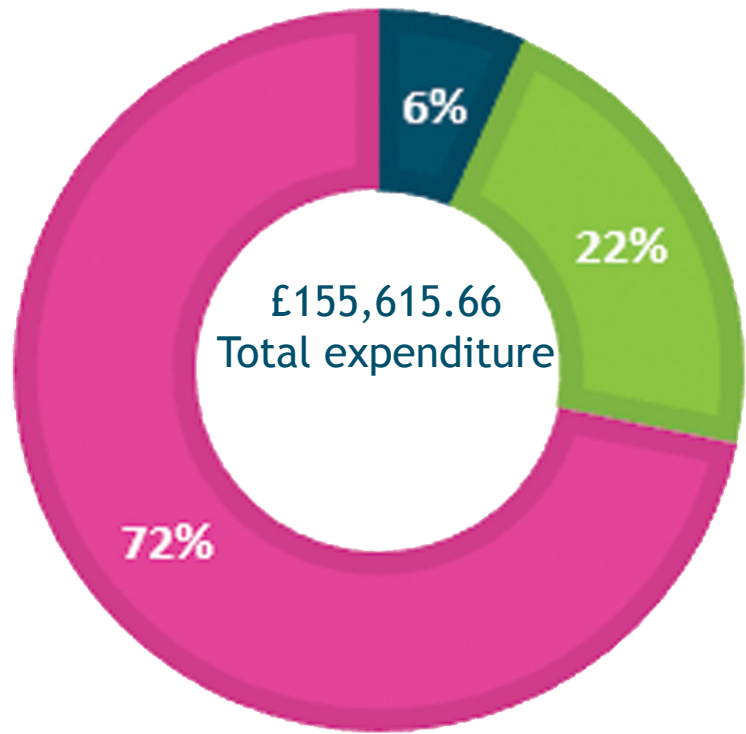


Finances

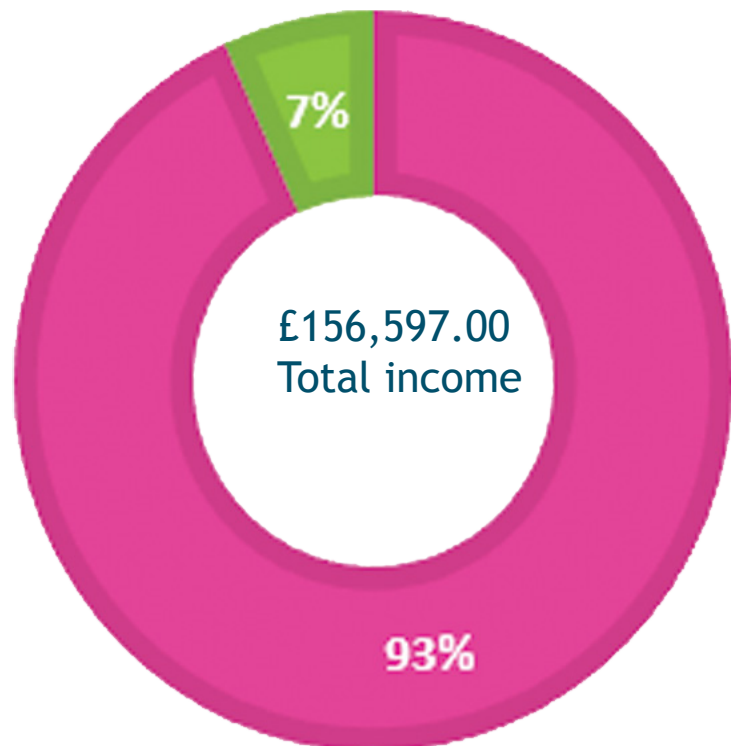


We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £ 155,615.66

- How much it costs to run our Healthwatch
- Management costs
- Staff costs



- 93% funding received from local authority
- 7% additional income



Our plans for next year



A few Words from the Manager of Healthwatch Warrington

As part of our Long Term Health Conditions Priority we held an interactive public feedback event which was a huge success and was attended by over 50 people, both public and partners. The Warrington British Sign Language choir gave a performance which was well received. The market place was booked out hosting 12 stalls and we had speakers from the Clinical Commissioning Group, Warrington Disability Partnership, Warrington Hospital and 2 patient stories. We received a lot of feedback for Long Term Health Conditions. We will keep working on public outreach with LTHC groups for the feedback report. We will be working with Arthritis UK, Warrington CCG, United Utilities, Time to Change, Bipolar UK, Footsteps, Warrington Disability Partnership, Wired Carers and CAB.

We aim to continually gather rich information from our public surveys, focus groups and events. Our on-going strategic input through local boards, meetings and our strategic work throughout Cheshire and Mersey will allow us to constructively challenge gaps in both Health and Social Care services in Warrington. We look forward to our continued work with our partners, our People Panel and other volunteers who allow us to achieve true results for our local community.



Lydia Thompson Healthwatch Warrington Manager

May I take this opportunity to thank the staff team, our volunteers, our HAB members, our partners and stakeholders. A special thanks to our local community, without their valuable feedback and experiences we would not be able to pursue improvements in the Health and Social Care system.

Lydia Thompson

Healthwatch Warrington Manager



Lydia Thompson and Andy Carter MP for Warrington South

Great to start the day meeting Lydia Thompson from Healthwatch Warrington - MP Andy Carter Warrington South

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

Thank you to everyone that is helping us put people at the heart of social care, including: Warrington Borough Council, Warrington Together, North West Boroughs, Bridgewater, Warrington Third Sector including, Warrington Voluntary Action, Citizens Advice Bureau, Warrington Community Living, Warrington Disability Partnership, The Gateway, Speak UP, Warrington Halton Hospital, Warrington CCG, Wired Carers, Footsteps, Cheshire and Mersey Health Care Partnership, Cheshire and Mersey Healthwatch, Healthwatch England, Warrington and Halton Hospital, Warrington Youth Club, Members of the public who shared their views and experience with us. All of our amazing staff and volunteers. The voluntary organisations that have contributed to our work.

A special thanks to Healthwatch Cheshire for Co-ordinating our Long Term plan report for Cheshire and Mersey.

Healthwatch Halton, Healthwatch St Helens, Healthwatch Cheshire, Healthwatch Sefton, Healthwatch Liverpool & Healthwatch Knowsley.

“We have valued the work of Healthwatch for its scrutiny and assessment of the Boroughs Health and Social Care provision. It has contributed to a process of continual reflection and improvement in overall wellbeing pre Covid. Covid recovery will present new challenges and we look forward to working with Healthwatch.” Professor Stephen Broomhead, Chief Executive of Warrington Borough Council



Professor Stephen Broomhead

Contact Us

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Engaging
Communities
Solutions

Engaging Communities Solutions
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Email address :contactus@weareecs.co.uk
Company number: 08026718

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 need this in an alternative format please contact us.

healthwatch

Warrington

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