



On equal terms

Then and now

Healthwatch Warrington Annual Report 2020-21

Orford Jubilee Vaccination staff

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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 Youth View Project which was linked with our Children and Young People's Mental Health, Dentistry and Covid 19.

We continued to work in partnership and assisted in the vaccination work for public feedback and information and advice.

We achieved great success in all of our projects, but we are particularly proud of our work around our reach and impact for the covid 19 vaccination programme. With our feedback report and communications we were able to obtain over 3000 responses from the people of Warrington regarding their vaccination experiences. We are very proud of our continuing work for Children and Young People's mental health for Warrington and Halton CCG, as this linked in with our recommendations from our published report on Children and Young people's mental health, and this project will be an extension for a further 12 month period. The work with 'Youth View' which was in partnership with Warrington Youth Club, and the work the young people created was amazing, our full report will be published June 2021.



Listening to the voices of warrington we have worked to support the local system during the pandemic bringing insight to support decision makers.

The Warrington team has adapted to working remotely where needed during the pandemic but we have ensured we continue to reach as many voices as possible and continue to work to support digital inclusion'

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. Our work with Primary Care Network (PCN) alignment allowed us to communicate with each PCN area, to inform them of new structures and allowed us to communicate with families and residents. Our funding to support the recommendations for Children and Young People Mental Health will allow us to demonstrate how Covid 19 has affected young people, professionals and people who have supported them.

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

A handwritten signature in black ink that reads "R Dales".

Ruth Marie Dales-
Healthwatch Advisory Board Chair

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in Warrington. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares their experience or seeks advice from to get a high-quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



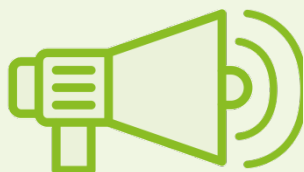
"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

Reaching out



We heard from

1648 people

this year about their experiences of health and social care.

We provided advice and information to

18,729 people

this year.

Via Phone & Email

564 people

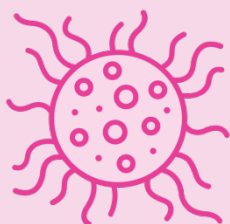
Via the Feedback Centre

3,010 people

And

15,266 people accessed our website for guidance

Responding to the pandemic



We engaged with and supported

39,482

people during the COVID-19 pandemic this year. Through our social media channels, website as well as email and telephone

Making a difference to care



We published

4 reports

about the improvements people would like to see to health and social care services. From this, we made 13 recommendations for improvement.

93% of recommendations

we made last year have been acted upon, at the point where we reviewed progress.

Health and care that works for you



18 volunteers

helped us to carry out our work. In total, they contributed to 72 number of days (this is not including our virtual voices panel)

We employ 5 staff

50% of whom are full time equivalent, a 75% increase from the previous year.

We received

£146,000 in funding

from our local authority in 2020-21,



Theme one: Then and now Young People's mental Health



Then: Access to Young People's Mental Health.

In September 2020 Healthwatch published the findings of a review we undertook with Children and Young People in respect to Emotional & Mental Health. We designed an online questionnaire to gather the views and experiences of young people around their mental health, including local services they may have accessed.

The aim was to review the access to mental health services for young people in Warrington. Healthwatch engaged 69 young people mainly through individual and group work sessions, alongside collecting 3 case studies from local families and young people. The report highlights several positive elements, however, also made several helpful recommendations for improvements which Clinical Commissioning Group (CCG) and North West Boroughs (NWB) have responded to.

- 1. CCG to meet with service providers to discuss findings**
- 2. Further Engagement with Young People to develop a better understanding**
- 3. Consider how parents can be given more information and help to signpost their children**
- 4. Understanding from GPs- more information as to what is expected of GPs with mental health wellbeing and support.**
- 5. Work with young people to manage their expectations of Mental Health services**



Now: Young People's Mental Health

Thanks to Young People and their families sharing their experience of accessing Mental health services in Warrington. Healthwatch Warrington have been awarded additional income.

This funding will allow us to continue this work with Children and Young People for CCG, this will improve outcomes for children and young people for 2021 and 2022.

With this funding we have been able to recruit a part time Young Person's Community Engagement Lead, who will aim to work with as many young people as possible from diverse backgrounds to gain a greater understanding of:

1. How the current pandemic has affected Children and Young People (CYP), collating both positive and negative feedback.
2. To investigate how CYP engage with specific mental health services including; Mental Health in Schools Teams, Primary Care, Specialist Child and Adolescent Mental Health Services and specific mental health services (CAMHS), St Joseph's Counselling Services, Parent/ Carers, www.kooth.com and school nursing.

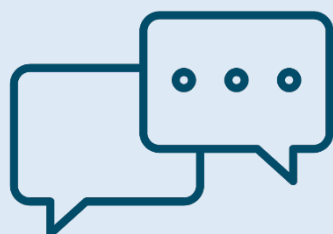


"Critical to this work is the lived experience of children, young people and their families or carers alongside the professionals involved in providing this care. This information will be used to drive continuous service improvement and shape our model of care going forward.

We would welcome Healthwatch as an independent partner in improving outcomes and experiences for our population, to undertake a series of pieces of work to better understand the experiences of service users, what is working well, what may need to change and to help identify any gaps in our local offer."

Steve Tatham Warrington CCG

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.



www.healthwatchwarrington.co.uk



01925 246 893



contact@healthwatchwarrington.co.uk



Theme two: Dentistry



Then: Dentistry

Healthwatch Warrington has received many contacts from the public around the lack of dentist appointments since Covid 19

Since the beginning of Lockdown, the number of people contacting us regarding NHS dentists increased significantly.

Through our Virtual Voices panel, we were able to establish that 10% of those who tried to access an emergency dentist were unsuccessful. 59.2% hadn't tried during the pandemic. We received 52 phone calls looking for support to see a dentist. The calls related to either:

- Not having an NHS dentist and wanting to find one
- Not having a dentist and needing an emergency appointment.
- Being taken off their dentists list, and only being informed about it when they tried to make an appointment.

We spoke to other local Healthwatch's, Cheshire & Halton and found that they were experiencing similar issues.

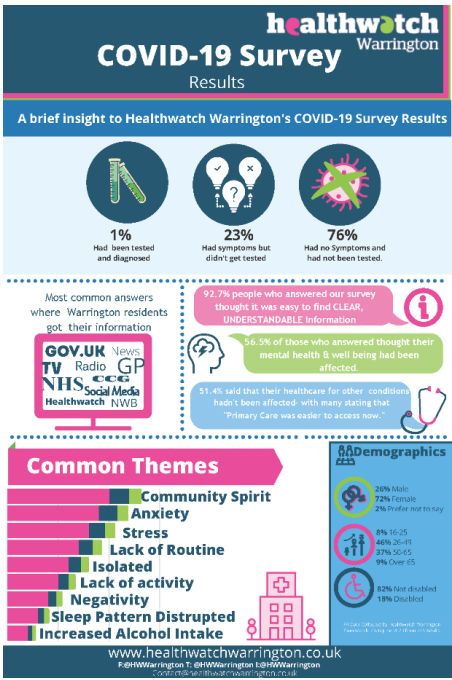
Kindness trail around warrington, we left these postcards around warrington with little badges .

Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are informed and operating as best as possible during the pandemic.

This year we helped **10,596** people by:

- Providing up to date advice on the COVID-19 response locally across our social media and website
- Our staff also volunteered in the community our Community Outreach Lead helped by collecting and delivering food to the local foodbank from the local Freemasons.
- Supporting Vaccination Roll out and collecting feedback from mass vaccination centres.
- Signposting and giving ideas on how those who were suffering with anxiety during the pandemic.



Top four areas that people have contacted us about:



15% on GP services



25% on Dentistry



5% on Hospital care



55% on Vaccines

Pandemic Update



Early in the pandemic, we heard from **246** people about the lack of clear information and often inaccurate information through our COVID survey. Our role became much more focused on providing people with clear, consistent and concise advice and information articles on our website to help address people's concerns. In just three months, our national advice had been accessed by over 70,000 people. Healthwatch Warrington's Local COVID Advice has been accessed over **8188** times.

The key questions people were asking included:

- What does shielding mean?
- What is the difference between social distancing and self-isolation?
- How can I find an NHS dentist?



Contact us to get the information you need

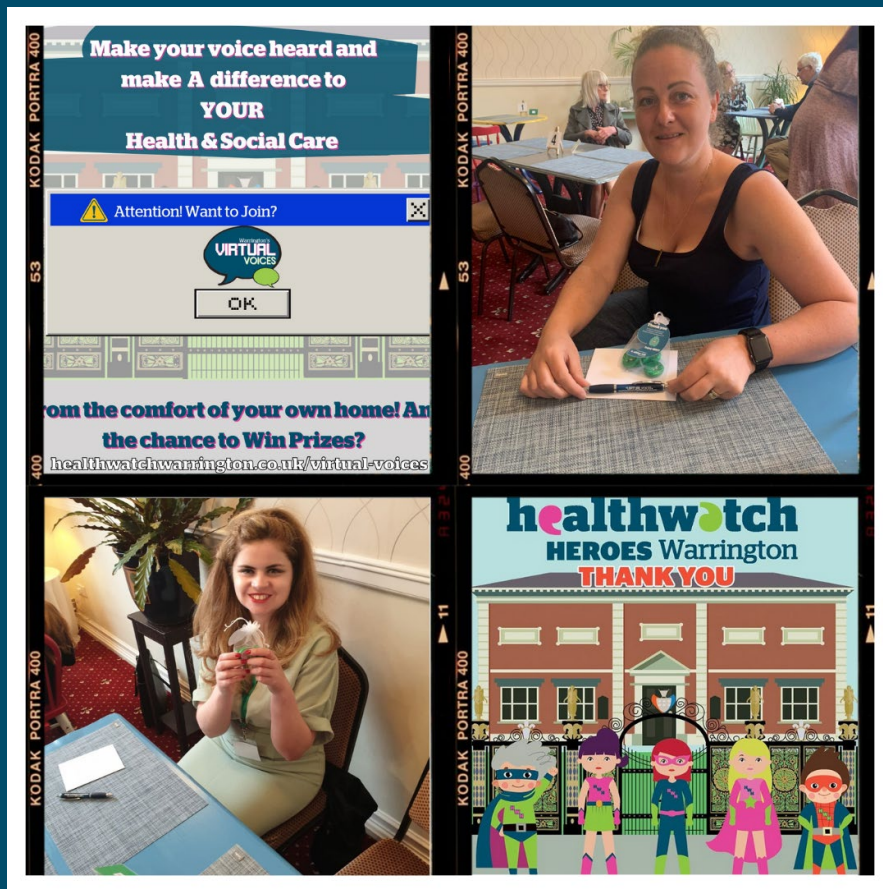
If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



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contact@healthwatchwarrington.co.uk



Volunteers

At Healthwatch Warrington we are supported by **18** volunteers to help us find out what people think is working, and what improvements people would like to make to services. We also have **287** Virtual Voices Volunteers.



“Special thanks to our volunteers who have worked with us through this difficult time during Covid 19. The work they have achieved through the People’s panel and Virtual voices has been amazing, our HAB Board and our Proof reader Glen. We would not have been able to achieve what we have without you”

Lydia CEO Healthwatch Warrington.



Youthwatch— Megan

"When I started the group, I was quite shy and worried about what people would think of me. I did not think I would get chance to speak to my GP about much without any judgement but doing the program and helping create a survey. I thought I was only person who felt like this but when meeting with group we all felt the same and we felt the best way to solve this was reach out to more young people to understand why they felt like this and how we could help people feel different and change it".



People's Panel- Paul,

"I was excited and extremely proud to be appointed Chair of Warrington People's Panel .

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



HAB Member- 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. It has been quite frustrating during lockdown not to be able to work to full capacity, however, I am eagerly waiting to get back into the full swing of things in trying to make a positive impact."



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.



www.healthwatchwarrington.co.uk



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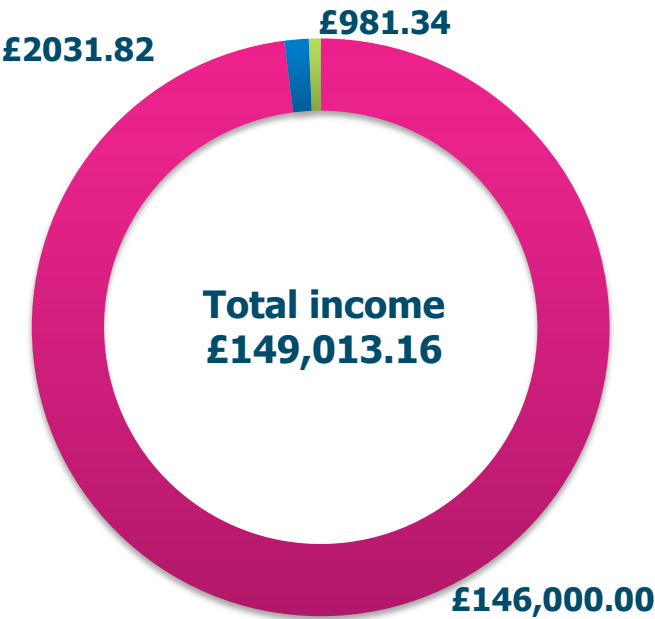
Adrianne.Roberts@healthwatchwarrington.co.uk

Finances

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

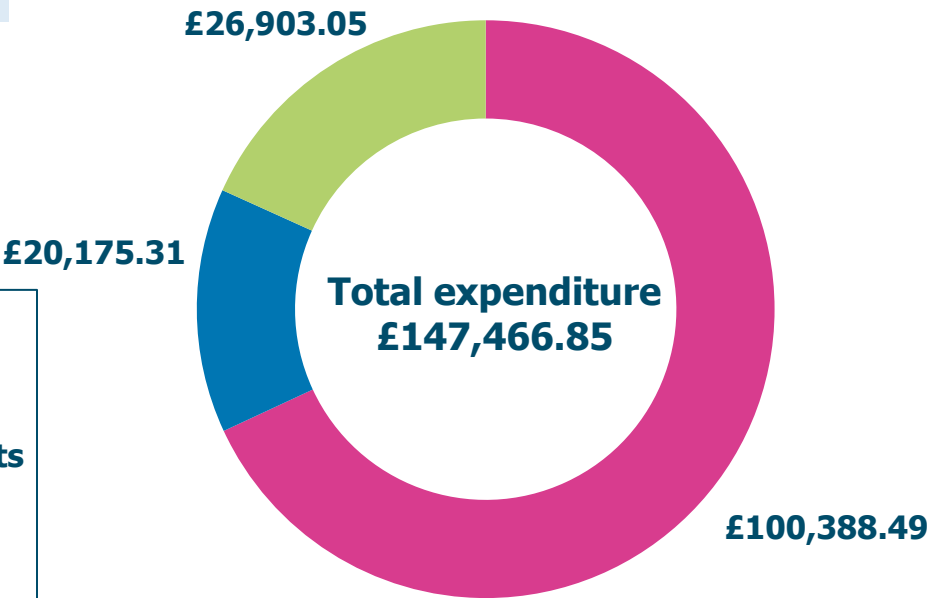
Income

- Funding received from local authority
- Additional funding
- Balance Brought forward from 2019/20



Expenditure

- Staff costs
- Operational costs
- Support and administration



Next steps & thank you

Top three priorities for 2021-22

1. COVID 19

2. Children and Young People's Mental Health

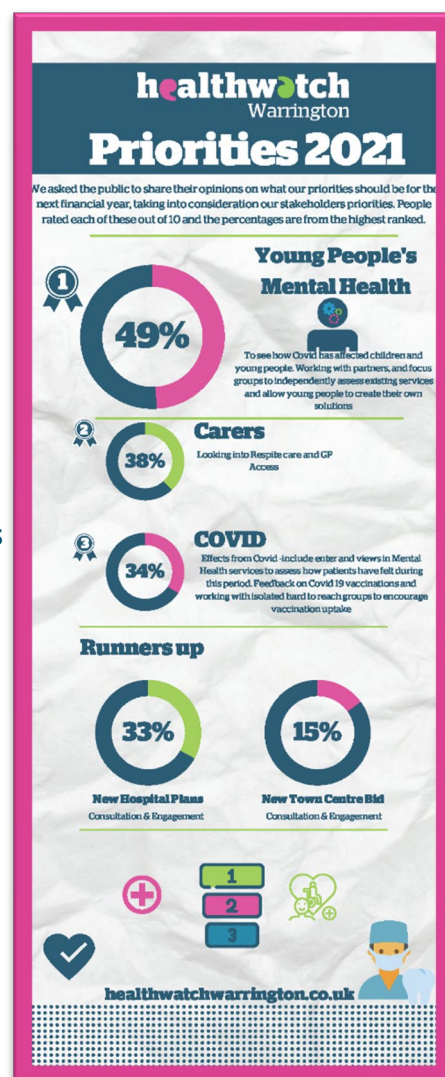
3. Carers

Next steps

- As we move away from national restrictions, we will continue to offer virtual working and engagement but will significantly increase our community outreach and events to ensure that we work with all of our community. We have produced our 12 month enter and view engagement plan to work with inpatients experiencing mental health issues and GP practices. Last year we worked with care homes.

- We are committed to following up on last year's recommendations as we have recruited a part time post to work with children and young people to gain their experiences around mental health services. We will be working with our CCG and partners to improve outcomes for children and young people.

- We are committed to equality and diversity / seldom heard communities. We are currently working with the digitally excluded project in partnership with Diabetes UK. Our outreach will include children and young people, people experiencing long term health conditions and disabilities. We will be working with women's refuges and other marginalised groups with our local Healthwatch from Cheshire and Halton.



Lydia Thompson
CEO
Healthwatch Warrington

"I am incredibly proud of the Warrington team this year. They have been highly creative and flexible to cope with the unpredictability of the Covid 19 Pandemic demands. They quickly adapted to virtual working and effectively engaged with the Warrington community and our volunteers. They also volunteered their hours to help local people, including raising money for charities and helping the local food bank" ."



Statutory statements

About us

Engaging Communities Solutions Unit 42, Staffordshire University Business Village, Dyson Way, Staffordshire Technology Park, Stafford, Staffordshire, ST18 0TW.

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 5 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 4 times and made decisions on matters such as priorities for HWW and commissioned work.

We ensure that the wider public in Warrington have a say on our priorities for the coming year. This year due to restrictions we did this virtually by sending out 6 themes that we have picked up via virtual engagement. This was sent out to a public vote the top 3 became our priorities. Healthwatch Warrington serves the residents of Warrington so their voice counts

Methods and systems used across the year’s work to obtain people’s views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, creating our Youthwatch listening to the voice of Young people in Warrington, and working in partnership with Healthwatch Halton and Healthwatch Cheshire on Hard to reach groups.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website, have printed copies and send out to our partners via email.

2020-21 priorities	
Project / activity area	Changes made to services
Primary Care Networks	New Structure
COVID Vaccinations	CCG have insight of public experience
Young People’s Mental Health	We have now secured further funding for a further 12 months
Youthwatch	Survey results which have fed into the YP Mental Health project, and helped with young people’s self esteem.
Long Term Health Conditions	We worked on the 3 Common Cancers project in partnership with Warrington & Halton Hospital.

Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity. However, our recommendations from our YP MH report were acknowledged and a full response was documented in a report to the Health and Wellbeing Board, Scrutiny and our ICTB Board. Full details are listed above.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

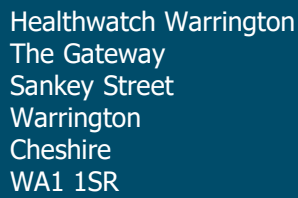
Health and Wellbeing Board

Healthwatch Warrington is represented on the Warrington Health and Wellbeing Board by Lydia Thompson Healthwatch CEO. During 2020/21 our representative has effectively carried out this role by providing regular update presentations and our Annual Report. Also Lydia has attended senior leadership workshops for the integration of Health and Social Care services in Warrington.



Thank you

- Warrington Disability Partnership
- Warrington Youth Club
- Warrington CCG
- North West Ambulance Service
- North West Boroughs
- Healthwatch Halton
- Warrington PCNs
- Warrington and Halton Foundation Trust
- Cheshire Cancer Alliance
- Warrington Speak Up
- Lifetime
- Warrington CAB
- Warrington Together
- Stroke Association
- Bridgewater Community Healthcare
- Warrington Borough Council
- Making Space
- All the staff and Volunteers at the Mass Vaccination Centres
- Signing Solutions
- Primary Care Dentistry Lead Tom Knight
- Healthwatch Halton
- Healthwatch Cheshire
- Healthwatch Knowsley
- Healthwatch Sefton
- Healthwatch St Helens
- Healthwatch Liverpool
- Warrington Voluntary Action



t: 01925 246 893

 @HWWarrington

 [Instagram.com/HWWarrington](https://www.instagram.com/HWWarrington)