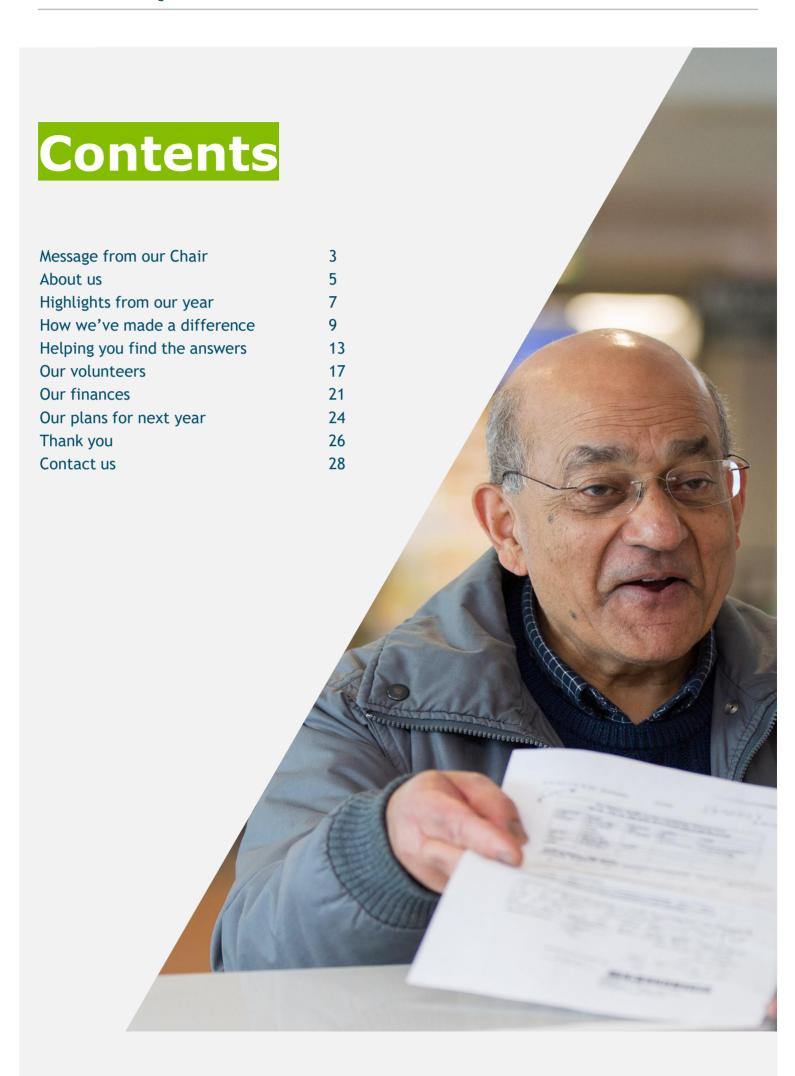




Annual Report 2018-19





Message from our Chair of the Advisory Board

Healthwatch Warrington is proud to be working in partnership with our local council, NHS, voluntary and third sector organisations to help shape services for Warrington residents.

Health and social care services in England are undergoing an unprecedented period of transformation. It's important that over the next few years we work together in Warrington to make sure we have high quality, integrated care that is sustainable for the future. Healthwatch Warrington is playing it's part by making sure we have "people" at the centre of all policies and services.

In 2018/19 Healthwatch started the ambitious task of establishing the Warrington Together People's Panel. This will serve as the residents' sounding board for our NHS and social care partners as we work together to design new services, with the voice of the people of Warrington at the centre.

2018/19 also saw the Healthwatch Warrington team receive a commendation from Healthwatch England for their work in bringing the views of a wide variety of Warrington residents into a national opinion poll on our government's vision for the future of our NHS: the NHS Long Term Plan. Also, the work undertaken around oral health has helped ensure staff involved in caring for our elderly population in

Warrington undergo important training to make sure they are able to give the best care to residents.

Our dedicated team of volunteers undertaken visits to Care Homes across Warrington and made suggestions that improve the day to day experience for the people that live there.

With such a small number of staff and volunteers it truly is a team effort and I feel very privileged to be a part of that team.



K' Dalo

Ruth Marie Dales Healthwatch Warrington Chair of Advisory Board



Changes you want to see

Last year we heard from 452 people who told us about their experience of number of different areas of health and social care. Here are some examples of the changes that you want to see.



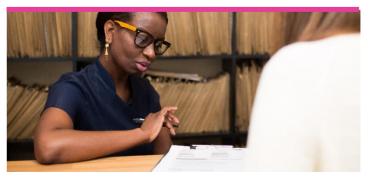
+ Make it easier to see a doctor or nurse quickly



+ Feedback from LD Service users who wanted NHS front line staff to spend more time explaining their treatment plans.



+ Feedback showed that although the care received in the hospital was good, the issue lay with waiting times in A&E.



+ People would like the option to be supported to stay in their own homes as long as it is safe to do so.

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Warrington, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us, then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



Sir Robert Francis QC Healthwatch England Chair

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 that 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.

People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. 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

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





Find out about our resources and the way we have engaged and supported more people in 2018-19. Our resources:



452 people shared their health and social care story with us, 11% more than last year.



We have 11 volunteers helping to carry out our work.



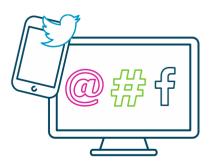
160 people accessed Healthwatch advice and information online or contacted us with questions about local support, 2% more than last year



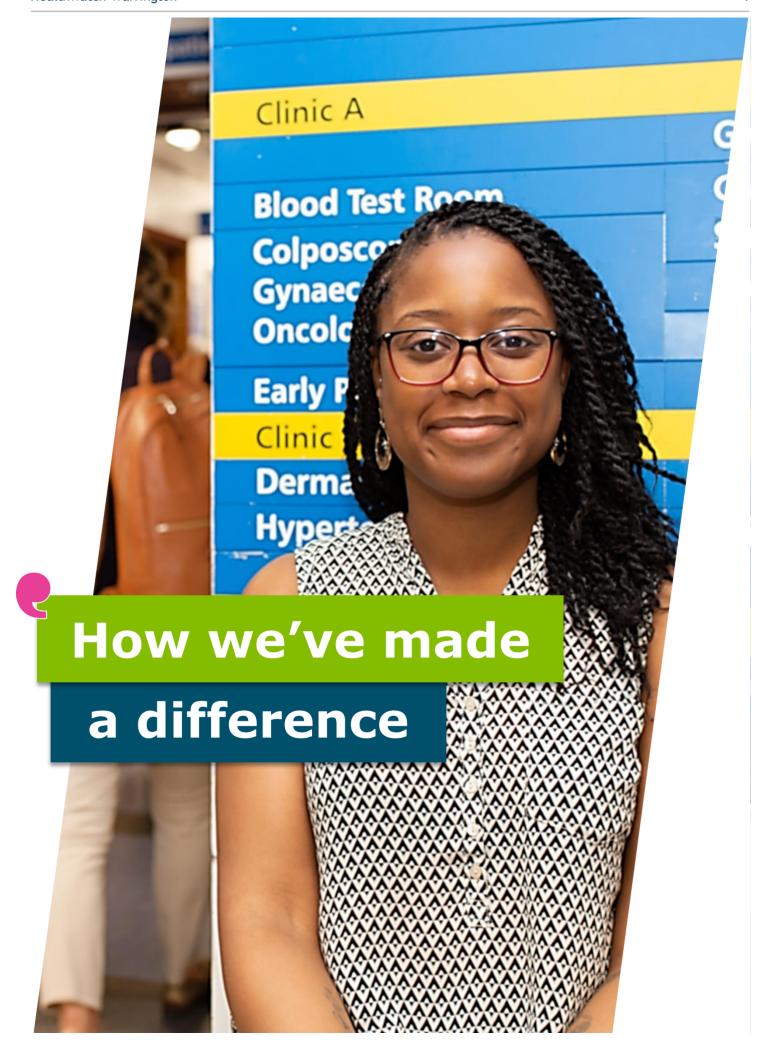
We visited 18 services and 36 community events to understand people's experiences of care. From these visits, we made 42 recommendations for improvement.



10 improvements we suggested were adopted by services to make health and care better in our community.



21% more people engaged with us through our website and social media.



Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Warrington. We show that when people speak up about what's important, and services listen, care is improved for all.

Take a look at an example of a local Healthwatch demonstrating how they have made a difference in their community.

Oral Health in Care Homes

Healthwatch Warrington Undertook a project looking at the delivery of oral health support in care homes. This was highlighted as a concern by the Care Quality Commission (CQC) who identified the oral hygiene of care home residents, both older people and those with a learning disability, to be an issue across the country. The issue may be due to a multitude of factors, for example, training, resident resistance, or a lack of involvement from the health sector.

The National Institute for Health and Care Excellence (NICE) recommends that when someone becomes a resident in a care home, they should have an oral health assessment when they are admitted. Although three-quarters of the care home managers said that

this did happen, there were still many cases where this did not happen to access GPs, dentists and mental health support.

Using these views, we investigated in local care homes about their best practice and from the results made the following recommendations: More training in Care homes on Dealing with Oral Health.

More Access to Dentists for Care home Residents.

Roles of Families and Dental Care- Unclear who is responsible for dental care.

As a result of our work, Bridgewater Oral Health team, Marion Stockton and her team will be providing Oral health Training to staff where requested in Warrington Care homes.

Marion Stockton from Bridgerwater NHS Trust with Clare Screeton During Oral Health Month.



Cancer Survivor Warrington Citizens to Have their say.

Clare has had plenty of first-hand experience with health and care services in both Warrington and Whiston having received treatment for Leukemia since 2018. Clare, who is now in remission praised the fantastic care she received from the NHS staff in Warrington and Whiston after a very quick initial diagnosis, excellent treatment, and good aftercare through her recovery.

Launched at the beginning of March, What would you do? the campaign aims to encourage people in Warrington to share their views about how extra money from the Government should be spent on local NHS services. Common themes we saw

Easy access to information

Home Care- for as long that it is safe to do

Convenient ways to travel to health & social care services.

Clare's plea raised awareness to the residents of Warrington about using their voice to influence their services. We got a great response to our surveys.

"Healthcare in Warrington will only work if people get to have their say"

Clare Screeton and the Nurses at Whiston Hospital that supported her throughout her treatment.





Maternity and Postnatal Mental Health Services

Helena had her first child at Warrington Hospital under the Community Midwife Services, an experience that should have been a joyous time was tainted.

I went into Hospital at 39 weeks for induction, due to the projection that the baby would be big, and to prevent shoulder dystocia. I consented to this birth plan and was happy with the decision.

During my induction I was internally examined with consent to see how the induction was progressing, however, the last time before I was rushed into surgery, one midwife carried out an internal examination and sweep without my consent and after asking her to stop 5 times due to the extreme pain. At this point, I was terrified and asked for an epidural. I experienced flashbacks of my experience in the labor room and would have nightmares.

I spoke to Healthwatch Warrington about my concerns and was referred to the consultant midwife at the hospital for a debrief. I was told that the midwife was a long-standing and respected midwife and it would not have been her intention to hurt me, I was informed the midwife would be sent on a communication course. I was referred to the IAPT Service & assessed for PTSD and had CBT over 9 sessions and all flashbacks and nightmares stopped.

I can see now that as a new mum I was in a vulnerable position and blamed myself for this. I was vulnerable as a laboring new mum to what I now understand was a violation tantamount to assault, as the midwife did not have consent and was asked on numerous occasions to stop.

After Healthwatch Warrington received this feedback on our maternity services we have put maternity services as on of our priorities for 2019-2020.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future. w: www.healthwatchwarrington.co.uk

t: 01925 246 6893

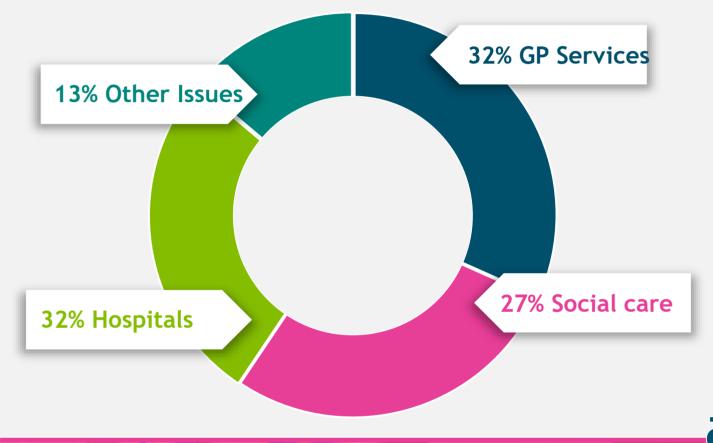
e: contact@healthwatchwarrington.co.uk



What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:





How we provide people with advice and information

Warrington Advocacy Service supported 31 people to make a formal complaint about NHS care and treatment in 2018/19. Warrington residents are able to contact the advocacy service by contacting Healthwatch Warrington via telephone, or by emailing the advocacy service directly advocacy@ecstaffs.co.uk

The majority of clients received increased advocacy support i.e. they were supported to draft letters of complaint, accompanied to resolution meetings, or supported to take their complaint to the

Parliamentary & Health Service Ombudsman. Themes of complaints included:

- + Diagnosis and treatment
- + Access to appropriate Mental Health Services
- + End of Life Care communications with relatives
- + Elderly Care Nutrition

Complainants were able, in most cases, to achieve an apology, and explanation and/or a commitment by the service provider to change procedures to improve services provided.



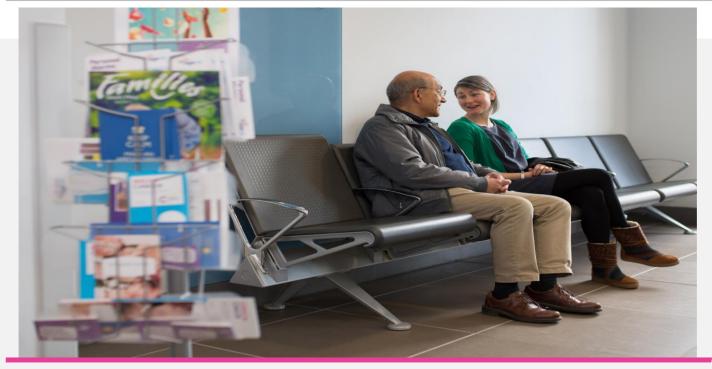
No Access to Mental Health Services

Mrs T: My Psychologist recommended that I should receive long term counselling for PTSD, after several months on the waiting list and after being passed to various mental health services they were unable to provide the services I required.

'Thanks to the help of Healthwatch
Warrington's Advocacy Service I made a
complaint to the CCG about the gap in local
mental health services . I was then offered
the support I needed.

"My advocate was very helpful & knowledgeable. She assisted & provided information on how to progress a complaint regarding a gap in services & provided valuable support which ultimately enabled me to get the help I needed. Without her help & support it would have been very difficult to resolve this matter. Having an advocate to talk to in this situation is invaluable when discussions get complex & gridlocked".





Knowing where to go for advice is a vital service of Healthwatch

Devastating News left couple unsure of what help was available for them

Mr. R (78) was diagnosed with stage 4 liver cancer in February of this year. He was told that he could receive treatment to ease his condition but that his cancer was unfortunately terminal.

He and his wife were at a loss as to what services to access as they had never been in this position before. They contacted Healthwatch Warrington for advice. Healthwatch did a referral to the CAB/Macmillan benefits advice service so that they could help them apply for PIP.

We also gave them the contact details for the John Holt Cancer support service in Warrington. They were both grateful for the help and advice that they received.



"it took a lot of worry away knowing that there was help and advice available"



Are you looking for help?

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.

w: www.healthwatchwarrington.co.uk

t: 01925 246 6893

e: contact@healthwatchwarrington.co.uk



How do our volunteers help us?

At Healthwatch Warrington we couldn't make all of these improvements without the support of our 11 volunteers that work with us to help make care better for their communities.

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



Our Board members Louise, Ruth & Dida

Volunteers Board Members make Healthwatch Warrington Possible

Healthwatch Warrington, are advised by a Healthwatch Advisory Board drawn from members of the public. Our Advisory Board act as the voice of the people and make sure that Healthwatch Warrington adheres to the core principles of; confidentiality, respect, feedback, transparency and influence.

The Board give up their time and help support the staff of Healthwatch Warrington.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Jim, 61

I've been an NHS volunteer for more than seven years and this involvement put me in contact with Healthwatch Warrington, allowing me to gain a greater insight into their activities and role in health and social care.

Actively participating in various Healthwatch meetings and events locally has been enlightening, stimulating and broadened my knowledge and understanding of the many different health and social care organisations that we as volunteers come in contact with, particularly by way of Enter and View visits. I find these visits really heartwarming - meeting such caring, dedicated and professional people - at all levels involved in health and social care

Hanah, 2<u>3</u>

I began to volunteer at Healthwatch Warrington after hearing many outstanding reports about their work in the community, reaching out to residents and signposting to services.

My role at Healthwatch Warrington is enjoyable, and I get a variety of tasks and roles in admin allowing me to expand upon my skills gained previously and ones that I can use in any future employment.





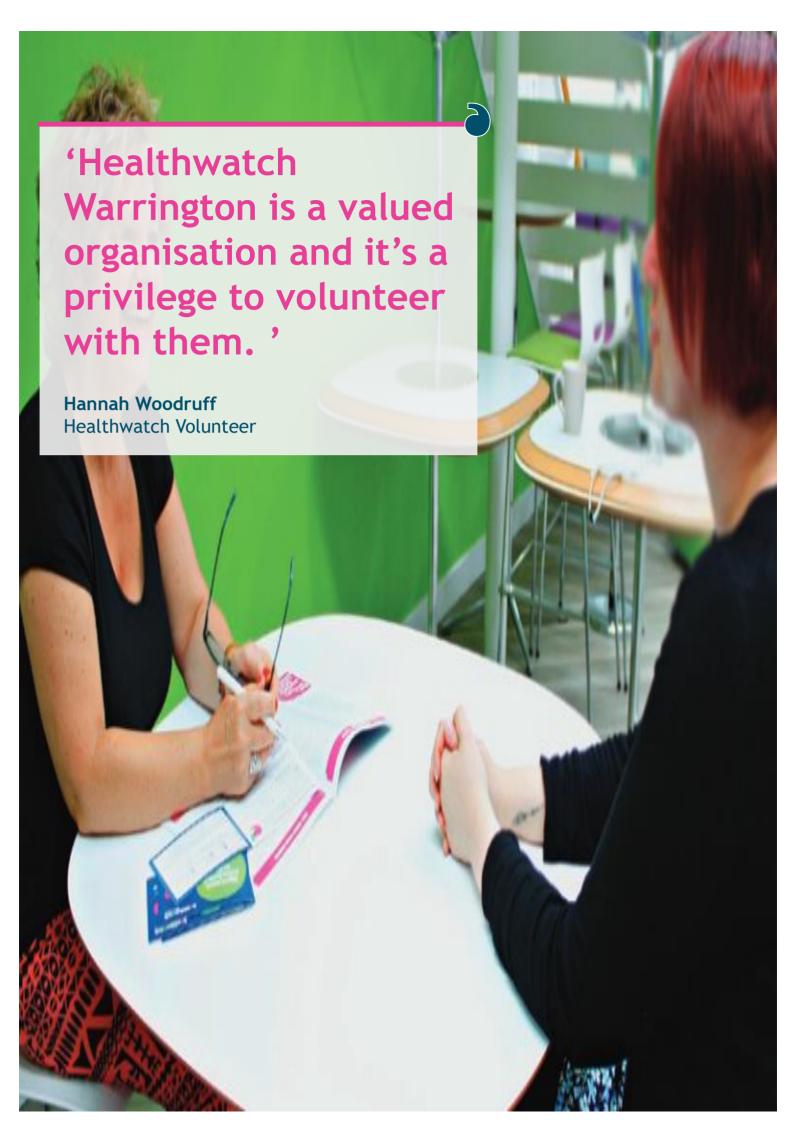
Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: www.healthwatchwarrington.co.uk

t: 01925 246 893

e: contact@healthwatchwarrington.co.uk





Due to a change of provider in the middle of the year we have two sets of finance information

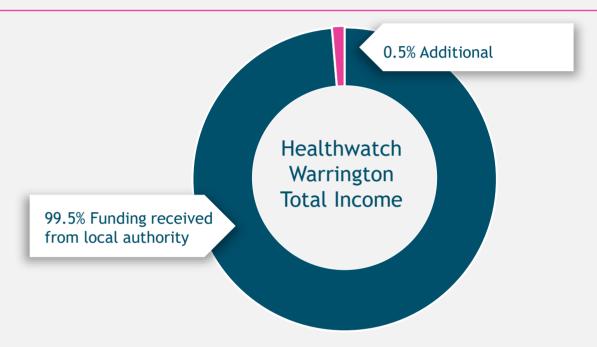
How we use our money

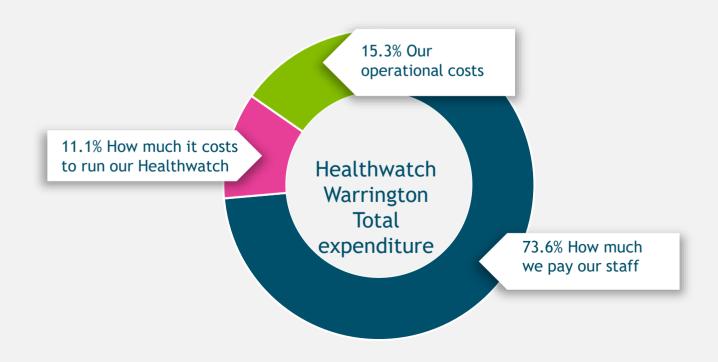
To help us carry out our work, we are funded by our local authority. In April- July 2018 we spent

April 2018- July 2018

£55175.26

We also received £13200 of additional income from other sources.



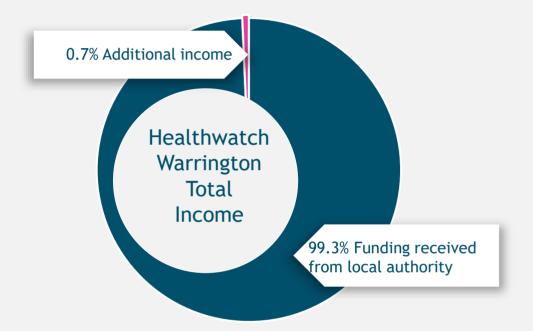


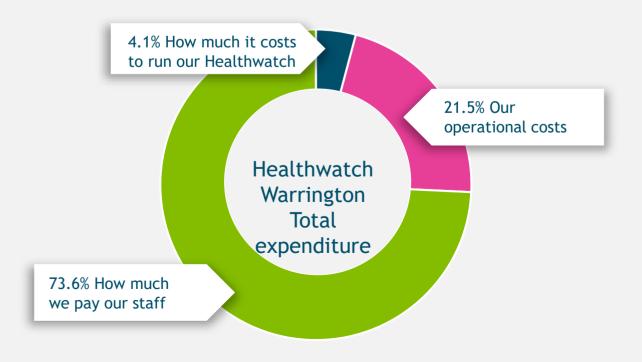
How we use our money

To help us carry out our work, we are funded by our local authority. In August 2018- March 2019 we spent £89,670

August 2018- March 2019

We also received £625 of additional income from other sources.







Message from our Manager

Looking back

We are proud to have published our reports on Oral health in Care Homes, and 15 Enter and view reports.

Healthwatch Warrington achieved great impact throughout the year, some of our achievements included;

The impact from our Oral Health Care in Homes report has encouraged training for 'mouth care matters' in care homes in Warrington. This will improve resident's health and their quality of life. We hope to extend these recommendations within domiciliary care next year.

One of our current priorities around children and young people's access to mental health services was selected by using the Joint Strategic Needs Assessment intelligence 2018. It was highlighted that there was an increase in young people presenting at A&E with self-harm issues. We will be providing our independent report on access to services to complement Public Health's report on the Thrive Model in Warrington at the end of the year for your young people.

As part of our work with NHS Long Term Plan we engaged with two hard to reach groups, children and young people's feedback for seriously ill and disabled families, also adults with learning disabilities. Healthwatch England commended Healthwatch Warrington for good practice and for our work to highlight hard to reach groups within the NHS long term plan surveys.

Some of our recommendations for our Enter and View visits included; Dementia visits to be considered from Alzheimer's society to offer support and advice for residents, to create a dementia friendly community for the staff group, who's who boards so residents would recognise staff, dementia friendly signage, improvements for relative and carer involvement through being responsive to compliments, complaints and comments suggestions. To highlight good practice to staff, to ensure that the home celebrates success, encouragement of residents committee

meetings for the home to encourage residents to attend, improve communication from the landlord to reduce waiting times on adaptations/equipment.

Current and future priorities

The Healthwatch Warrington team have been extremely busy this year and are currently focusing on developing and recruiting Warrington's first People Panel to shape future Health and Social care integration services in Warrington. Working in partnership with Warrington Together and Warrington Voluntary Action, we aim to involve the community of Warrington, to have their say. Our People's Panel event took place in late June 2019, were we hope to recruit a core panel of people and a virtual panel of thousands.

We are currently assessing Warrington and Halton Hospital Frailty unit for independent feedback of their new unit. This will give the Hospital Independent feedback from their patients. With growing pressure on the NHS - people living longer, more people living with long-term conditions, and lifestyle choices affecting people's health - changes are needed to make sure everybody gets the support they need.

The NHS has produced a ten-year plan, setting out all of the things it wants health services to do better for people across the country. They wanted to know about what those changes should look like in our community.



Continued

Healthwatch have received over 313 surveys whilst the team have been out and about on their outreach sessions across Warrington. We will be working with two hard to reach groups to speak with targeted focus groups. We will be working with Speak Up to encourage adults with Learning difficulties to share their views and experiences and also Tree of Hope Charity, who work with disabled children and children with long term illness.

We continue to take an active role in the project group looking at the proposals for a new Cancer Hub. We are involved in the ongoing consultations to decide where services will be delivered in the future.

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.

Warrington's second priority is Maternity services. We are interested in assessing maternity services for the women of Warrington, from preconception to antenatal services. We are working with focus groups for Maternity Voices and will be gaining several case studies and surveys which will feed into our report.

Healthwatch Warrington commenced our new contract with ECS from 1st August 2018. It has taken time and energy for the team to come together, but we are now fully staffed and motivated to take our new priorities forward and working well. We will be optimising the People's Panel work so we can ensure true community feedback into Warrington's new Health and Social care services. I would like to say a special thanks to our newly formed staff team and our new Advisory Board members and Chair for their ongoing enthusiasm, to make a true difference to the people of Warrington. And of course special thanks to our amazing volunteers.

We are excited to continue to support the Warrington Community.

Monge

Lydia Thompson Healthwatch Warrington CEO

Thank you

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

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- Warrington Voluntary Action
- + Warrington Speak Up
- + Warrington & Halton Hospital Trust
- + North West Boroughs
- + Warrington Together
- + St Rocco's Hospice
- + Bridgewater NHS Trust
- + Bridgewater Community Healthcare NHS Foundation Trust
- + Mental Health Assessment Team (North West Boroughs NHS Foundation Trust)
- + Warrington Disability Partnership
- + Access to Social Care Team (Warrington Borough Council

- Pathway Community Counselling Service
- + Warrington Community Living

'Healthwatch Warrington is visible in all the various collaborative partnerships co-ordinated by the work of Warrington Together. They ensure that discussions and outcomes focus on one single constant aim – how will this make it better for the patient? Healthwatch provide challenge where necessary and have been instrumental in establishing the People's Panel to ensure the voice of the citizen is a powerful one in health and care'.

Simon Kenton, Warrington Together

Contact us



Address of local Healthwatch and contact details of any relevant Healthwatch subcontractors as of 31/03/2019.

- + Telephone: 01925 246 863
- + Email address: Contact@healthwatchwarrington.co.uk
- + Social media: @HWWarrington
- + Website: www.healthwatchwarrington.co.uk



Engaging Communities
Staffordshire CIC
Unit 42, Staffordshire University
Business Village,
Dyson Way, Staffordshire
Technology Park,
Stafford, Staffordshire, ST18 OTW

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 w: www.healthwatchwarrington.co.uk

The Gateway t: 01925 246 863

85-101 Sankey Street e: contact@healthwatchwarrington.co.uk

Warrington tw: @HWWarrington

WA1 1SR fb: facebook.com/HWWarrington

Instagram: @HWWarrington