healthwatch Cheshire East

Healthwatch Cheshire East

Annual Report 2017/18

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Message from our Chair – Lynne Turnbull

I am delighted to present our Annual Report for 2017/18; a year which saw many challenges to both national and local health and care services.

In April 2017, Healthwatch Cheshire CIC commenced delivery of the new joint contract, delivering two local Healthwatch organisations - Healthwatch Cheshire East and Healthwatch Cheshire West. This covers the statutory functions of Healthwatch and an Independent Complaints Advocacy service, across two Local Authorities and four Clinical Commissioning Groups.

In order to maximise representation of the diverse people of Cheshire at a governance level, Healthwatch Cheshire recruited a new Board during the year, consisting of a mixture of 15 organisation representatives and individuals from across Cheshire.

> As your independent consumer champion, Healthwatch Cheshire East has had an extremely busy year, constantly seeking to understand what works well for you and exactly where your concerns about local Health and Care services lie.

Healthwatch Cheshire East reviewed our Enter and View process and delivered a significant programme of activity. Enter and View sees trained volunteers visit hospital wards, day care centres and care homes to observe the nature and quality of treatment and care. This continues to strengthen our understanding of how well these services are serving the people of Cheshire East.

Strategically, we have been involved in discussions regarding the Health and Care partnerships and we have been able to use our seats at the local authority's Health and Wellbeing Board to reinforce the importance of effective engagement moving forward.

I would like to express my thanks and gratitude to the Chief Executive Officer for her continued strong leadership of the organisation; my fellow board members, staff, volunteers and members of the public, as without your continued dedication and motivation, Healthwatch Cheshire East would not be able to be the local independent voice for people of Cheshire East, shaping and improving health and care services.

Finally, I encourage you to continue to share your views and experiences with us, so we can continue to work towards a vision of Health and Care services that meet the diverse needs of people across Cheshire East.

Message from our Chief Executive – Louise Barry

2017-2018 has been an exciting and very busy year for Healthwatch Cheshire East.

At the start of the year we were jointly commissioned by Cheshire East and Cheshire West and Chester Local Authorities to deliver both Healthwatch Cheshire East and Healthwatch Cheshire West, and to deliver the Independent NHS Complaints Advocacy Service (ICAS) across Cheshire.

Our small staff team has altered to meet the new and varying demands of our delivery and we have welcomed new staff members to work across Cheshire, including on our delivery of ICAS. Our volunteer team are core to effective Healthwatch delivery and to our reach in to a range of communities, groups and activities, and during the year we have built on the strengths of our existing volunteer team and expanded to bring in new skills and perspectives.

During the year we have recruited new members to our Board of Directors, expanding in both numbers and expertise. Our Board is made up of people from local organisations representing: the wider voluntary sector; children and young people; older people; disabled people; and people from minority ethnic communities. In addition, we have members of the public with a range of skills.

Together, staff and volunteers undertake a wide range of engagement activities, sign-posting, partnership working, and Enter and View visits, some of which are highlighted in this report. All of the feedback and information people tell us is recorded anonymously and fed back to the key health and care providers and commissioners of services in Cheshire East. It is also fed in through our engagement on strategic health and care boards to ensure that the voice and experience of people accessing services is central.

I would like to thank the staff and volunteer team for their continued enthusiasm and expertise in delivering Healthwatch Cheshire East, and I look forward to the new opportunities and challenges that next year will bring.

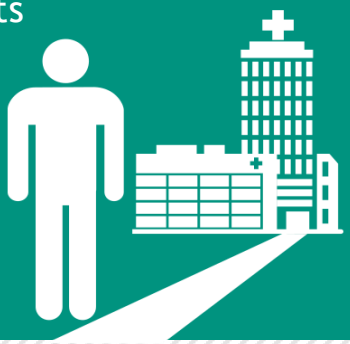
Highlights from our year

1,430

We now have 1,430 followers on Twitter

We won the **Student's Choice Award** at the University of Chester's Volunteer Celebration

We've visited **165** local services and Health and Wellbeing events



Our **31** volunteers help us with everything from engagement to Enter and View

Our reports have tackled issues ranging from **Boater Communities** to **Pharmacies**

We've spoken to **214** people at our two **A&E Watch** events

We've received **567** comments from people on their Health and Social Care services

Who we are

Healthwatch Cheshire East are the local independent consumer champions for Health and Social Care services in Cheshire East.

You may have seen one of our team or volunteers out and about around Cheshire trying to gain people's views and experiences of the Health and Social Care services they receive, in order to help inform the priorities and quality of services commissioned by the NHS and local authorities.

> You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

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.

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 ideas that work. We are independent and committed to making the biggest difference to you.

This year has seen us undertake a newly commissioned joint contract to deliver Healthwatch services for both Cheshire East and Cheshire West and Chester local authority areas. This has provided challenges but also fantastic opportunities with many health services delivered cross-boundary.

Meet the team

Louise Barry
Chief Executive

Rachel Cornes
Service Lead

Emma McKenzie
Administration and Finance Manager

George Gibson
Communications and Research Officer

Annette Shepherd
Independent Complaints Advocate

David Crosthwaite
Volunteer Co-ordinator

Jem Davies
Community Engagement & Project Officer

Jackie Lewis
Community Engagement Worker

Neil Garbett
Community Engagement Worker

Ros Haynes
Community Engagement & Project Officer

Making a difference - your views on health and care

Healthwatch Cheshire East's Macmillan Coffee Morning, 29th September 2017

Listening to people's views

Engaging directly with a wide range of people in community settings is where Healthwatch Cheshire East staff and volunteers are able to gain the richness of people's views and stories. It is by having these face to face conversations with people that we can best understand issues that are effecting people regarding health and care, and how we can support them by signposting them to services, organisations, or groups that can help.

A variety of easily accessible contact methods are in place to allow individuals and communities to engage and feedback effectively with Healthwatch Cheshire East: in person, via the telephone, by email, by Freepost comment cards, via Healthwatch Cheshire East's website or via Facebook and Twitter.

You may have seen our team out and about at venues such as libraries, Children's Centres, Extra Care developments, supermarkets and hospitals setting up a stand and chatting to people about their experiences.

Tweet from Manchester Airport regarding Healthwatch Cheshire East engagement activity at Knutsford Library, 21st November 2017

Working with communities and other organisations

Cheshire East has a wide and varied range of communities and our engagement activities and partnership working has enabled us to attend 99 themed events, in addition to our general engagement during the year, to raise awareness of Healthwatch and to ensure we are working in and with varied communities to gain a breadth of views. This activity helps us maintain and strengthen our partnership working with communities and individual organisations.

Our community focus next year will incorporate working on key areas that will be served by our emerging Care Communities across Cheshire, where services and support for care are better integrated in their local areas. Healthwatch will play a key role in ensuring people are kept abreast of these developments and can play an active part in what they might look like in their local areas.

We continue to maintain strong relationships with local Social Care, Public Health, NHS, and voluntary sector commissioners and providers, feeding in comments on service delivery from members of the public, and assisting in promoting campaigns and consultations, for example 'Self Care'; flu jabs; pharmacy services; dementia strategy; Adult and Older People's Mental Health proposals.

We have worked with NHS South Cheshire Clinical Commissioning Group (SCCCG) regarding the Red Bag Scheme, a system introduced to improve people's experience of transfer to and from hospital from Care Homes, by facilitating a specific volunteer representative to lead on the incorporation of questions around the Red Bags into our Enter and View visits.

Healthwatch Cheshire East has an effective working relationship with the Care Quality Commission (CQC), with whom we share our Enter and View reports and any comments we have had around particular services they may be visiting to assist with their monitoring and inspection activity.

Healthwatch Cheshire East engagement

Events we have attended over the year, examples include:

- **'Coffee and Chat' mornings in Disley** - to engage with older people, who have described gaps in services and/or difficulties in accessing some services.

We visited Disley Community Centre's Health & Wellbeing Day and later Disley Library where several different groups of people complained about the lack of a podiatry service, in particular no nail clipping service. Healthwatch explored what was on offer in the village and it appeared there used to be a podiatry service within the local GP Practice but this had now changed, so people had to travel to Poynton which was three buses away. There was now only a private service in Disley that provided full nail care and not just nail cutting.

We explored services who provide nail care across Cheshire and spoke to the mobile 'Footcare' service who said they would be able to visit Disley and provide the service.

- **Wistaston Wells Green Methodist Church CAMEO Group** - We provided the group with a talk raising awareness about Healthwatch's role.

- **Congleton Older Peoples Health and Wellbeing Event** - we attended an Older People's Health and Wellbeing event in Congleton which allowed us to engage with local people over the age of 65.

- **Manchester Metropolitan University** - We have developed a strong relationship with the university this year. We have been able to engage with students, recruit volunteers and give students a talk regarding Healthwatch and our role.

- **Body Positive** - Relationships have been established with Body Positive and we have jointly attended colleges and events in Crewe and Congleton to engage with younger people regarding sexual health.

"On behalf of the CAMEO group at Wistaston Wells Green Methodist Church a big 'thank you' to Healthwatch for the interesting information and entertaining presentation. I received very favourable comments afterwards and we were quite surprised to realise how little we knew about Healthwatch. Keep up the good work!"

Projects

Alongside our general engagement activity, we embarked on a number of projects during the year which focus on particular issues that people of Cheshire East told us were important. Others were undertaken to help inform them of key messages from local commissioners.

GP Extended Hours and Out of Hours

We visited a number of GP Surgeries to gain an understanding of people's awareness and experience of the range of appointment times available with a GP through the Extended Hours and Out of Hours services. We found that many people in Cheshire East were not aware that these services were an option to them, but of those who were aware and had used the services experiences were broadly positive.

Awareness of Self Care

Promotion of self-care is seen as key in ensuring people stay well, and are able to prevent and manage minor ailments, particularly during the winter months.

During National Self Care Week from 13th – 19th November 2017 we supported the NHS South Cheshire Clinical Commissioning Group's (SCCCG) campaign, including staff members participating in a Wellie Walk, and promoting the benefits of the Self Care campaign alongside SCCCG staff at information stands as part of joint engagement activity.

> "The report on the awareness of Self Care will help inform our Stay Well This Winter campaign for 2018-19."

Charles Malkin - Communications Manager, Eastern Cheshire CCG

Healthwatch Cheshire East staff taking part in a Wellie Walk as part of Self Care Week, 14th November 2017

Following the campaign, we undertook a project to establish people's views of self-care and found that broadly people in Cheshire are positive about the 'Self Care' message but had not necessarily heard of the campaign. Staff and volunteers from our engagement team found this follow up project was a useful additional signposting exercise to inform people of what 'Self Care' is, and to encourage them to practice it.

Katy Brownbill, Senior Communications Manager at NHS South Cheshire CCG, thought that Healthwatch's activity during Self Care Week was very beneficial to the awareness campaign:

> We were particularly well supported by Healthwatch Cheshire East who not only had a physical presence at many of the events and 'pop up' stands to support the cascade of key messages they also ensured their external communications, digital and social media were clearly aligned to the self care messages we were sharing. Through this support we clearly increased our reach throughout our local population.

Community Pharmacies

Pressure on GP Practices and the difficulty of accessing GP appointments means that the services of Community Pharmacies are increasingly important to the health and wellbeing of local communities.

In December 2017 we investigated and published our report which determined the current use, understanding and experiences of people in Cheshire of using these Community Pharmacies. Our findings contributed to the Pharmaceutical Needs Assessment consultation.

Our research found that people value pharmacies greatly and in many cases do see them as their first port of call before contacting a GP. Furthermore, knowledge of the Minor Ailments Scheme, which involves local pharmacies providing people with advice, treatment and prescriptions for certain minor conditions without having to book an appointment or visit a GP, was good, with 56% of respondents being aware of the scheme.

Some concerns were noted regarding rural pharmacy weekend opening hours and the possibility of losing Community Pharmacies.

A boater in Middlewich told us that it can be frustrating for boaters when they call an ambulance as the ambulance service don't seem to know the local lock numbers along the canals and this causes delays. He told us there are lists which he can provide as the lock number is like a house number. Healthwatch spoke to the North West Ambulance Service (NWAS) and explained this issue which was then raised at a NWAS Communications Group meeting.

Access to Health and Care for the Boating Community

Following a meeting with the local Waterways Chaplain at an engagement event, we were made aware of possible difficulties experienced by the Boating Community in Cheshire in accessing Health and Care services. We subsequently undertook a project, with input from the Canal & River Trust, to determine the issues.

We devised a survey and held four public meetings at differing times of the day, close to waterways throughout Cheshire to engage with the local boating community regarding access to Health and Care services. We also climbed stiles and traversed muddy banks to reach canals and marinas in order to capture and share the views of boaters.

Despite concerns initially raised with us prior to our research, the majority of boating people who we spoke to living in marinas or on canals confirmed that they received good support from GPs and were able to register at practices without issue.

Concerns lay with the way in which repeat prescriptions are managed and accessing the services of an NHS dentist. It was felt that signage at key points along the canals providing details of local services available to the boating community would be of benefit to them.

All of our project reports are available to view on our website.

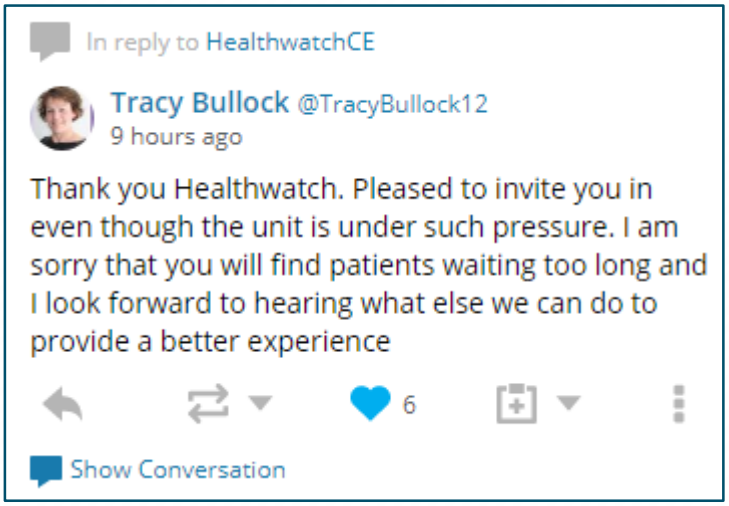
A&E Watch

This year saw Healthwatch Cheshire East begin a programme of regular A&E Watch activity. In order to explore themes emerging from the comments we received during the year from the public, and to test out media coverage that was focusing on pressures around delivery of NHS A&E, Healthwatch Cheshire East (along with Healthwatch Cheshire West) felt it would be useful to gain a snapshot view of the 3 A&E departments in Cheshire.

We were particularly interested in the route patients had taken to access A&E, and to assess how this compared to the perception that people were seemingly using A&E as their first port of call, with patients presenting at their local department with problems that are not necessarily appropriate for A&E and would be better served by non-urgent care or self-care.

This involved staff and volunteers going into the A&E departments of the Countess of Chester, Leighton and Macclesfield Hospitals at the same time on a particular day and asking patients to complete a survey detailing their experience of the departments that day. We conducted our first A&E Watch in July 2017 and completed our Winter follow-up in January 2018, speaking to 107 people on each occasion.

Healthwatch Cheshire East staff and volunteers on A&E Watch, 22nd January 2018



A selection of tweets from staff at Mid-Cheshire Hospitals NHS Trust, including the Chief Executive and Director of Operations regarding the January 2018 A&E Watch Report

> "Thank you very much for this review of our A&E department as part of A&E Watch. I was extremely pleased to read the comments about staff being incredibly welcoming, friendly and open.
> It is good to have external assurance that people are using the department appropriately and to hear about the experiences of those interviewed."
>
> **Director of Nursing, Performace and Quality - Eastern Cheshire NHS Trust**

On 17th July 2017, almost **1 in 4 people** had attended A&E after being advised by their GP Surgery

On 22nd January 2018, we found a prevailing atmosphere of calmness, professionalism and control despite winter pressures

Our findings show that the perception of people going straight to A&E without considering other options is inaccurate

The full reports of our findings are available to view on our website.

On 22nd January 2018, **71% of people** rated their experience of A&E as **4 or 5 stars**

On 17th July 2017, **88% of people** had been treated and discharged within the 4-hour waiting target

A&E departments in Cheshire East and Cheshire West and Chester at the times we visited were largely able to offer a quick, efficient and quality service to patients

Scrutinising services - Enter and View

Enter and View

What is Enter and View?

As the local consumer champion for health and social care, Healthwatch Cheshire East gathers comments from local people and looks at information about how well local services are performing. We then produce reports which we share with the people who have the power to make changes to services.

As part of our scrutiny function, we have the power to Enter and View services. This means that our Authorised Representatives have the right to enter certain types of health and social care premises to observe the nature and quality of services, and to comment on what is being done well and what could be done better.

Healthwatch Cheshire East undertook 42 visits over the last 12 months with the intention of monitoring standards and continuity. Reasons for visits are many and varied. The list below outlines reasons why a visit might be planned:

- As part of a work plan priority or work- stream project
- Intelligence received from a number of individuals or a partner organisation
- Issues arising from Quality and Risk groups or Patient Experience meetings as well as communication with CQC
- A facility has not been visited previously or not been visited for two years
- As part of a specific local study
- As part of a joint project e.g. working with improvement teams at our local hospital to monitor the Emergency Care experience, or Quality Assurance Teams with Local Authorities.

These visits provide a snapshot in time of the services being provided and allow us to see, hear and feel what it is like within that particular setting for the people who use services, their families and staff. The reports from these visits are made available publicly.

Revising our Enter and View process

Over the last year the number of volunteers involved in Enter and View has increased, with individuals completing training that has included Adult Safeguarding and specific information on a number of conditions such as dementia and haemochromatosis. Training and overviews has also been given on initiatives such as the 'Red Bag' scheme and the 'Herbert Protocol.'

Our intention has been to widen the types of service visited by our Enter and View representatives in both urban and rural areas of the borough - with visits to GP Surgeries and learning disability establishments; not something that we have done previously.

This year has seen us revise and develop our Enter and View process which has been co-designed with our volunteers in workshop sessions, resulting in a new values-based approach to the Enter and Views, and a revision in how we present our reports.

Over the period April 2017 – March 2018 Healthwatch Cheshire East conducted a total of 42 Enter and View visits covering a range of services, including:

9 visits to Acute trusts including ward visits, outpatients and Accident an Emergency departments

24 visits to Residential Care establishments - including those providing Nursing Services.

9 visits to GP Surgeries

Helping to influence change through Enter and View

The Enter and View reports we publish based on our visits contain recommendations to service providers about how we think the service could be improved. Providers are then invited to provide feedback on these recommendations and our visit which can show us the impact our Enter and View activity can make and the change it can affect.

Some of this feedback from providers is included below:

"We are always more than happy to welcome external professionals and showcase the valuable and essential work that our staff do to provide excellent care for members of our community. The staff were all very pleased with the visit and found the representatives to be very friendly and approachable. The residents spoken to also commented on how friendly the representatives were and said that it was lovely to chat with them and that they enjoyed the time that they spent in the home with them.

Following the visit from Healthwatch, we are looking to be more involved within our local community. We have already started advertising any job vacancies on their Audlem online site and we now have regular twice weekly visits from the local vicar, as well as visits from the village school choir to sing for our residents. We are also looking at hosting an event in the Summer of 2018 that will involve the community around the theme of 'The West Midlands Agricultural Show', as a lot of our residents have links with the local rural community and this should be an enjoyable event." – Deputy Manager, Corbrook Hall Care Home, 27th September 2017

"All staff agree that the report is positive and feel that you have captured the ambience of our home." - **Manager, Abbeywell Court Care Home, 8th January 2018**

"Staff felt that the representatives were very respectful that this is our residents home. We appreciate all feedback to ensure that we continue to deliver excellent care and that is what we focus on." - **Manager, Hollins Park Care Home, 14th March 2018**

"Cooks and staff have been reminded that all sandwiches must be placed in the fridge once made. Staff are currently undertaking Food Safety Training. Menu not on display: This should have been on display for everyone to see and a menu will be on display in the future." – Manager, Elm House Care Home, 4th January 2018

You can view our Enter and View reports on our website.

Authorised Representatives who carry out Enter and View activity are:

Christine Banfi, Joanna Brookes, Andrew Firman, Pamela Fox, Patricia Lott, Sue Masterman, Margaret McDermott, Alan Murphy, Rhiannon Wilson, Denise Pritchard, Jenny Young, Lynda Kenny, Elizabeth Bott, Deanna Mithen, Keith Millar, Geraldine Waite, Paul Checkley, Janet Lomas, Pamela Hunter, Chloe Randel, Georgina Hulme, Hilary Tidey, Susan Moore, Carol Kerr, Helen McGarvey, Jenny Morrell, Eileen Talbot, Barbara Kneebone, David Crosthwaite, Jackie Lewis, Jem Davies, Ros Haynes, Rachel Cornes, George Gibson, Georgina Wray, Joy Williams, Jackie Oliver, Pat Clare, Andrew Pleass, Liz Lawson, Ifeanya Nawagiochi, Jane Hines, Daniel Nate, Jane Dickinson, Helen Gould, Christine Nixon, Emese Javor, and Jackie Griffiths.

Helping you find the answers

How we have helped the community get the information they need

Signposting

A vital function of Healthwatch is to signpost people to services available to them. This can be via telephone enquiries, emails, website information, direct engagement etc. During our project activity we were able to use focussed conversations around, for example views of Self Care, and GP Extended Hours and Out of Hours, to provide people with more information about these initiatives who were not aware of them and the arrangements in place for their particular area.

This year we have had
1,430 Twitter followers

Online and social media

As well as sharing people's views on the Health and Care they receive, we are also able to help provide people with the information they need concerning services and issues. With the appointment of a new Communications and Research Officer this year, we have been able to increase our presence online and on social media to inform the public about latest health and care news, updates, and new services or advice that has been published, which is an excellent method of complementing our face-to-face engagement. We now have 1,430 followers on Twitter and 205 likes on Facebook.

We carried out **42**
Enter and Views
in 2017/18

"Children's centres provided a good opportunity to understand the experience of young families. I have been able to assist in signposting to support groups, highlight consultations and raise issues identified to providers e.g. a need for post-natal support groups. Our visits have always been welcomed and staff have gone on to recommend us to other children's centres. At the end of most sessions I have been invited to come back or to other groups."

Jem Davies, Community Engagement and Project Officer

Consultations

Keeping abreast of local consultations impacting on the design and delivery of health and care services, and making the public aware of their opportunities to contribute, is a key role of Healthwatch. Examples of where we have helped to inform and encourage people to complete consultations when on engagement and through our website and social media this year include: the Adult and Older People's Mental Health consultation in Cheshire East and Vale Royal CCG areas and the Pharmaceutical Needs Assessment etc.

Enter and View Reports

Healthwatch produce a report following every Enter and View visit to services such as GP Practices, Hospitals, Care Homes and Learning Disability Centres. These reports detail our representatives' experiences of visiting the service at a particular snapshot in time, including the comments from people who use the services, their families and staff. These reports are published on our website for the public to read and to help inform the decision they make regarding services.

Independent Complaints Advocacy Service (ICAS)

Healthwatch Cheshire CIC provides the Independent Complaints and Advocacy Service dealing with NHS complaints. ICAS advocacy works within the NHS complaints regulations and can help you to use the NHS complaints process to have your voice heard.

ICAS offers a service through online, telephone and, where appropriate, face to face support to people living in Cheshire who need assistance to progress complaints in relation to any NHS service provision provided at:

- Hospitals,
- GP surgeries,
- Dentists,
- Pharmacists,
- Opticians
- NHS funded care homes.

The Independent Complaints Advocacy Service is:

- Free
- Independent
- Confidential

ICAS has provided practical, individualised support to **30** people in Cheshire East during 2017/18

Support is tailored to the needs of the complainant; sometimes all that is needed is for a Self-Help Information Pack to be sent to the person concerned, other people may need more practical help perhaps in the form of helping to write a letter of complaint, preparing for a resolution meeting or speaking on their behalf to people within the NHS service.

ICAS serves both Cheshire East and Cheshire West and Chester, a population of over 700,000 people.

Since its inception in April 2017 a total of 65 cases have received practical support from the Healthwatch Cheshire NHS Independent Complaints Advocacy Service. This includes 30 cases from Cheshire East; 16 cases now closed and 14 cases currently active.

Feedback from ICAS clients:

> **"Thank you so much for helping me out. Your help is much appreciated."**

> **"It was great just to have someone to listen."**

> **"I couldn't have attended these meetings without you. Your support gave me the confidence to go forward with the process."**

Our plans for next year

What next?

Healthwatch Cheshire East Priorities Survey

During April and May 2018, Healthwatch Cheshire East are conducting our annual Priorities Survey asking the people of Cheshire East what is important to them regarding their health and care. Along with strategic objectives and intelligence from other sources, this will help to inform our workplan for the next year and which areas and projects we will focus on.

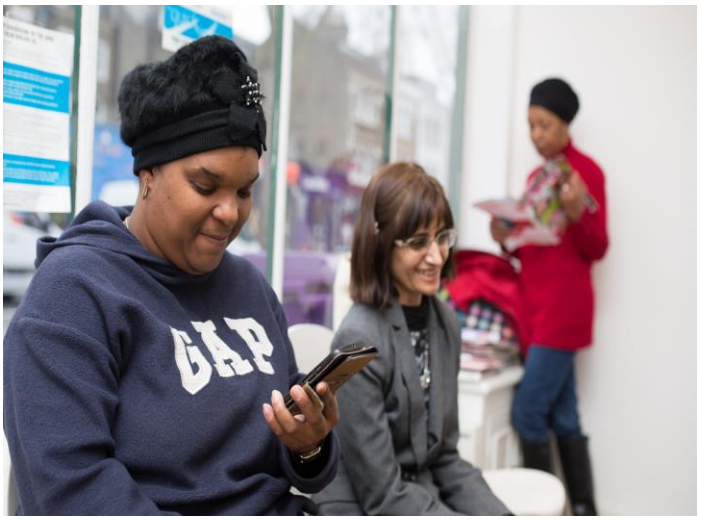
Changes to local services

The Health and Care landscape in Cheshire East is changing, with plans for integration of Health and Care services to make care more efficient and to make sure people do not fall through any gaps in the system.

This will provide Healthwatch Cheshire East with the challenge of making sure that the public are well informed of any changes and impacts to their services and to ensure their views and comments are fed back to providers.

Volunteer Development

Our volunteers are at the core of all of our activity at Healthwatch. The coming year will see us strengthen their involvement and we will create lead roles on specific themed projects, and ask our volunteers to take a more active role in independently representing Healthwatch when out on engagement, or when meeting with health and care groups.



Citizens Panel

The coming year will see us further develop our Citizens Panel. This will enable us to effectively consult a diverse and representative panel of residents from Cheshire East about Health and Care issues affecting their local area. It will also give us a further opportunity to encourage people to respond to consultations, and to ask panel members if they would like more focussed topics tailored to their interests.

Our people

CHARITY'S CHOICE AWARD
FINALIST 2018
TANYA GRENADE
STUDENT'S CHOICE AWARD
FINALIST 2018
NATIONAL OSTEOPOROSIS SOCIETY (MANCHESTER CENTRAL SUPPORT GROUP)
STUDENT'S CHOICE AWARD
WINNER 2018
HEALTHWATCH CHESHIRE
STUDENT'S CHOICE AWARD
FINALIST 2018
TEARDROPS SUPPORTING THE HOMELESS

Decision making

Healthwatch Cheshire East, together with Healthwatch Cheshire West is run by a Community Interest Company, Healthwatch Cheshire CIC. The organisation's Board consists of 15 members; seven Corporate Directors and seven Board Members who, through their breadth of knowledge and expertise, help inform and direct our activities and delivery.

The Board meet on a quarterly basis, in public, to ensure that the legal duties of the organisation are met and to enable open and transparent decisions to be made on governance issues.

How we involve the public and volunteers

Each year Healthwatch Cheshire East conducts a Priorities survey to find out what matters to the people of Cheshire East in regards to their health and care. These results inform what people would like us to focus on during the year in terms of projects and targeted engagement. We review this together with intelligence received from a range of strategic and local forums and meetings to produce our priorities for the year.

The survey is designed by staff and volunteers and is circulated widely to enable people throughout the borough to have the opportunity to share their views with us. Responses to the survey ensure that we involve the public in informing decisions as to what we focus upon. We also use information gathered through our ongoing public engagement activities to inform us of additional trends and themes regarding health and care issues.

Volunteers are at the heart of everything we do at Healthwatch Cheshire East. Our volunteers not only take part in the everyday activity of Healthwatch, but they also take a hands-on role in key developments. This year saw us undertake a thorough review of our Enter and View activity to adopt a more values-based approach to visits. Volunteers were at the core of this development from the beginning, through workshops and focus group sessions, all the way through to creating our new Enter and View toolkit and guide.

Healthwatch Cheshire East with Body Positive in Crewe

We also encourage our volunteers to take the lead on certain projects and issues. For example, one of our volunteers now leads on a project for Healthwatch in scrutinising the recently implemented Red Bag Scheme used by Care Homes to improve the experience of people when transferring to and from hospital. This in turn has led us to incorporating questions around the scheme into our Enter and View reports.

Our community volunteers

This last year has seen the growth of volunteering at Healthwatch Cheshire East. New volunteers from various backgrounds and with differing life experiences have added to the skills and expertise of our existing team and reflect the range of local communities of Cheshire East.

> "Working with people from different backgrounds is like a breath of fresh air." – **Jenny Young, Healthwatch Cheshire East volunteer**

Volunteers are always keen to be involved in all aspects of Healthwatch delivery and take an active part in engagement, sign-posting, Enter and View and administration and we now have 31 active volunteers across the borough.

What have our volunteers been up to?

Our volunteers have carried out engagement across Cheshire East, including attending community groups, libraries, public health and care meetings, hospitals etc. In addition, they have attended varied community events such as:

+ Cheshire Independent Living Awareness Day (CILAD)
+ Disability Awareness Day
+ Chester PRIDE
+ Body Positive Events.

Healthwatch Cheshire East volunteers on A&E Watch, 22nd January 2018

Their role during engagement activity is to enable as many people as possible share their views about health and care services with Healthwatch and to provide signposting for individuals who may need help and support.

Our volunteers have helped us to conduct research for specific projects such as A&E Watch; Access to Health and Care for the Boating Community; GP Extended Hours and Out of Hours; and Community Pharmacies.

> "Volunteering is about giving your time but in return you gain so much – new friends, new knowledge and a feeling of self worth." – **Pat Clare, Healthwatch Cheshire East volunteer**

Healthwatch Cheshire East's volunteers have accessed a range of training opportunities including sessions on Dementia; Diversity; Autism; Safeguarding and Enter and View to equip them with the knowledge and skills to carry out their activities. Throughout the last year they have taken part in Equality Assessments and PLACE visits organised by local NHS trusts. In addition, volunteers have also attended meetings on behalf of Healthwatch around topics such as Mental Health and the Red Bag Scheme, feeding information and findings from the meetings in to the wider Healthwatch team.

> "I enjoy these events, there is always something new to learn." – **Graeme Coyne, Healthwatch Cheshire East volunteer**

Many of our volunteers are Authorised Representatives able to carry out Enter and View visits. This year has seen us establish a new Enter and View process, which was co-designed at workshop style sessions with our volunteers.

Recognition of our volunteers' work

Volunteers are crucial to the delivery of Healthwatch Cheshire East, and we are proud of the team we have working with us. We give continuous feedback to volunteers and keep them abreast of our activity and developments and, whilst we know how good our volunteers are, it is nonetheless pleasing when we receive external recognition of the hard work that is carried out. One such example of this was when Healthwatch England published an article detailing a 'week in the life' of one of our student volunteers from the University of Chester recognising and highlighting the work they undertook, and their enthusiasm for the role. You can read the article by following this link.

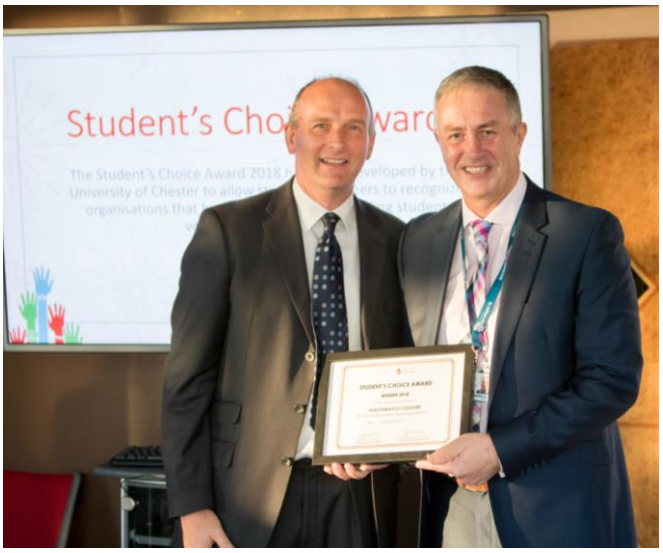
During the year we attended a Volunteer Celebration event at Chester Racecourse which allowed our volunteers from both Healthwatch Cheshire East and Healthwatch Cheshire West to meet with other volunteers and organisations working in Cheshire and share experiences.

> "Volunteering for me is about being a member of a team, being responsible and being respected and valued. I feel this way, and in turn this makes me want to make a difference and be involved." - **Carolynne Braisdell, Healthwatch Cheshire East volunteer**

One of our volunteers, Jannat Ferdosh, put Healthwatch forward for the University of Chester's Student's Choice Award that is awarded to the organisation which offers 'an exceptional student volunteering experience'. Having been shortlisted alongside strong nominees, National Osteoporosis Society and Teardrops Supporting the Homeless, we were invited along to their Volunteer Celebration Evening and were delighted to win the award.

Winning this award was testament to our volunteers' continued success in making Healthwatch Cheshire East what it is, and we are thankful to have such a great team of volunteers.

Healthwatch Cheshire East at the Volunteer Celebration, 14th March 2018



Healthwatch Cheshire East receiving the Student's Choice Award at the University of Chester's Volunteer Celebration Evening

Our finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities*	168,503
Additional income	2,006
Total income	170,509
Expenditure	**£**
Operational costs	26,203
Staffing costs	101,748
Office costs	11,789
Total expenditure	139,740
Balance brought forward	30,769

*N.B. This includes funding from our local authority to deliver local Healthwatch statutory activities and Independent Health Complaints Advocacy.

Listening to someone can make all the difference as it really does provide the community with the chance to make improvements for the better

Jannat Ferdosh

Healthwatch Cheshire East Volunteer

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Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees, and our local authority.

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 require this report in an alternative format please contact us at the address above.

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