Together

we're making health and social care better

Healthwatch Cheshire East
Annual Report 2022–23

healthwatch
Cheshire East

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair and CEO

We are delighted to present to you our Annual Report for 2022-2023.

Working in diverse communities within Cheshire East, our Healthwatch staff and volunteer team are passionate about ensuring people's views and experiences of health and care are used to help inform local planning and delivery of services.

Over the year, people have shared with us the impacts of a range of issues including:

- the cost-of-living increases
- additional need for mental health support
- long waiting lists for elective surgery
- challenges in accessing primary care services, particularly dentists and GPs
- experiences within hospital settings and
- increased demand on social care.

From this information we are able to signpost people to correct services; give feedback to providers; and to highlight where there are trends and themes in the information we receive to raise with decision makers

This year has seen lots of changes to how our health and care partners work together to provide joined up services and support.

Lynne Turnbull
Healthwatch Cheshire
Chair

Louise Barry
CEO of Healthwatch Cheshire

As a partner of the Cheshire East Health and Care Partnership the insight and intelligence we gather locally helps drive change and improve services.

Across Cheshire and Merseyside, we work closely with the other 8 Healthwatch partner organisations to influence decisions taken by Integrated Care Boards and Partnerships

Whilst our team hear about challenges, we also hear of the hard work and commitment of the people who are delivering care and support. We would like to thank all our staff and volunteers, and those in our partner organisations who continually strive to make positive changes for people's health and care services in Cheshire East.

As an independent voice, engaging with local people at the heart of our communities in Cheshire East, Healthwatch are a valued partner within our system, and specifically for the Council, to ensure that we are able to shape and improve local health and social care services.

From their powerful reports which directly capture the voice of local people, to the 'Enter and Views' that are undertaken by Healthwatch where they are able to enter health and social care premises to observe the quality of service provision; Healthwatch play a key role in influencing the quality improvement of health and care services, and therefore ensuring improved outcomes for local people."

Helen Charlesworth-May, Executive Director of Adults, Health and Integration

As we plan and deliver health and care services to meet the needs of our local community, gaining the views of the people we serve is crucial. Healthwatch Cheshire East are a vital partner; their wealth of experience and the knowledge they gain ensures the voice of local residents are heard when decisions are being made.

This year, the insights they've shared have challenged us to make improvements to future services, including their valuable report on patients' experience of our busy A&E department at Leighton Hospital.

Mark Wilkinson, Cheshire East Place Director

About us

Healthwatch Cheshire East is your local health and social care champion

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

Our Purpose

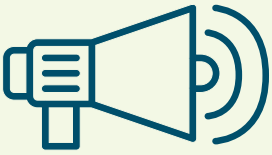
To be an independent voice with the people of Cheshire, helping to shape and improve local health and care services.

Our principles

- Work in partnership to act as a strong, local consumer voice, making a difference to health and care provision for the people of Cheshire
- Gather the views of the people of Cheshire
- Provide a platform from which diverse and seldom heard voices from across Cheshire can be heard
- Set the standard for excellent public engagement
- Ensure that all people have timely and good quality information and advice
- Establish and use networks and public engagement to gather meaningful and robust local insight and intelligence
- Provide constructive checks, balances and challenge to service planners and providers
- Provide Independent Complaints Advocacy Service (ICAS) using feedback for insight and intelligence regarding patient choices and concerns

Year in review

Reaching out



4,418 people
engaged with us for advice; information about topics; to share their experiences and to assist their decision making.

1,536 people
shared specific experiences of health and social care services with us, helping to raise awareness of issues and improve care.

Making a difference to care

We published
19 reports
about the improvements people would like to see to health and social care services.

Our reports that received most attention included:
'Dental Queries', 'Leighton Hospital A&E Watch' and our 'Enter and View' reports.

Health and care that works for you

We're lucky to have
103
outstanding volunteers who gave up 170 hours to make care better for our community.

We're funded by our local authority. In 2022-23 we received
£151,126
which is the same as the previous year and includes funding for the Independent NHS Complaints Advocacy Service (ICAS).

We currently employ
a small team of staff
who work across Cheshire to help us carry out our work.

How we've made a difference this year

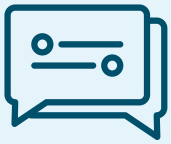
Spring

With patients wanting more information online, our 'website health checks' gave feedback to 85 GP Practices to help make their sites more user friendly.

We coproduced the Integrated Care System's Draft Engagement Framework alongside eight other Healthwatch across Cheshire and Merseyside.

Summer

The voice of the LGBTQ+ community was heard as we gathered people's experiences of health and care at seven Pride events across Cheshire.



With lockdown behind us, we were delighted to resume our full Enter and View programme.

Autumn

We shared the views of almost 200 patients with leaders at Leighton Hospital, to help improve experience of their A&E department.

Our research on dentistry highlighted the difficulty Cheshire residents face trying to access dental care and fed into the wider Healthwatch England report.

Winter

Acting as a voice for family members at host commissioners' meetings for services based in Cheshire East with non-Cheshire service users.

We reviewed the effectiveness of the new Ambulatory Wound Care Service across central Cheshire, helping future development of the service.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all those who have stepped up, told their stories and inspired change. Here are a few of our highlights:

How have we made care better, together?

Continuous conversations

Continuous conversations with community members has enabled us to ensure that people's views and experiences of health and care are sought after by local decision makers, to improve their development and delivery of services.

Supporting the boating community

For a number of years we connected with the boating community, raising the issues they have with access to health and care services. This led to embedded and ongoing work with this community from Cheshire health and care providers.

A&E feedback

Our work in A&E departments has helped inform changes to premises and practises and has given assurance of the mainly positive interactions people have had with the hard-working staff.

Research during lockdown

Our programme of Enter and View was able to continue during lockdown, as we switched to gathering feedback via survey with all Care Homes across Cheshire. This ensured residents and their families had the opportunity to share their views. This work has gone on to inform our current programme of activity and partnership working.

Access to services

We continue to voice people's frustrations with access to GP services, and the variation in provision across differing practices and areas of Cheshire.

Communicating with our communities

Different ways we've spread the Healthwatch word

As well as providing a listening ear, our team have been busy making sure our communities know how we can help them and the positive impact we can have.

It's not a 'one size fits all' so we tailored our approach by creating easy read documents, using translation services and poster displays to get our message across.

Alison, one of our Community Engagement and Project Officers (pictured above right), was tasked with explaining the role of Healthwatch in less than one minute for a community film. She came up with her own Healthwatch poem which has become a firm favourite when presenting at community groups.

H ealthwatch Cheshire are here for you
E very comment counts, it's
A ll about your views.
L istening,
T alking,
H olding to account, your local health and care champions, of that there is no doubt.
W orking with others,
A nd making sure your voice is heard,
T he experiences you and our volunteers share are such powerful words.
C redible, collaborative, care choice information too.
H ealthwatch Cheshire are here for you.

Listening to your experiences

Services can't make improvements without hearing your views. That's why we make listening to feedback from all areas of the community our priority. It helps us to understand the full picture, and feed this back to help services meet local people's needs.

Advocating for fairer NHS dentistry

NHS dentistry is in desperate need of reform, and this year the Healthwatch network has successfully moved NHS dentistry up the political agenda, advocating for the systematic improvements local people have told us they need.

Our research found past trends across Cheshire have continued, with people still facing significant difficulty accessing and registering with an NHS dentist. Post Covid, some residents discovered they no longer had access to their previous dentist as they had been deemed as inactive and others found post emergency treatment impossible to find. We continually hear of people in significant pain having to travel miles and wait months to access dental care. Some people resorted to private appointments that they can ill afford, whilst others struggle on still looking or waiting for emergency treatment.

Supporting those in need

We've been able to provide valuable support for those unsure where to turn, helping them access treatment when their usual options weren't available.

- We've signposted to the Mersey and Cheshire Emergency Dental Helpline and the NHS find a dentist website, enabling some of those desperately in need of treatment to be seen. We've highlighted the ongoing issues in our latest Dental Report, sharing the report with our Health and Wellbeing Boards and Overview and Scrutiny Committees, and co-presenting alongside NHS England and Public Health colleagues.
- Together with Healthwatch England and the local Healthwatch network, we made renewed calls on NHS England and the Department of Health and Social Care to put a reformed dental contract in place.

Paving the way for change

This spring the responsibility for dental commissioning has moved to Integrated Care Systems (ICS), and ahead of this we have joined with our other Cheshire and Merseyside Healthwatch colleagues to ensure that the new commissioners were able to use people's feedback to plan ahead. The local Integrated Care Board (ICB) has committed to agreeing and implementing a Dental Recovery Plan, and we will continue to share people's experiences and priorities to help inform developments to resolve this crisis.

> *"No NHS dentist in my area. I was taken off my dentist's list after lockdown. I recently had toothache and I knew I needed a filling. In the end I had to go private for an examination, hygienist, 2 fillings and 1 extraction - I had to pay £595. Unfortunately, the dentist could not get the roots out when I had the extraction so I was referred back to the NHS for oral surgery which has cost me £65. To say I'm angry is an understatement, I was made redundant last year so had the money to pay the bills without getting into debt but at 60 years of age I didn't expect to pay nearly £700 for dental treatment and what would have happened if I didn't have the money?"* Cheshire East resident

Helping to improve patient experience at Leighton A&E

The challenges facing A&E departments have grown in recent years, with increased demand and lengthy waiting times adding pressure to services.

The then Cheshire A&E Delivery Board approached us to help them understand why they were experiencing unprecedented levels of attendance at Leighton Hospital. Particularly why people were attending and whether they were attempting to access other services prior to visiting A&E.

Incorporating an Enter and View visit, the A&E Watch took place at differing times over five days, enabling us to gather the views and experiences of almost 200 patients and providing valuable insight for decision makers.

The headlines:

- Around three quarters of patients were advised to attend A&E that day by another service, mostly their GP, 111 or 999.
- Of those who arrived at A&E without seeking prior advice, over half felt the matter was too urgent to go elsewhere.
- The vast majority of people said they hadn't been kept informed of their wait time whilst in A&E, however around three quarters of patients rated the service they received at A&E a 4 or 5 out of 5.
- Of those who came by ambulance, 88% rated it a 5 out of 5 for service.

Recommendations from the visit included:

- Consideration given to placing notices with the local GP's opening hours and pharmacy opening hours, especially highlighting their additional opening hours at evenings and weekends to encourage patients to seek alternative advice for non-urgent treatment.
- To consider the privacy of patients when discussing sensitive information at the reception and triage desk, particularly when a queue forms for the reception.
- A system for letting patients know how long the waiting times are.

What difference will this make?

Our report was welcomed by the Executive Board of Leighton Hospital and accepted without correction. The team were invited, along with people from the Trust's Urgent Care Team, to one of their Executive Team meetings to bring patient experience to life as part of the their approach to continuous learning.

Our findings and recommendations provided valuable insights to help inform decision making. Other local NHS Trusts have also taken on the findings, paving the way for future improvements.

> *The Healthwatch team visited us during one of the busiest weeks of the year. The feedback we received helped assure us that even when its tough we can do a good job and keep people safe and properly cared for. The insight they provided also allowed us to find ways to improve the experience for our patients when we are at our most challenged. Thank you for making a difference."*
> Ian Moston, Chief Executive Officer, Mid Cheshire Hospitals NHS Foundation Trust

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Healthwatch Cheshire heard experiences from patients who'd had difficulties when their families had tried to contact them outside of visiting times. This was shared with the NHS, highlighting the need for clearer information on discharge

We shared George's Grandad's story, which when presented in person really helped decision makers to understand the issues. This resulted in plans to incorporate the learning in future training within a number of local NHS Trusts.

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

Healthwatch Cheshire works with all our local Care Communities to ensure the information residents share with us directly informs partners, working at a local level to deliver tailored health and care services to meet the population's needs.

We worked alongside local Patient Participation Groups (PPGs) to help them ensure patients' voices were heard, helping them to improve communication and understanding of the challenges facing the practice. They started to tackle issues together by holding discussions directly with patients to help resolve the problems. This has improved care locally, as well as relationships between the practices and their patients.

Improving care over time

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

Over the last three years Healthwatch Cheshire have made strong links with several groups supporting people affected by Autism. By building strong relationships and gaining the trust of these group, we've helped families to be more open about some of the challenges they face, giving us valuable feedback to share with services.

Hearing from all communities

Over the past year we've worked hard to make sure we hear from a wide range of people from our local area.

We think it's important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Attending a wide range of themed events including those from the Irish and Traveller, LGBTQ+, boater and refugee communities as well as those living in rural locations to combat loneliness and isolation.
- Visiting a range of groups providing support to disabled people or people living with long term health conditions.

Giving a voice to the LGBTQ+ community

We heard from hundreds of people from the LGBTQ+ community at the seven Pride events we attended across Cheshire last year.

Themes that emerged included assumptions made by health professionals about their sexuality and lack of knowledge and understanding of gender diversity.

All comments were fed back to specific services to highlight the need for inclusivity and continuous learning for health professionals.

> *I'm having problems coming to terms with, and with being referred for support as a Trans Woman. My GP is understanding and listens and I've been referred for mental health support, but it is taking a while to be seen."*

Cheshire East resident

Helping refugees access the right health service

During the year we supported refugees from Ukraine, Iraq, Syria and Afghanistan at various locations across Cheshire East, to help them to understand the UK health system and find the right service for them.

We produced easy read material, posters with details of their nearest GPs, pharmacy and hospital and reasons why they would visit. With the help of interpreters we were able to present and signpost effectively, helping them to access the right service and avoid unnecessary visits.

We also gathered their views and experiences of health care since they had been in the UK, giving valuable insight from a seldom heard from group.

> *The medical outreach clinic in Crewe is good. I can see a nurse on site and seek advice if I have health concerns about my family. The nurse gave me advice about my son's sore throat and reassured me."*

Cheshire East refugee from Iraq

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost of living crisis

Help to find dental care in Cheshire East

Healthwatch Cheshire East had 112 people contact us for advice and information on dental services. The public reported that most practices were not taking on new patients, and some had waiting lists of up to five years.

The impact of delayed treatment has resulted in people living with considerable pain, developing medical resistance and dental conditions worsening. We heard of many people, including children struggling to pay for private treatment, or going without. In each case we signposted to the relevant service.

> *Hi, I've been looking for a dentist for the past 3 years. I've paid private prices, well losing days at work and pay. I get abscesses nearly every month, I'm constantly in pain and find myself relying on painkillers to get me through the day. I struggle to eat and sleep. My confidence is zero and I feel I'm falling into painkiller addiction. Is there any chance you can help because my dental problems are slowly ruining my life?"*
>
> **Email from Cheshire East resident**

Where to turn, who to ask?

A member of the Healthwatch Cheshire Team attends Care Community Steering groups across Cheshire each month. The networks and connections we've made this year have helped us to help our community in many ways.

> I spoke to a *gentleman at the Crewe Hub who was 80 years old, lived alone and had 'one good meal a day''. After hearing his story I introduced him to Wishing Well, who offer a meals at home service as well as range of low cost lunch groups and activities to help prevent social isolation.*
>
> *After finding out that he hadn't seen a doctor for some time, I mentioned the onsite Health and Wellbeing Bus and took him over to the Stay Well Squad. He was reassured his blood pressure was normal and thanked me for all of my help and advice. Having connections across the community makes a huge difference when signposting and helping people find the support they need."*
>
> **Alison Langley, Community and Project Officer, Healthwatch Cheshire**

NHS Independent Complaints Advocacy Service

Healthwatch Cheshire provides an NHS Independent Complaints Advocacy Service (ICAS). ICAS helps people to understand how the NHS complaints process works, and to support them where needed.

This year we've helped people by:

- Giving in-depth practical support to help them access the NHS Complaints Procedure
- Providing information to help them find out what stage their complaint is at within the process
- Signposting to other organisations who can help

NHS Independent Complaints Advocacy Service (ICAS)

ICAS offers telephone, online, and face-to-face support to help the people of Cheshire to progress complaints in relation to any NHS service provision provided at hospitals, GP Practices, dentists, pharmacies, opticians, and nursing homes.

This year we had 102 people contact our ICAS service:

13% of all contacts related to dentistry, with two thirds not being able to find a dentist that will take them on as an NHS patient.

- The reasons they had found themselves without a dentist ranged from having recently moved to the area, been removed from the dentist's records due to non-attendance during Covid or that they see a dentist privately and now require additional work they can't afford.

Over a quarter of contacts were regarding GP surgeries.

- Themes included the GP refusing to refer them to other services or specialists; unhelpful reception staff; mis-diagnosis and GP surgery not being able to offer services they used to due to staff leaving.

Hospital complaints made up over a third of our contacts.

- People were concerned with the quality of care they had received, poor communication and disappointment at how their complaint had been handled.

Concerns over mental health services made up 12% of our contacts.

- This was an increase on last year. People shared their experience of misdiagnosis then as a result received incorrect treatment and medication. Issues when contacting the crisis line were highlighted and mishandling of complaints.

> *"It was really good to meet you after all our correspondence. Your support and guidance have given me the confidence to take my complaints further, ending in a constructive result. I am writing to you officially to thank you sincerely for being my Advocate. I will always be grateful to you."*
>
> Cheshire East resident

Looking for support with a complaint?

If you need help through the complaints process, or would like to explore your options, you can find out more about ICAS on our website:

https://healthwatchcheshireeast.org.uk/what-we-do/help-making-a-complaint/

Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Completed surveys on specific topics as part of our Citizen's Focus Panel
- Reviewed the 'Choose Well Cheshire' campaign to help the NHS make improvements to future campaigns
- Reviewed GP websites to check if they were easily accessible

Sue

I had heard of Healthwatch during my time working in the health care sector and was keen to get involved as a volunteer. I have particularly enjoyed Enter and View visits and being able to draw on previous experience and knowledge helps me gain insight when talking to service users and staff.

I'm looking forward to doing more engagements in the year ahead and the training I've been given has helped me to feel more comfortable approaching people, especially those with a particularly challenging experience to share.

Kourosh

When I arrived in the UK, I wanted to contribute to society and after meeting Alison from Healthwatch at an event I decided to volunteer and it has been amazing.

When I started to volunteer I was anxious but Alison was helpful, kind and encouraged me. She introduced me to other volunteer opportunities in a hospital setting and I have grown from the opportunities the team made for me. I say to my friends around me, come and volunteer, it's a great opportunity!

Rachel

I chose Healthwatch because they have such a great reputation and really care about local people and their views. I enjoy talking and listening and have a good knowledge of different agencies due to my current role.

Since enrolling I have had different training opportunities which has really boosted my confidence and it has been great to meet other volunteers along the way. I also love attending different events across the borough – no two are ever the same!

Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

www.healthwatchcheshireeast.org.uk

0300 323 0006

info@healthwatchcheshire.org.uk

Finance and future priorities

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

Our income

Income	
Annual income from Local Authority	£151,126
Additional income	£100
Total income	**£151,226**

Our annual income includes funding for the Independent NHS Complaints Advocacy Service.

Additional income was received from Active Cheshire for engagement facilitation work.

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Partnership working with particular focus on Community Partnerships
2. Health Checks for people with learning disabilities
3. Hospital discharge and care

Statutory statements

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

Healthwatch Cheshire East uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/2023 the Board met four times and made decisions on matters such as governance and maintaining the independence of Healthwatch Cheshire East.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/2023 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums and general public face to face engagements.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. It is shared with health and care services and commissioners, voluntary and community organisations, and is also available for people in Cheshire to read on our website.

Responses to recommendations

There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In Cheshire East we take information directly to providers and to decision makers, including via the Health and Care Partnership and Health and Wellbeing Board. We also give evidence to Scrutiny Committees.

Insight and experiences are also taken to decision makers in the Cheshire and Mersey Integrated Care System. The nine Cheshire & Merseyside Healthwatch Organisations are represented on the Integrated Care Board (ICB), the Primary Care Commissioning Committee, the Quality and Performance Committee, the Transformation Committee, the Women's Services Committee, subcommittees and Task and Finish groups and the Health Care Partnership to ensure the public voice is represented and heard.

Individually we are each active partners of ICB groups at our own 'Place' level (Cheshire East in our case).

The nine local Healthwatch organisations have a trusted and effective relationship of over ten years. Our processes for joint work, designed to fit local needs, allow us to work proactively and responsively to ensure local people's lived experience influences decision making. A Memorandum of Understanding (MoU) has been written, and endorsed, by all nine Healthwatch Organisations to underpin our joint work and promote openness, honesty and flexibility.

During the first year of NHS Cheshire & Merseyside, our Healthwatch partners have engaged and supported the work of the Integrated Care System (ICS). They have worked with us and provided the right level of scrutiny and challenge on behalf of the population of Cheshire & Merseyside, asking probing questions and seeking assurance to ensure that Cheshire and Merseyside Integrated Care Board and wider system partners always put the resident at the centre of our strategic and operational priorities. The nine Healthwatch organisations are active at a Cheshire and Merseyside wide level, and particularly working within our nine Places, which means they are able to ensure the voice of the public is heard at all levels of the ICS. I'm very grateful for their contribution and advice and look forward to continuing our close working in the future'.

Clare Watson, Assistant Chief Executive NHS Cheshire and Merseyside

Enter and view

This year, we were delighted to resume our Enter and View Programme, visiting 12 services across Cheshire East.

Care homes remained a focus of our programme with eight visited this year, including Clayton Manor in Congleton, Elworth Grange in Sandbach and Mount Pleasant Nursing Home in Knutsford. We conducted four visits at integrated Ambulatory Wound Care clinics in Alsager, Nantwich, Crewe and Sandbach, after the service was transferred from GP provision a year ago. Our subsequent reports and recommendations were welcomed and have been a catalyst for future changes and improvements.

We've spent time reviewing the Enter and View process this year, enhancing it to bring people's experiences to the fore and to ensure our reports capture the views and words of residents or patients. In the coming year we'll be trialling the new process gathering feedback from all involved, then rolling out across our programme.

Thank you for your positive review of our service. As is evident in the news, health is a challenging sector and it is welcoming that the hard work being done to provide positive outcomes for our residents is being recognised."

Chris Edwards Care Home Manager, Church House, Nantwich.

Healthwatch representatives

Healthwatch Cheshire East is represented on the Health and Wellbeing Board by Louise Barry, Healthwatch Cheshire CEO. During 2022/2023 our representative has effectively carried out this role by using the insight and intelligence gathered by Healthwatch staff and volunteers, and submitted by the public, to help shape and inform discussions and decisions. Of particular interest in this year have been reports on dental access, access to GPs and A&E Watch.

Healthwatch Cheshire East is represented on the Cheshire and Merseyside Integrated Care Partnerships by Healthwatch Cheshire CEO and Cheshire and Merseyside Integrated Care Boards by Cheshire and Merseyside Healthwatch CEO representatives

healthwatch

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