



**Annual Report 2024–2025**

# Unlocking the power of people-driven care

Healthwatch Warrington

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"Special thanks to Team Warrington. Such amazing work, I could not do this without you or our amazing volunteers and Advisory Board. Well done. Looking forward to our new priorities."

**Lydia Hughes, CEO, Healthwatch Warrington**

# A message from our Chair

**As Chair of the Healthwatch Independent Advisory Board, I am proud to present this year's annual report:**

A reflection of our collective dedication, resilience, and impact. Despite challenges, we've made significant strides in amplifying the voices of Warrington residents.

Our partnerships with the Local Authority, NHS Trusts, Primary Care, and the ICB have strengthened our advocacy. We produced 18 reports, engaged 4,455 residents, and saw volunteers contribute over 244 hours. Our initiatives, including the "About Me Card" and our work on children's oral health, have made tangible differences.

We are especially grateful to our advocates, whose independent NHS complaints advocacy services have supported countless individuals. This year tested our adaptability, yet we remained focused and resourceful. Balancing progress with limited resources required tough decisions, but our commitment never wavered.

Looking ahead, our strategic priorities are Health Inequalities, Social Care, and Mental Health. Community engagement and social responsibility will continue to guide our work.



"This annual report is more than a record of the past year—it is a celebration of our shared journey.

I extend heartfelt thanks to our team, volunteers, partners, and stakeholders. Your passion is the foundation of our success. It is an honour to serve as Chair, and I look forward to the year ahead with optimism and determination."

**Norman Holding, Chair, Healthwatch Warrington**



## About us

# Healthwatch Warrington is your local health and social care champion.

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



### Our vision

To bring closer the day when everyone gets the care they need.



### Our mission

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



### Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.



"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities

**Louise Ansari, Chief Executive, Healthwatch England**



# Our year in numbers

We've supported more than 46,275 people to have their say and get information about their care. We currently employ three full-time equivalent staff, and our work is supported by 24 volunteers.

## Reaching out:



**45,261** people came to us for clear advice and information on topics such as **finding an NHS dentist, understanding GP Practice Roles, Oral Health for families and Home Care information.**

**1,014** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

## Championing your voice:



We published **18** reports about the improvements people would like to see in areas like **Pharmacy First, 0-5 Children's Oral health, Home Care, Care home visits, Spire Hospital Enter & View reports, independent review of cancer services in Warrington and Halton and Hospital discharge.**

Our most popular report was **Hospital Discharge**, highlighting people's struggles in **Bed blocking and social care support after discharge.**

## Statutory funding:



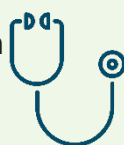
We're funded by **Warrington Borough Council** In 2024/25 we received **£179,000**, which is **11% more** than last year (to fund our social care role.)

# A year of making a difference

Over the year, we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Warrington. Here are a few highlights.

## Spring

We hosted listening events at Warrington Hospital, gathering experiences of hospital discharge and sharing insights and feedback with the Patient Engagement Team to improve future care.



We engaged Warrington residents by hosting an event to gather views on priorities for the coming year, placing public opinion at the heart of planning.



## Summer

Warrington's Public Health team launched a survey on ageing wellbeing. We promoted it through outreach, gathered feedback, and helped increase engagement with local residents.



Following patient feedback and prioritising oral health, we partnered with the Bridgewater Oral Health Team to launch a campaign sharing preventative tips and oral health support.



## Autumn

We secured funding for a new specialist Social Care Lead role to strengthen our work on domiciliary care and support delivery of the Enter & View programme.



Our joint report with Healthwatch Halton identified inconsistent hospital discharge experiences and recommended improved communication, planning and support for patients and their carers



## Winter

A resident raised concerns about triggering appointments. We scoped support options, creating a 6-month pilot scheme inviting Warrington Hospital's Patient Experience and Inclusion Team to support the initiative.



Thanks to our new Social Care and Enter & View Lead, supported by our volunteers, we completed **8** care home visits in Warrington, resulting in **38** recommendations made.



# Working together for change

**We've worked with neighbouring Healthwatch to ensure people's experiences of care in Warrington are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Cheshire & Merseyside ICB**

This year, we worked with Healthwatch across Cheshire and Merseyside to achieve the following:

## A collaborative network of local Healthwatch:



Healthwatch conducted a project across seven local areas to assess public awareness and experience of the Pharmacy First service launched in January 2024. Feedback was mostly positive, though awareness of some services was low. Warrington residents noted some service limitations, especially around antibiotic guidance. In response, information has been shared locally to help residents better understand Pharmacy First and manage expectations around its scope.

## The big conversation:



Along with eight other Healthwatch, we learnt about the experiences of over six thousand residents, who had accessed GP services in the past year.

Our regional ICB (Integrated Care Board), which funded the work, is using the findings to take steps towards a new framework for measuring success, focusing on outcomes for local people. This focus will make a difference in the areas residents care about most.

## Building strong relationships to achieve more:



We continue to build strong links within the ICB, attending board and sub-group meetings while maintaining our place-based roles. We share attendance at Cheshire & Mersey meetings and in November 2024, met with the chair of the Quality & Performance Committee to explore how patient feedback can be better used to inform the committee's discussions.

We've also summarised some of our other outcomes achieved this year in the statutory statements section at the end of this report.

# Making a difference in the community

**We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.**

**Here are some examples of our work in Warrington this year.**

## Creating empathy by bringing experiences to life



**Hearing personal experiences helps services better understand real-life challenges.**

On behalf of Delamere Cancer Centre, we gathered feedback from service users through eight outreach sessions across three sites and online. The aim was to identify strengths and areas for improvement. A public report will share findings and recommendations, directly shaping service delivery and patient care. This initiative ensures lived experiences influence future treatment, making services more responsive, compassionate, and tailored to the needs of those they support.

## Getting services to involve the public



**Using insights from children, young people, and professionals, we identified a clear need for a dedicated facility.**

Our previous report provided the vital data that helped shape and support the case for the new Complex Needs Hub to support young people with mental health challenges. The hub offers multi-disciplinary care, helping families stay together and reducing care admissions. It was funded with support from the Department for Education, using findings from the Children and Young People's Mental Health report.

## Improving care over time – Enter and View



**Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.**

This year, Healthwatch Warrington has completed 8 Enter and View visits to care homes and 1 Enter and View in a hospice across Warrington. We listened to the voices of residents, relatives and staff during our visits. Following each visit, we produce a report with recommendations to improve the service for residents. As a result of our visits, we made 38 recommendations.



# Listening to your experiences

**Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.**

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Heath Watch Warrington are a key partner in our Health and Care System, and the insight they afford us through their reports and networks is invaluable in ensuring the services we deliver best meet the needs of the people of Warrington. This report sets out well the insight gained over the last year and we look forward to working with Healthwatch Warrington this year to ensure the communities of Warrington have their say about the services we provide.

**Carl Marsh | Place Director, Warrington**



# Listening to your experiences



## Improving oral health in Warrington: A community priority

**Last year, we made oral health our priority for Warrington residents.**

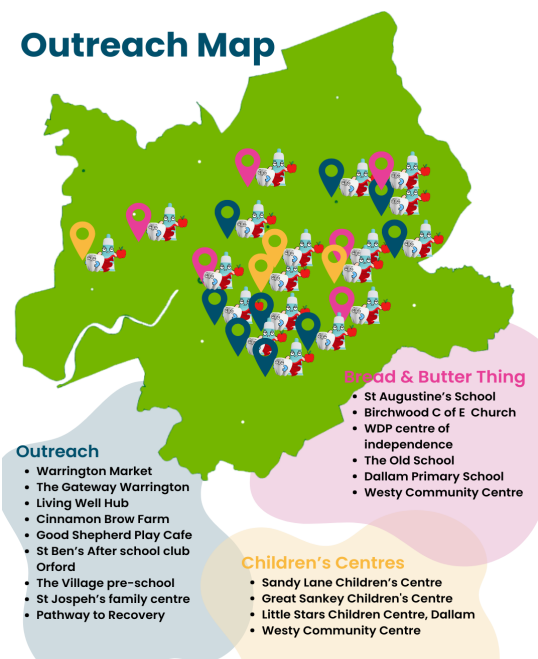
In 2023/2024, Warrington residents identified oral health, particularly for young children, as a key priority. Since the pandemic, accessing NHS dental care has become increasingly difficult. While we continue to support patients in finding dental services, we recognise that we can't reach everyone.

### What did we do?

We've shifted focus toward prevention. By sharing practical oral health tips and educational resources, we aim to empower residents to take charge of their dental wellbeing. From brushing techniques to healthy eating habits, small changes can make a big difference.

We had a wealth of information to share with families and children about oral health. After receiving guidance and tips from Bridgewater on maintaining good oral hygiene, we combined everything to create our animated Tooth and Paste videos. We produced two videos: one offering fun and engaging toothbrushing tips for children, and another aimed at families, providing more in-depth information. To make the content appealing and accessible, we developed two distinctive characters who featured across all our marketing materials and on our website.

### Outreach Map



### How we helped

**27,179**

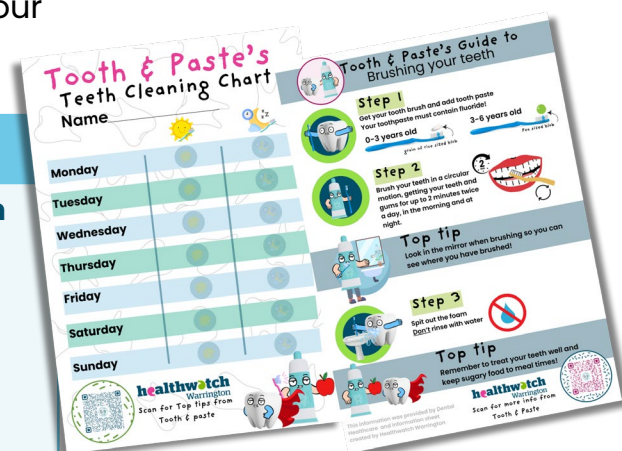
**Views of our informational videos on good oral health and top tips for brushing your teeth.**

**600**

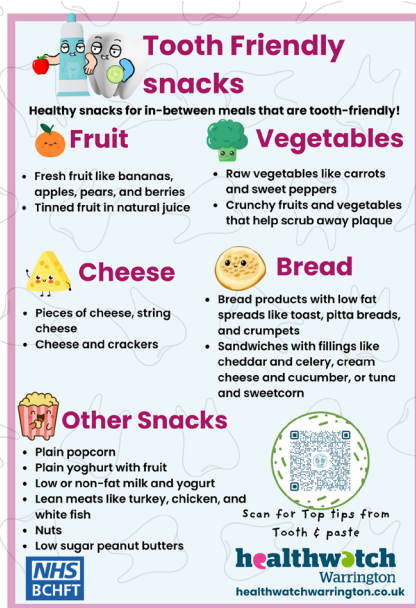
**Tooth brushing tips and wipe-clean charts distributed throughout Warrington.**

**24**

**Oral health outreach sessions were conducted throughout Warrington.**



# Listening to your experiences



## What difference did this make?

Between September 2024 and May 2025, Healthwatch Warrington's "Tooth & Paste and Beyond" campaign made a significant impact on children's oral health. Through 24 outreach events and a digital campaign reaching over 27,000 people, families received vital education and support. Over 600 child-friendly brushing charts were distributed, and animated videos helped make oral hygiene fun and accessible. A survey of **147** families revealed improved early dental visits (88% by age 2) but also highlighted access barriers. The initiative empowered families, raised awareness, and laid the groundwork for more inclusive, preventative oral health support across Warrington.



"We have difficulty getting our daughter to brush her teeth, and it helped remind her of its importance and gave her a little push to make sure she was brushing twice a day."

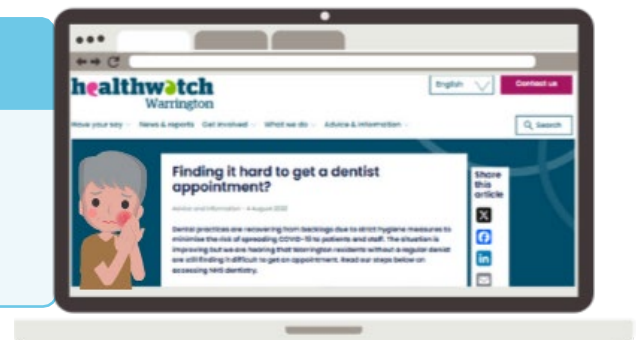


## Helping those in pain get emergency dental care

**Thanks to our close collaboration with the NHS Cheshire dental team** we have successfully assisted **11** patients in receiving urgent dental care, ensuring that those in greatest need get timely support. Throughout the year, we received more than **78** calls from individuals struggling to find an NHS dentist, so we provided information to residents to help them.

## What did we do?

We have created an information page on our website filled with tips and guidance for those struggling to access an NHS dentist.





# Listening to your experiences

## Hearing homebound voices: Improving trust and respect in home care

### "Listening to the voices of housebound people receiving home care."

Many people have told us their home care isn't meeting expectations. Carers often arrive late, leave early, and change frequently, making it hard to build trust. Some also face communication barriers, especially when carers speak limited English, which can lead to confusion about what good care should look like. These voices matter. By sharing your experience, you can help shape better, more respectful support for everyone receiving care at home.

### Key things we heard:



**46%**

of people said carers sometimes stay for the full visit

**21%**

said they were not informed at all if appointments were going to be changed



"The visits were completed very quickly, almost at breakneck speed, the staff were out of the front door well within this time. The whole feeling was that of a transaction rather than a personal care visit."



Throughout this programme, we have worked closely with the Social Care team responsible for the Home Help contract, sharing real feedback from those receiving care.

### What difference did this make?

The Council commissions around **11,500** hours of Care at Home each week and values this independent review led by Healthwatch. They've acknowledged that the voices of service users, unpaid carers, and families are vital to driving improvement. The Council welcomes this feedback and remains committed to listening, learning, and working with care providers to raise standards and ensure everyone receives the quality, compassionate support they deserve at home. A full review will be completed once the final report is released in December 2025.

# Hearing from all communities

**We are here for all residents of Warrington. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

**This year, we have reached different communities by:**

- Giving power back to those who have experienced trauma.
- Helping refugees access dentistry.
- Supporting residents to access advocacy support for NHS complaints.





# Hearing from all communities



## Empowering patients to attend appointments

Following the success of the Healthwatch Essex “Trauma Awareness Card,” we collaborated with Warrington residents through focus groups to develop a new version tailored to their needs. The result is the “About Me Card” — a tool that empowers patients to share personal information with healthcare professionals about experiences or triggers that may cause a ‘fight, flight, or freeze’ response, or feelings of fear and anxiety during hospital visits.

The name “About Me Card” was carefully chosen to resonate with the Warrington community, aiming to help individuals feel more in control and confident when attending appointments.

### What difference will this make?

- ✓ A pilot for 6 months with Warrington & Halton Hospital’s Patient Experience and Inclusion Team, which will increase positive patient experience.
- ✓ Staff will be trained in trauma-informed practice.
- ✓ A roll out of the About Me card will be offered to other organisations after the trial period, including the Job Centre, Primary care and LD services.



## Helping Ukrainian refugees understand and access NHS care

A support worker contacted us about a woman with limited English struggling with severe bladder incontinence. A previous procedure worsened her condition, leaving her in daily pain and unable to leave home. After Healthwatch involvement, she received initial botox treatment, but symptoms persisted. We escalated the issue to the hospital’s Patient Engagement team, who quickly arranged another procedure. This significantly improved her quality of life, enabling her to resume classes and daily activities.

### What difference did this make?

With Healthwatch Warrington’s involvement, we were able to advocate for a patient whose life had been severely affected by a long-standing medical issue. Due to her limited English, she was unable to communicate her needs or navigate the healthcare system effectively. By using our established relationship with the hospital’s Patient Engagement team, we helped secure a follow-up procedure. This intervention significantly improved her quality of life, enabling her to return to her daily activities, including attending classes and shopping independently.

# Hearing from all communities

## Advocacy drop in for NHS complaints



### Making it easier to access advocacy Support for Warrington residents.

By law, anyone wishing to complain about an NHS service is entitled to advocacy support. Healthwatch Warrington offers a free, confidential, and independent NHS advocacy complaints service for all Warrington residents. We help people understand their rights and guide them through the complaints process. After hearing that access was difficult, we introduced a monthly NHS complaints advocacy drop-in. Visit us at the Gateway between 10 am and 2 pm on the second Wednesday of each month—no appointment needed.

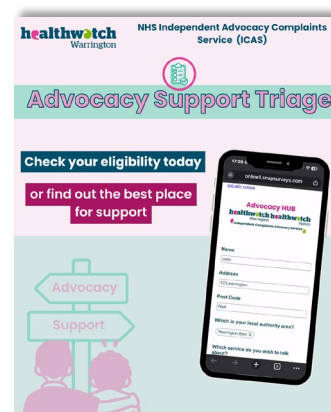
### What difference did this make?

The support from our advocacy team empowered our patient to pursue a complaint, and they were able to get an outcome they were happy with.

**"I got a reply from the hospital they apologised for what happened to me and I thank you for your help and support you gave me, thank you."**

## Triage for advocacy to enable residents are supported sooner.

Our advocacy team found that a significant amount of time was spent speaking with individuals who were not eligible for support. This not only reduced the time available to assist those who were eligible but also left many residents feeling frustrated and disappointed. They felt their time had been wasted, which impacted their overall experience. This highlighted the need for clearer communication and better access routes to ensure support reaches those who need it most.



### What difference did this make?

To improve efficiency and ensure people receive the right support, we developed an online triage system. Individuals seeking advocacy must complete a short form, and based on their responses, they are directed to the appropriate service. For example, one person seeking access to medical records was guided to the correct department, avoiding an unnecessary referral. If eligible for advocacy, users can submit a consent form for contact. This system has successfully redirected many people, saving valuable staff time and improving user satisfaction.

# Information and signposting

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 **45,261** people have reached out to us for advice, support or help finding services.

**This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services





## Dental care for a woman with dementia

**A concerned husband caring for his elderly wife , who has dementia and struggles to eat with her dentures, reached out to Healthwatch as he could not get an NHS dental appointment.**

As her primary carer, he was distraught; they couldn't afford private care and had no NHS dentist. She was rapidly losing weight.

Our Community Outreach Lead swiftly referred her to NHS dental services. She was seen the very next day at a local surgery, where her dentures were adjusted, restoring her comfort and dignity in one visit.



"I am so grateful to Healthwatch Warrington- I was at a loss as what to do and they went above and beyond to help me and my wife"

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## Helping a socially isolated couple with complex care needs

**Ian contacted Healthwatch and told us that he felt lonely and unsafe at home due to mobility issues. After a hospital discharge, he and his wife were referred to sheltered accommodation.**

Ian and his wife, both housebound with complex health needs, live in a bungalow. After Ian's hospital discharge, they applied for sheltered housing but were deemed ineligible. They rely on two care agencies visiting up to four times daily, yet Ian, who only receives PIP and pays £158 weekly for care, is struggling financially. He sleeps on a sofa bed to avoid disturbing his wife, whose pain is severe. Isolated and mentally unwell, Ian fears for their future. After discovering no progress on their referral, we escalated the case to Adult Social Care, requested an urgent care review, and contacted the housing provider with GP support to push for rehoming. The couple will now be assigned a dual social worker as a priority to help support their rehoming.



"We feel we are in catch22, no matter what we try we keep getting stuck and all we want is to be able to socialise and be safe at home."

# Showcasing volunteer impact

Our fantastic volunteers have given approximately 244 hours of their time to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## **This year, our volunteers:**

- Supported us with outreach and collection of public feedback in the community.
- Conducted research to help us signpost people to local dental practices which are accepting new NHS patients.
- Carried out Enter and View visits to local services to help them improve.
- Supported with administrative tasks and proofreading.





# Showcasing volunteer impact

## At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



"Volunteering for Healthwatch has provided an opportunity to advocate for quality local health and social care services. The team are very welcoming and supportive, and the role has enabled me to contribute in a meaningful way to improve care for the people of Warrington."

**Dr Carol Ann Kelly**

"Joining Healthwatch brings together my interest in community and healthcare, and I'm looking forward to getting involved and hopefully making a positive difference". **Hannah Skentelbery**



"After six years as an NHS volunteer, I attended my first Healthwatch Warrington AGM in 2015 and was inspired by their support for local people navigating health and social care. I soon joined as a volunteer, taking part in Enter & View visits and outreach activities. The guidance from staff and fellow volunteers has been invaluable, and the experience has deepened my understanding and appreciation of the vital care services in Warrington."

The whole experience has given me a broader and more detailed understanding and appreciation of our local health and social care organisations and the valuable caring work they provide for Warrington residents."

**Jim Sinnott**

### Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchwarrington.co.uk](http://www.healthwatchwarrington.co.uk)



01925 246 893



[contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk)

# Finance and future priorities

We receive funding from **Warrington** under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£179,000	Expenditure on pay	£131,211
Additional income	£8,161	Non-pay expenditure	£25,427
		Office and management fee	£27,552
<b>Total income</b>	<b>£187,161</b>	<b>Total Expenditure</b>	<b>£184,190</b>

## Additional income Provider:

- SmokeFree Cheshire
- Delamere Centre for an independent review of their service
- Healthwatch England for GP Choice & Bursary

## Integrated Care System (ICS) funding:

Healthwatch across **Cheshire & Merseyside** also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Primary Care Access Recovery Plan	£1,388.33

69

"Healthwatch have undertaken a vital survey with our population on how they perceive access in our GP practices. This is a temperature check on whether the investment and new ways of working are meeting the needs of the residents. The ICB is using the information to inform future plans to make care more responsive and accessible for those who need it.

Thanks, as ever, to the Healthwatch team who support and offer constructive challenge to our work, and ensure we listen to the patient voice at all times."

**Clare Watson, Assistant Chief Executive, NHS Cheshire and Merseyside**

# Finance and future priorities

## Next steps:

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that 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 Social Care



### 3 Mental Health



“Healthwatch Warrington are an instrumental partner for quality of health and social care services in Warrington, Cheshire and Mersey. Their contribution of patient and public feedback shapes our work to improve existing and future health and care services. Their scrutiny as 'critical friend' empowers the public voice. The Healthwatch reports presented at Quality and Performance Group provide opportunity to respond and complete Quality Improvement work across the Partnership.”

**Denise Roberts, Associate Director of Quality & Safety Improvement Warrington Place**

## Finance and future priorities



"On behalf of the NHS Cheshire and Merseyside Integrated Care Board, I would like to extend my heartfelt thanks to each of our nine Healthwatch organisations for your challenge, insight, and advocacy on behalf of our residents.

Your work has been instrumental in ensuring that the voices of people across our communities—particularly those who are seldom heard—are not only listened to but acted upon. Whether through your detailed reports, community engagement, or your presence at our Board and Committee meetings, you have consistently brought forward the lived experiences that will help to shape better, fairer, and more responsive services.

Over the past year, your contributions have helped us navigate complex challenges—from recovery planning and service redesign to addressing health inequalities and improving access. Your role as a critical friend has strengthened our accountability and sharpened our focus on what matters most to the people we serve.

As we move forward into a period of transformation resulting from the national changes to ICBs, the impending publication of the 10 Year Plan, the development of Neighbourhood-focused health partnerships and the financial challenges the local system faces, your continued partnership will be vital.

We look forward to deepening our collaboration as we work together to improve outcomes and reduce inequalities across Cheshire and Merseyside.

Thank you for your dedication, your professionalism, and your commitment to the people of our region."

**Raj Jain Chair NHS Cheshire and Mersey Integrated Care Board (ICB)**

# Corporate Social Responsibility

healthwatch Warrington healthwatch Stoke on Trent healthwatch Halton healthwatch Walsall  
healthwatch Sandwell healthwatch Bedford Borough healthwatch Telford & Wrekin



## ECS Corporate Social Responsibility

2024/25

Engaging Communities Solutions CIC are the providers of seven local Healthwatch and an Advocacy provider. We are committed to developing our corporate social responsibility and this is a round up of our highlights for the year 2024/25

### OUR EMPLOYEES



Across our organisation, we have **21** full-time employees.

As we have a commitment to flexible working to support our employees with their lives outside of work we also have 10 employees who work less than the standard number of hours per week.

### OUR MANAGEMENT



- **50%** of our senior management are female
- **78%** of our middle managers are female.

### EMPLOYEE BENEFITS



- We are a real living wage employer.
- All our staff have access to an **employee assistance** scheme that provides mental wellbeing support.

### OUR COMMUNITY



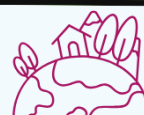
- This year, employees were encouraged to volunteer **27.5** hours with paid time off.
- Our staff raised **£304.50** for charities last year.
- We supported **89** volunteers last year who gave **1163** hours of their time to our work.

### OUR SUPPLY CHAIN



During the last 12 months we have spent **£25,853** with other VCSE organisations.

### THE ENVIRONMENT



We have saved **4,914** car miles by using public transport this year.

[www.weareecs.co.uk](http://www.weareecs.co.uk)

Healthwatch Warrington is delivered by Engaging Communities Solutions CIC (ECS), a Community Interest Company with the vision to inspire change and improve outcomes. At ECS, our mission is to be the voice of the public in the design and delivery of public services. Across England, we deliver seven Healthwatch services, two advocacy services and offer bespoke research, consultation and engagement services. Each year, we look back and reflect at the collective impact our local Healthwatch have had.



# Statutory statements

Healthwatch Warrington, The Gateway, Sankey Street, WA1 1SR  
– Engaging Communities Solutions CIC (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 **8** members who work voluntarily 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 2024/25, the Board met **4** times and made decisions on matters such as Decisions on enter and view locations, recommendations, agreed on new priorities for the year ahead. 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 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended 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.

# Statutory statements

## Responses to recommendations

We had no providers that did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the 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.

## Healthwatch representatives

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..

During 2024/25, our representative has effectively carried out this role by Norman Holding, Chair ISAB Healthwatch Warrington, and Lydia Hughes, CEO, Healthwatch Warrington.

# Statutory statements

## Enter and view

Under our social care priority, Healthwatch visited care homes as part of our Enter and View Schedule. As well as public feedback that we receive, we work in partnership with the Local Authority to gather additional intelligence.

Location	What you did as a result
<a href="#"><u>St Rocco's Hospice</u></a>	Wrote a report with recommendations – the service followed up on all recommendations.
<a href="#"><u>Cromwell Court Care Home</u></a>	Wrote a report with recommendations – the service has completed most of these, with one recommendation ongoing.
<a href="#"><u>Three Elms Care Home</u></a>	Wrote a report with recommendations – the service has completed some of these with one ongoing and 2 not complete.
<a href="#"><u>Gainsborough House Care Home</u></a>	Wrote a report with recommendations – the service has completed most of these with one ongoing.
<a href="#"><u>High Peak Care Home</u></a>	Wrote a report with recommendations – follow up not yet due.
<a href="#"><u>Whittle Hall Care Home</u></a>	Wrote a report with recommendations – follow up not yet due.
<a href="#"><u>Belong Care Home</u></a>	Wrote a report with recommendations – follow up not yet due.

# Statutory statements

## 2024 – 2025 Outcomes

Project/activity	Outcomes achieved
successful in obtaining funding for our new Social Care Lead	Published 8 Enter and view reports with recommendations which have been approved and acknowledged by providers.
<a href="#">Published an interim report and recommendations to Adult social care and contract monitoring on domiciliary care</a>	Recommendations to be followed up and acknowledged and will be part of the action plan for Social care.
Stop smoking Campaign	Supported the Cheshire & Merseyside Healthwatch to help share information on Smokefree cheshire by 2030.
GP Access Warrington, Cheshire & Mersey	Warrington report and Cheshire and Mersey collective to compare findings, independent from the NHS. Recommendations considered at ICB level
<a href="#">Dentistry Oral Health Report</a>	Published and shared with the British Dental Association, awaiting feedback from Public Health Warrington on recommendations.
Created our new <a href="#">Awareness Card 'about me'</a> to assist patients with trauma and other triggers which may cause challenges with their appointments	Engaged with Warrington and Halton hospitals to launch the pilot in 2025. Secured a sponsor to assist, who is the local press/media organisation.
Delamere Centre Independent Review	A Report on people's understanding and feedback on users of the Delamere Centre.



**[“Healthwatch Warrington’s Children & Young People’s Report 2022,](#) contributed to the business case for funding, ultimately the establishment of the new CYP Complex needs hub in Warrington.”**

**Steve Tatham– Programme Lead Starting Well, Mental Health & Planned Care, Warrington Borough Council**





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