healthwatch Cheshire East

Healthwatch Cheshire East

Annual Report 2018-19

Contents

About us	3
Highlights from our year	5
Message from our Chair	7
Message from our CEO	8
How we've made a difference	10
Sharing your experiences	17
Our volunteers	27
Our finances	31
Thank you	33
Contact us	34

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 Cheshire East, 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 in 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.

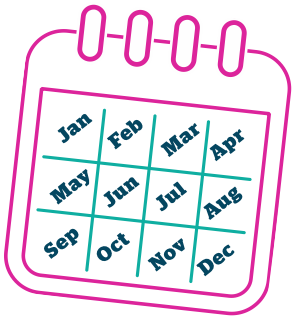
Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.

Healthwatch Cheshire East at an International Women's Day event at South Cheshire College, Crewe - 2nd March 2019

Highlights from our year

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

1054 comments about health and social care were received from people in Cheshire East, **86%** more than last year.

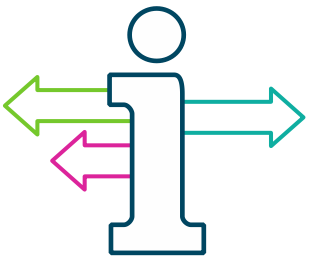


We have **36** volunteers helping to carry out our work. In total, they gave up **1142** hours of their time.

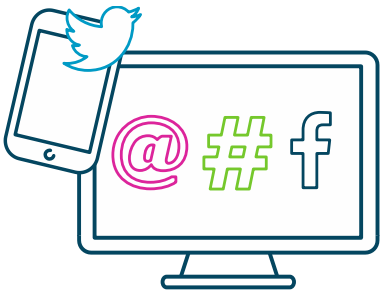
We attended **121** events to speak to people and understand their experiences of care.

We have produced recommendations for **42** services including GP Practices, Hospitals, and Care Homes.

16 services adopted improvements we suggested to make health and care better in our community.



69 people contacted our Independent NHS Complaints Advocacy Service for support through the NHS complaints process.



We have **1523** followers on Twitter. A **6%** increase on last year.

Message from our Chair

I am delighted to present to you our Annual Report for 2018/19; a year which saw us make a greater impact in improving health and care services than ever before.

This year has seen us obtain 1054 views from people in Cheshire East, an 86% increase on the previous year. This has taken us to towns and villages across the area and allowed us to represent the diverse community we serve by attending Pride events, community festivals, dementia events, Connected Community launches, and many more.

People have told us that being able to access doctors or nurses quickly and making it easier to access appointments is important to them, along with shorter delays and fewer cancellations for operations.

This year saw us heavily involved in obtaining the views of people in regard to the Adult and Older People's Mental Health consultation, ensuring that people were aware of proposed changes and that their voices were heard throughout the process. People told us that shorter and fewer delays in diagnosis and treatment of Mental Health conditions was a priority. People also told us that more understanding regarding autism, and shorter delays in diagnosis and receiving treatment, were important issues.

The year also saw us begin our engagement activity on the NHS Long Term Plan, asking the people of Cheshire East their thoughts on the plan and what matters most to them about health and care services. The full report of our findings will be published later in 2019.

I would like to thank everyone that has shared their views and experiences with us this year, and to service providers, and local authority and NHS commissioners, for working with us and listening to the opinions of the people of Cheshire East.

Lynne Turnbull
Healthwatch Cheshire CIC Chair

Message from our CEO

This year has been one of great progress for Healthwatch. We have been able to gain and share the views of more people in Cheshire East than ever before. These views are also having impact and making changes for the people of Cheshire East.

This year has seen us launch our new website, which makes it easier than ever for people to leave their feedback. People can now just search for the health or care service they wish to share their experience of and submit their feedback directly to us. The website also contains lots of handy signposting information, including health and wellbeing advice guides and access to all of our latest project and Enter and View reports.

I would like to take the opportunity to say a big thank you to all of our staff and 36 volunteers. They have played a significant role in helping us to gain the views of more people than ever before, and help to make positive changes for people's health and care services in Cheshire East.

We again conducted our A&E Watch, with eight members of staff and 20 of our volunteers getting the views and experiences of 232 people in the three A&E departments in Cheshire across 12 hours from 9am until 9pm. The report that followed was well received by the Hospital Trusts and has resulted in many changes and improvements to people's experiences such as clearer signage within departments, more comfortable waiting areas, and more information on services and waiting times on display screens.

We have conducted focused projects on Sexual Health services, and the rights of Carers in registering with GP Practices. This has not only seen us gain people's views on these topics but also signpost and provide information on the services available to people.

Our work with the boating community last year has now been taken forward, and we have managed to organise a series of meetings between representatives of the boating community and staff from the local NHS and local authority. This is really helping boaters to get their views heard and we can now work together to make health and services more accessible for that community.

We look forward to speaking to even more people in our community next year, and to publishing our findings from the NHS Long Term Plan, which can really shape the future direction of health and care services in Cheshire East over the coming years. We will continue to discuss potential changes in the way health and care will be delivered with integration and the further development of care communities with the people of Cheshire East, and use their views to help shape services going forward.

Louise Barry
Healthwatch Cheshire CIC CEO

Changes you want to see

Last year we received **1054** comments from people who told us about their experience of a 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

+ Shorter and fewer delays in diagnosis and treatment for Mental Health conditions

+ Shorter waiting lists and fewer cancelled operations at our hospitals

+ More understanding regarding autism, and shorter delays in diagnosis and receiving treatment

How we've made a difference

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 Cheshire East. We show that when people speak up about what's important, and services listen, care is improved for all. Take a look at examples of how we have made a difference in our community.

12 Hours in A&E

On 11th February 2019, Healthwatch Cheshire East and Healthwatch Cheshire West spent 12 hours in the three A&E Departments in Cheshire, namely Leighton Hospital, Macclesfield Hospital, and the Countess of Chester Hospital to conduct A&E Watch.

A&E Watch is designed to gain a snapshot view of the experiences of people and understand why they attended and how they thought services could be improved. The purpose of A&E Watch is to explore themes emerging from the comments we have received about A&E during our regular general engagement activity.

Eight members of staff and 20 of our volunteers, assisted in engaging with people in the A&E departments over 12 hours from 9am until 9pm. In total we received 232 responses to our surveys. This report was published online, and presented to the Hospital Trusts and at the Quality and Performance Committees of local Clinical Commissioning Groups.

Healthwatch Cheshire East volunteer, Ros, at Macclesfield Hospital - 11th February 2019

What people told us

The main findings from the report across the three hospitals were:

+ **The majority of people told us that the reason they attended A&E was because their problem was too urgent to wait.**
+ **52% of people we spoke to had attempted to access another service before going to A&E.**
+ **Just over half of people rated their experience of A&E as 4 or 5 out of 5.**

The report can be accessed online at www.healthwatchcheshireeast.org.uk/what-we-do/our-reports

A&E Watch improving our hospitals

Based upon the feedback people gave us, **Leighton Hospital** have committed to:

+ Review the signage inside and outside A&E.
+ Monitor the temperature in the children's waiting area daily.
+ Increase the amount of information available to people in waiting areas, including on noticeboards and display screens.
+ Install another drinks machine and water fountain in the waiting area.
+ Have volunteers sitting with people and directing them to where they need to be.

Healthwatch Cheshire East at Leighton Hospital - 11th February 2019

"The report informs the picture of the entire health economy rather than just MCHFT. There is much to celebrate in the report, with numerous positive comments. It has also given us the opportunity to address anything negative."

Belinda Dean - Head of Nursing Urgent and Emergency Care, Leighton Hospital

Based upon what people told us, **Macclesfield Hospital** have committed to:

+ Improve signage inside and outside A&E.
+ Increase car parking spaces.
+ Replace the drinks machine in the waiting area.
+ Increase the number of chairs in the waiting area and review arrangements for the children's waiting area.
+ Purchase display screens to show waiting times and information for patients.

Tackling barriers to health and care in the boating community

In March 2018, we published a report based on the experiences of the boating community in accessing health and care. During this year, we have been able to use this report as a basis for discussions on how to improve access for boaters throughout Cheshire.

Boaters told us that they had experienced difficulty in registering at certain GP Practices and NHS dentists due to postcode issues, and problems in the processing of repeat prescriptions. They told us that they needed better signage and access to information as to where they could access care and which GP Practices they could register with. People we spoke to had also not accessed social care.

Using these views, we were able to bring together, for the first time, the key stakeholders of the boating community, including the Waterways Chaplaincy and the Canal and River Trust, with service providers and commissioners from the NHS and local authorities in Cheshire. This took place in a meeting at the National Waterways Museum in Ellesmere Port in February 2019.

"Numerous attempts had been made by Waterways Chaplaincies to engage with the NHS trusts across the country without any sustainable engagement with the issues being achieved. The Healthwatch report provided the first clearly defined account of the boater access issues. It clearly identifies the issues and proposes outcomes to address them for boaters in the Cheshire region and subsequently nationwide.

"One of the main outcomes will be the development of materials which can be used to engage with staff of surgeries directly associated with the canal community, so that their understanding of boater rights can be revised. These materials would be trialled in Cheshire along the Shropshire Union and Trent and Mersey canals, and then offered to other regions."

Andy Taylor - Senior Waterways Chaplain in the North West

Next steps in improving access to health and care in the boating community

The key issues raised in our report were discussed and various commitments were made to work together to improve access to services for the boating community:

+ Regular meetings will take place between stakeholders and service providers at various locations throughout Cheshire, to be facilitated by Healthwatch.
+ Local authority commitment to liaise with the Waterways Chaplaincy to provide more and accessible information to boaters.
+ Stakeholders and local NHS and local authorities to look at partnership working around the main issues going forward.

Healthwatch were able to make a difference by raising awareness of the issues of a community that struggle to make their voice heard, and enabling improvements to be made in the future. You can find out more about our work with the boating community by viewing the report on our website at www.healthwatchcheshireeast.org.uk/what-we-do/our-reports

> *"The meetings are always productive, engaging and have the right people in attendance. It feels like the concerns raised are listened to and there is a proactive approach to address these concerns and make like better for boaters.*
>
> *"I look forward to continuing our partnership work into the future and seeing how these initiatives help improve lives."*
>
> **Sean Williams - Welfare Officer, Canal and River Trust**

Healthwatch meeting with stakeholders from the boating community, local NHS CCGs, and local authorities - 12th February 2019, National Waterways Museum, Ellesmere Port

Improving services in Cheshire East through Enter and View

Healthwatch Cheshire East regularly visit GP Practices, Hospitals, Care Homes and other specialist services to conduct Enter and View visits. 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, as well as their families and staff.

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 give feedback on these recommendations and our visit which show us the impact our Enter and View activity can make and the change it can affect.

These reports are sent to the Care Quality Commission, local Clinical Commissioning Groups and Cheshire East Council and presented at various committees where our findings can be discussed and used to influence change.

Between April 2018 and the end of March 2019, Healthwatch Cheshire East published 42 Enter and View reports of services across the whole of Cheshire East, available to view on our website at www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view/hospital-scrutiny

These include reports of:

+ 28 Care Homes
+ 7 GP Practices
+ 7 Hospital settings.

Services acting upon our Enter and View recommendations

The recommendations offered in these reports led to improvements to things such as care home activities, interior décor, improvements to meals, more information provision for people in waiting areas, and much more. Improvements based on our recommendations were carried out in:

+ 11 Care Homes
+ 2 GP Practices
+ 3 Hospital settings.

Healthwatch Cheshire East at Belong, Crewe

"East Cheshire NHS Trust welcomes the involvement of Healthwatch as it offers an independent view of the services we offer. Enter and View and engagement exercises help us to identify good practice and also any areas for further improvement. The trust particularly welcomes the collaborative approach in seeking to review and improve patient and carer experience."

Lyn Bailey - Equality and Patient Experience Manager, East Cheshire NHS Trust

"We were happy with the arrangements prior to the visit. A fine visit. Representatives were unobtrusive. Residents enjoyed the representatives visiting. Actions: Smoking policy has been reviewed. Garden room will be redecorated. Activities are always discussed at the residents meeting."

Manager, Tunnicliffe House Care Home, Macclesfield

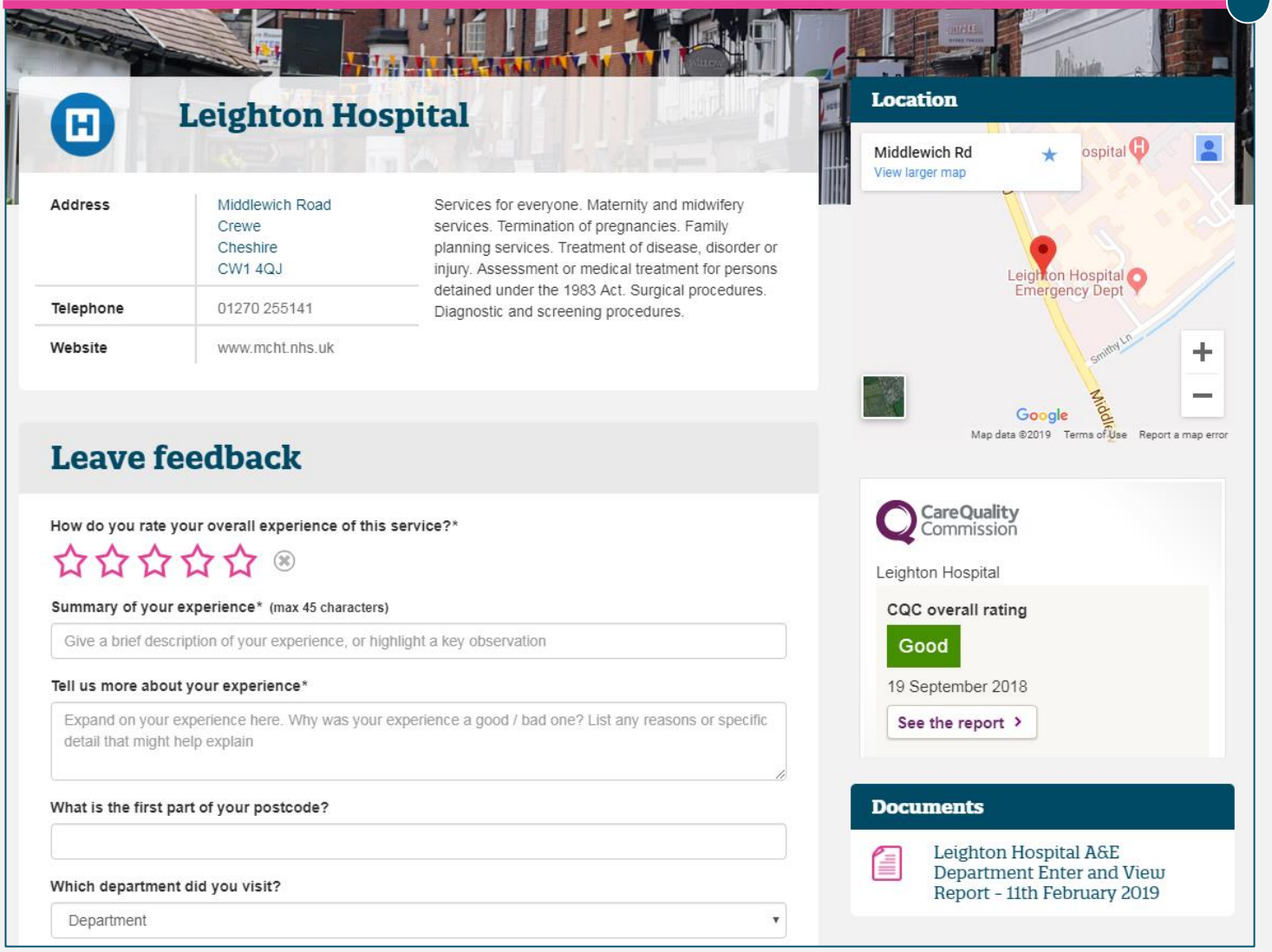
Sharing your experiences

Making it easier to share your views online

The end of this year saw the launch of our new Healthwatch Cheshire East website, which makes it easier than ever to share your views on health and care with us through our Feedback Centre.

To share your feedback on a health and care service, you can just search for the service and submit your feedback directly to us. We can then produce reports based on these comments that go straight to those who provide health and care services.

The website also contains lots of handy signposting information, including health and wellbeing advice guides and access to all of our latest project and Enter and View reports.



You can now search for a specific service and submit your feedback directly to us as shown on the image above - www.healthwatchcheshireeast.org.uk

Listening to your views

Healthwatch Cheshire East use a variety of methods to obtain the views and experiences of the diverse communities of Cheshire East. This includes in person, by telephone, via email, by Freepost comment cards, via our new website and Feedback Centre or via Facebook and Twitter.

There is no substitute for getting out and speaking to people face-to-face, and our engagement team have been able to gain a breadth of information by visiting all areas across Cheshire East, and working with a diverse range of groups and organisations. We attend a wide variety of venues to gain people's feedback such as children's centres, libraries, community centres, local colleges, work zones, leisure centres, hospital outpatients, medical centres, streets and supermarkets.

Healthwatch Cheshire East at Macclesfield Pride, 28th July 2018

We spoke to **2450** people about their health and social care in Cheshire East in 2018-19

Have your say

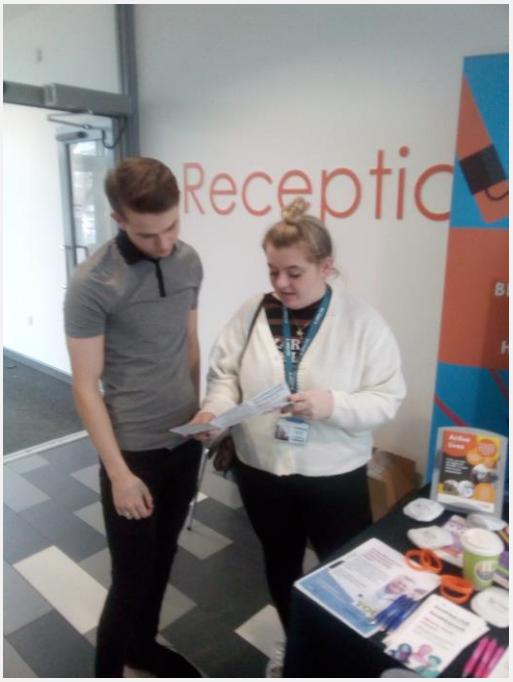
Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchcheshireeast.org.uk
t: 0300 323 0006
e: info@healthwatchcheshire.org.uk

Speaking to people around Cheshire East

Between April 2018 and the end of March 2019, we attended 121 events in:

+ Crewe – 30 events
+ Macclesfield – 16 events
+ Congleton – 13 events
+ Middlewich – 8 events
+ Nantwich – 5 events
+ Sandbach – 5 events
+ Alsager – 5 events
+ Holmes Chapel – 4 events
+ Knutsford – 4 events
+ Poynton – 3 events
+ We also attended engagement events in Chelford, Wilmslow, Bollington, Handforth, Disley and Tytherington.



Healthwatch Cheshire East at Dry January launch, Crewe – 7th January 2019

We have attended Pride Events in Macclesfield and Knutsford (Tatton Park), at which we gained over 240 comments about health and care services from the LGBTQ+ community.

Wherever possible, we have also linked our attendance at events to national and local initiatives such as Carers Week, local health and wellbeing events, Dementia Action Day, National Carers Rights Day, the End of Life Conference for Cheshire, Connected Community launches, Macclesfield Peace Festival, and Crewe Family Fit and Fun Day.

Sharing your experiences

Healthwatch Cheshire East report on the feedback we receive in various ways:

+ All Hospitals, GP Practices, and the Cheshire East Social Care department are sent the comments we have received from people relating to their service on a quarterly basis.
+ We attend the Cheshire East Health and Wellbeing Board, the NHS South Cheshire and Eastern Cheshire CCGs Quality and Performance Committees.
+ Quarterly reports are submitted to the above committees, as well as to Cheshire East Council commissioners, outlining what people have told us about their health and care.

As well as feeding back to service providers, people's views on health and care enables us to focus on specific areas from which we can produce targeted project reports.

These are available to view online at www.healthwatchcheshireeast.org.uk/what-we-do/our-reports

This year this has included:

+ A&E Watch
+ Sexual Health Services
+ Carers' Rights.

Throughout March 2019, our engagement work was focused around the NHS Long Term Plan, and obtaining the views of people on what matters most to them about the future of the NHS. This report will be published in July 2019.

This year also saw us take the health and care views of people in Cheshire East to Parliament, as Healthwatch England held a Parliamentary Reception in Westminster. We were able to meet the MP for Tatton, Esther McVey, to discuss the current issues around health and care in our area.

Healthwatch Cheshire East and Esther McVey MP, Healthwatch England Parliamentary Reception - 21st January 2019

> *"The Healthwatch [Sexual Health Services] report provides tangible and robust evidence which will be used as a starting point to help inform the service review and develop services going forward."*
>
> **Joanne Sutton - Senior Commissioning Manager, Public Health Cheshire East Council**

How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't always know where to look.

You can come to us for advice and information in a number of ways including:

+ Specific advice and information at www.healthwatchcheshireeast.org.uk/useful-links
+ Our contact us form
+ At community events
+ Promoting helpful services across Facebook and Twitter
+ Over the phone – 0300 323 0006.

Above: Healthwatch Cheshire East at Macclesfield Pride, 28th July 2018

Below: Healthwatch Cheshire East at Macclesfield Peace Festival, 22nd September 2018

Below are some examples of where we have helped people in Cheshire East to find the information they need:

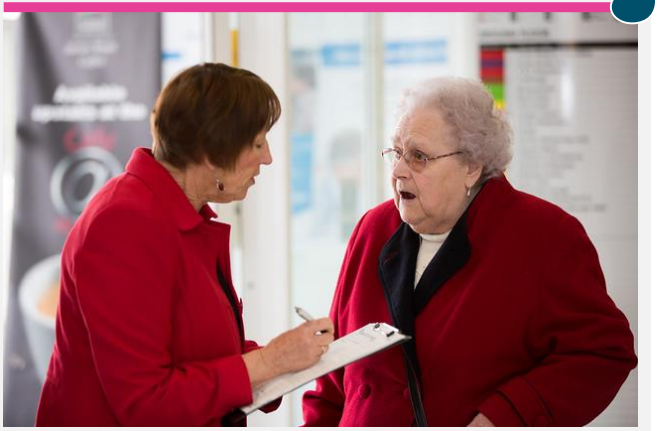
Autism support

At a carers event organised by the Parent Carer Forum in Knutsford, we spoke to a woman whose son had recently been diagnosed with autism. She had built up the courage to attend the event in order to meet and talk to people in a similar situation to her own. She talked about her struggles to find any local support and as a result of our conversation, Healthwatch were able to use links we have built up through engagement with people with autism in order to signpost her to Space4Autism and other local carers groups to support her.

Helping people to make adjustments to stay at home

Healthwatch met a woman with mobility issues at a Knit & Natter group. She had problems showering and needed support to get adjustments made in her home. The woman said she had been to her doctor several times but had been waiting over three months for a referral.

Healthwatch contacted the Cheshire East Social Care team and went back to the Knit & Natter group to provide details for the woman to contact about adjustments to her home. Healthwatch then met the assessment team at an event in Congleton and arranged for them to go to speak to the Knit & Natter group about their service.



Adult and Older People's Mental Health Service Redesign Consultation

Healthwatch Cheshire East have taken great interest in the recent Mental Health consultation and subsequent service redesign in Cheshire East. In order to help ensure that people's voices were heard during the consultation process which took place during 2018, we:

+ Circulated details of the findings and consultation events online and via social media.
+ Healthwatch attended multiple consultation events to gauge the public mood and comments about the proposed options.
+ Following the consultation events, we collated the feedback we had received and our summaries of these events which were then submitted to NHS Eastern Cheshire CCG.
+ Staff attended the Open Minds Mental Health group in Crewe in November at which NHS Eastern Cheshire CCG presented feedback from the original consultation. Feedback from the group raised some concerns and Healthwatch raised general concern on breadth and quality of communications and dissemination of proposals.
+ Healthwatch attended a follow-up consultation event in Middlewich in November and again raised concerns over communication of findings.
+ We also attended the Joint CCG Decision Making Group in November, and the Cheshire and Wirral Partnership (CWP) listening event in January regarding community crisis beds as an aspect of the proposal. We provided feedback to organisers about the positive nature of the CWP event.

Healthwatch Cheshire East at Mental Health Listening Event, Crewe - 23rd January 2019

Helping people to understand their rights as a carer

Across the UK, around 7 million people care for a family member or friend. That's 1 in 10 individuals who care for someone, unpaid (Carers Trust). Under the Care Act 2014, carers registering at their GP Practice are entitled to receive certain benefits; such as appointments at a convenient time, an understanding from Practice staff, provision of free annual health checks and flu vaccinations, among others.

During our general engagement activity, we heard reports anecdotally of some unpaid carers not receiving or being aware of the benefits detailed above when registering as a carer with their GP Practice. Therefore, to coincide with activity around Carers Rights Day in November 2018, we developed a survey to assess the experiences of people registering as a carer with their GP Practice in Cheshire East.

To obtain the views of people, we targeted particular carers groups where we could reach unpaid carers, such as parent carers and young carer groups in Crewe and Macclesfield. On Carers Rights Day, our Community Engagement and Project Officers held stands at events in order to promote the survey to people; one organised by Cheshire

East Carers Hub in Macclesfield, and one organised by Cheshire and Warrington Carers Trust in Macclesfield.

The survey outlined the benefits that people could expect to receive by registering as a carer with their GP Practice. Where people were unaware of these benefits, we were able to have conversations with people that informed them of these rights, and provide them with the information they need to improve their experience of accessing GP services as a carer. Our full report detailing the findings of our survey will be published in 2019.

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.healthwatchcheshireeast.org.uk

t: 0300 323 0006

e: info@healthwatchcheshire.org.uk

Independent NHS Complaints Advocacy Service

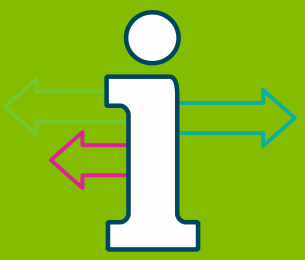
Healthwatch Cheshire CIC provides Independent Complaints and Advocacy Service (ICAS) dealing with NHS complaints. ICAS advocacy works within the NHS complaints regulations and can help you to use the NHS complaints process to have your voice heard.

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 Practices
+ Dentists
+ Pharmacists
+ Opticians
+ NHS funded care homes.

Independent Advocacy is a way of supporting a person to express their views, have these taken seriously and achieve positive outcomes.

Of the 69 people who contacted ICAS for support, 24 were provided with information by ICAS to progress their complaint, 21 were signposted by ICAS to other organisations, whilst 20 required further support from our ICAS advocate to help them through the complaints process. The other four people no longer required assistance from ICAS.



69 people from Cheshire East contacted our Independent NHS Complaints Advocacy Service for support through the NHS complaints process in 2018-19.

Helping people to make sense of the NHS complaints process

"I honestly can't thank you enough for your help with all this, please pass on my comments to your team too as I felt like I was drowning with it and so worried I was going to get it wrong. Your support and practical advice has been such a help."

A woman had made an NHS complaint on behalf of her mother and had been asked to put the complaint in writing. She stated that she had mental health issues and could do with support to write a letter as she was unsure what to include. By providing her with information on what to put in a complaint letter and discussing what her concerns were and what she wanted to happen in response to her complaint, ICAS were able to help her write a letter of complaint.

Changing practice through resolution

A woman was supported to raise a complaint across two Hospital Trusts. Through receiving information and being able to discuss issues with an advocate, she was able to self advocate. She had requested that the issue be handled by one Trust working with the other but this did not happen and she ended up attending two resolution meetings and receiving separate responses; one with a family member and the other with support from an ICAS advocate. At the meeting, the complaint investigator identified something they had learned from the process and would be changing in their practice.

"Thank you for all your support, I don't think I would have got this far without your help."

Our volunteers

How do our volunteers help us?

Healthwatch Cheshire East could not have undertaken all of this activity without the support of our 36 volunteers that work with us to help make care better for their communities.

What our volunteers do:

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

Healthwatch Cheshire East volunteers taking part in Enter and View Training

We owe a big thank you to our volunteers, who in total gave up 1142 hours to Healthwatch Cheshire West last year - double the number of last year.

The continued support and development of our volunteers is very important, and this year has seen volunteers take part in Enter and View and Safeguarding Training, as well as workshops relating to the local health and care system.

Volunteers are the vital to our Enter and View process, each bringing their specific skills and perspectives to produce impactful reports that can really affect change in GP Practices, Hospitals, Care Homes and Specialist Care Centres across Cheshire East.

Our volunteers have again got involved in a range of activities that have allowed us to reflect the diversity of our community and provide us with the reach to gain the views of people across Cheshire East.

What have our volunteers been involved in?

+ **A&E Watch** – 20 of our volunteers took part in our A&E Watch, enabling us to cover 12 hours in A&E, speaking to people about their experience of using A&E.
+ **Pride events in Macclesfield and Tatton Park** – allowing us to hear the views of the LGBTQ+ community around health and care.
+ **Sexual Health project** – volunteers have been involved in project planning, engaging with the community, Enter and View visits, and report writing about people's experiences of using Sexual Health services in Cheshire East.
+ **Carers Week** – volunteers have engaged and distributed surveys about carers' rights.
+ **Recruitment** – volunteers have been involved in our interview process for new Community Engagement and Project Officers, assisting with an informal session with candidates prior to interview to assess their abilities.

Healthwatch Cheshire East at Pride in the Park, Tatton Park – 16th September 2018

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.

Susan

"As a semi retired Grants Manager in the community sector, I was looking at volunteer positions and was impressed with the work Healthwatch is carrying out in Cheshire East.

I feel I am making an important contribution through my feedback and comments on hospitals and other NHS/Government supported/funded facilities we visit in the Cheshire area. I find the work interesting and extremely varied. We all use these hospitals, health centres at some point in our lives and it's reassuring to see these facilities at first hand, ensuring standards are high. Healthwatch offers the volunteer a chance to make a difference."

Carolynne

"I explained that I had an interest in administration and that I wanted to work in an office. Healthwatch Cheshire created the role of administrative volunteer working at their office in Northwich.

The team there are great and make me feel at home and one of the team. This is a fantastic feeling improving my confidence and ability. I assist with many roles, but now also have the opportunity to take part in the other roles of Healthwatch. I will be trained to become an authorised representative in Enter and View. This is a massive responsibility ensuring services are maintained to standards and that people are treated with respect and dignity. I will also take part in projects, engagement and attending meetings on Mental Health. Last year I would not have thought I would be doing this, my confidence is increased, as is my involvement."

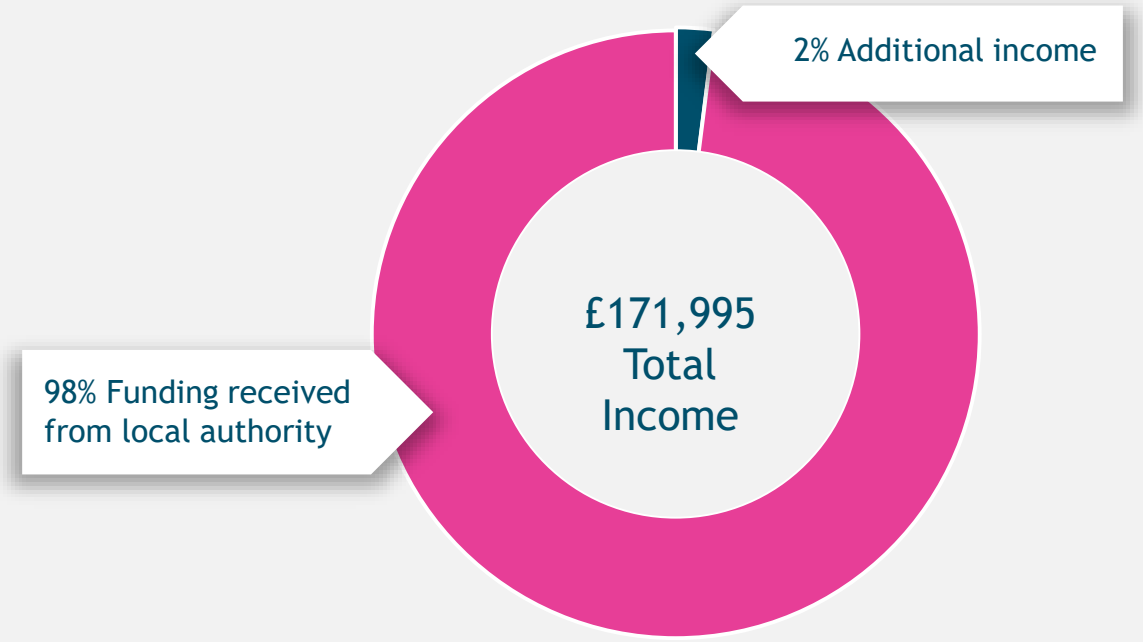
Our volunteers come from areas such as:

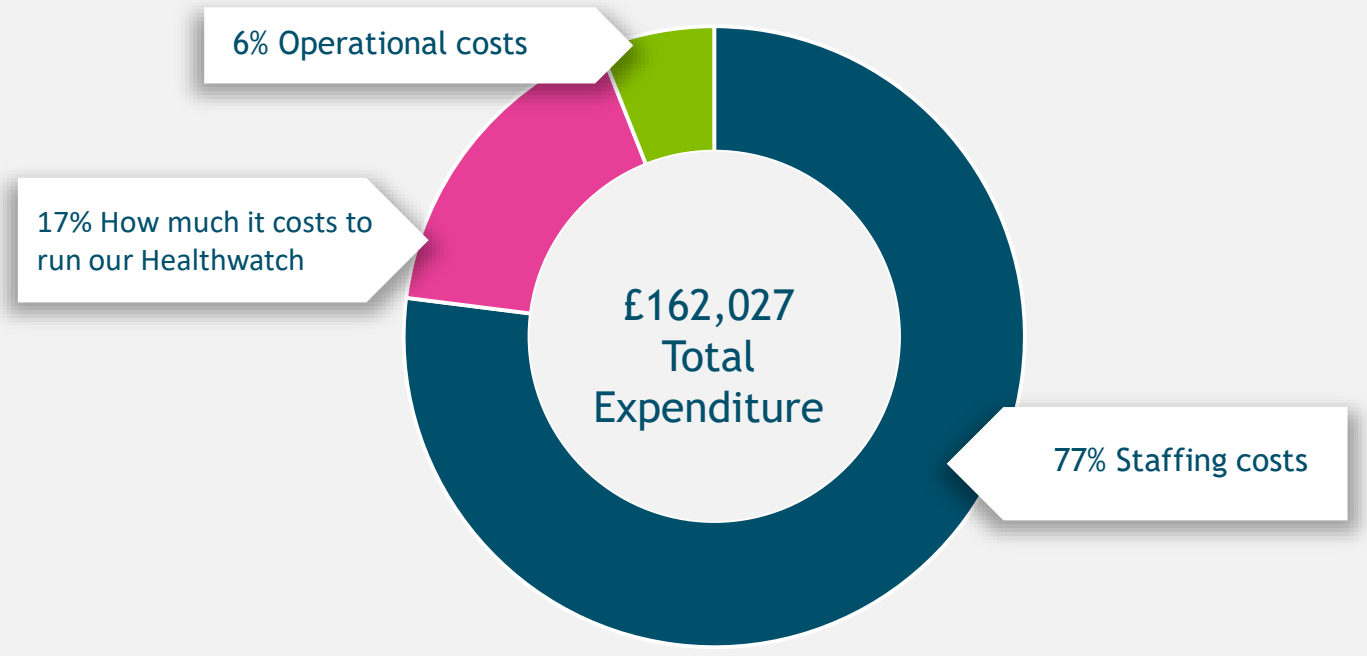
Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £162,027.

We also received £4,000 of additional income.





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
+ The voluntary organisations that have contributed to our work
+ All local NHS and Local Authority partners and service providers who have engaged in our feedback process and listened to the views of the public.

'Cheshire Healthwatch has continued to ask its partners to put patients and the residents of Cheshire at the centre of their work. The CCGs in Cheshire have welcomed this challenge, and have established formal accountability between the CCGs' new Executive Director of Quality and Patient Experience and Healthwatch. This will help foster closer working relationships and ensure the CCGs put the resident at the heart of our commissioning programmes. I'm grateful to the Healthwatch team of staff and volunteers for their ongoing work with the NHS and public sector, and for the support they have given the CCGs as we begin a new phase in our working together as Cheshire.'

Clare Watson
Chief Officer
Cheshire Clinical Commissioning Groups

Healthwatch Cheshire East with Cllr Bryan Edwards, Mayor of Crewe at Winter Wellness Event, Crewe – 17th October 2018

Contact us

Registered address:
Healthwatch Cheshire CIC
Sension House
Denton Drive
Northwich
Cheshire
CW9 7LU

0300 323 0006

www.healthwatchcheshireeast.org.uk
info@healthwatchcheshire.org.uk

@HealthwatchCE

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.

Registered Company Number: 7791174

© Copyright Healthwatch Cheshire CIC 2019

Healthwatch Cheshire East

Healthwatch Cheshire CIC
Sension House
Denton Drive
Northwich
Cheshire
CW9 7LU

w: www.healthwatchcheshireeast.org.uk
t: 0300 323 0006
e: info@healthwatchcheshire.org.uk
tw: @HealthwatchCE
fb: facebook.com/HealthwatchCE