

# The value of listening

Healthwatch Halton  
Annual Report 2023 – 2024



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# Contents

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Message from our Chair.....	3
About us.....	4
Year in review .....	5
How we've made a different this year .....	6
Your voice heard at a wider level .....	7
Hearing from all communities .....	12
Advice and information .....	14
Volunteering .....	16
Finance and future priorities .....	18
Comments from stakeholders .....	21
Statutory statements .....	22



**“Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people’s views and experiences, especially those facing the most serious health inequalities.”**

Louise Ansari, Chief Executive at Healthwatch England



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# Message from our Chair

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**It's my pleasure as Chair of Healthwatch Halton to share with you our Annual Report for 2023-2024.**



Looking back on the year, it has been a year of both challenges and quiet progress, driven by the dedication of our staff team, volunteers and advisory board members. I hope this report gives a little flavour of the work we've carried out this year and some of the changes that have happened in services due to people sharing their experiences with us.

Despite such a small staff team we've continued to grow our community outreach work across the borough, reaching out to the public in shopping areas, libraries and other community venues. We've held regular 'Listening Events' at local hospitals and Urgent Treatment Centres, giving patients the opportunity to feedback about their experiences at the point of care.

Whether it's dropping in to hear from Royal British Legion veterans on their experiences of care, or providing residents at the YMCA with information on registering with a GP, we've worked hard to reach out and engage with groups who are often less likely to be heard from.

One of the key focuses this year has been our work around hospital discharge. Working closely with Healthwatch Warrington, the feedback we gathered from people discharged from Halton and Warrington hospitals highlighted the impact delays in discharge and lack of communication can have on people's care and ongoing support. I look forward to seeing positive changes to the discharge process being introduced thanks to the efforts of the people who gave us their stories.

Over the coming months we will be following up on some of the work we've done in recent years, on domiciliary care, CAMHS and the SEND Local Offer to see what positive changes have taken place.

We will also be working on a couple of other urgent priorities, including access to Primary Care services and access to maternity services for Halton. Maternity is a subject we're revisiting, having previously produced a report on maternity services towards the end of 2021.

I invite you all to delve into our annual report and see the progress we've made together.

Thank you all for your continued support!

A handwritten signature in black ink, appearing to read 'Lydia Hughes'.

**Lydia Hughes**

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# About us

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## Healthwatch Halton 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 vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



# Year in review

## Reaching out:

**1139 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**23003 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



## Making a difference to care:

We published

**16 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Experiences of Hospital Discharge**

which highlighted the struggles people can face when being discharged from hospital.



## Health and social care that works for you:

We're lucky to have

**9**

outstanding volunteers who gave up **37 days** to make care better for our community.

We're funded by our local authority.

In 2023 - 24 we received

**£129,164**

We currently employ

**3 staff, (2.5fte)**

who help us carry out our work.



# How we've made a difference this year

## Spring & Summer



We updated our website to include an A-Z on local, regional and national support services to help inform and signpost people to appropriate support.



The discharge of care home residents in Halton from Warrington Hospital was improved following feedback from Healthwatch Halton.

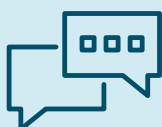


The NHS announced changes to their contract with dentists, after our data showed widening inequalities.



We visited care homes in Halton to provide them with up to date information on local voluntary services and organisations.

## Autumn & Winter



Our "Share for Better Care" campaign encouraged more people to share their experiences, helping us improve care further.



Feedback from over 200 patients at Halton's two Urgent Treatment Centres gave commissioners and the services vital feedback on what was good and what could be better.



Our visit to the discharge lounge at Whiston Hospital led to improvements for patients having additional communication needs.



Working with the Halton SEND Parent Carer Forum our report on 14+ LD Health checks is leading to a review to improve consistency of Health Checks.

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# Your voice heard at a wider level

**We work closely with other Healthwatch to ensure the experiences of people in Halton influence decisions made about services at Cheshire & Merseyside Integrated Care System (ICS) level.**

During the last 12 months the nine Cheshire & Merseyside (C&M) local Healthwatch have continued to work together to provide a strong voice for the 2.5 million people who live, work and use health and care services across our region.



We've raised awareness of the issues facing people struggling to access NHS dentistry across Cheshire & Merseyside - We have consistently highlighted the shortage of NHS Dental treatment locally and were delighted to see the agreement of a Cheshire & Merseyside dental recovery plan to start addressing some of the challenges.

The Primary Care Recovery plan agreed by Cheshire & Merseyside ICB this year includes a section written by the nine Healthwatch on what the public expect from Primary Care services. This was based on feedback that we and the other Healthwatch received on this subject.

We hope to work with the ICB during 2024 - 2025 to find out from patients if the plan is making a difference to their experience of Primary Care services.



We also take the opportunity to work collaboratively with our neighbouring Healthwatch. We carried out visits to Whiston Hospital (A&E department and Children's A&E department) with Healthwatch Knowsley and Healthwatch St Helens. These visits led to the Trust implementing a number of our recommendations to improve the experience of patients using the hospital.

Working with Healthwatch Warrington, our project on discharge from Halton and Warrington Hospitals is leading to a review of the discharge process for patients.

Many local people have been experiencing long distressing stays in corridors of A&E departments. Healthwatch have been sharing feedback on how this impacts patients and helped in producing a 'Patient Experience Assessment Tool' for Accident and Emergency Corridor Care. While the priority has to be making sure patients don't need to receive their care on corridor trolleys, the checklist aims to maintain safety and dignity as much as possible while corridor care remains a sad reality.






Healthwatch  
Halton  
care centre

We make sure NHS  
decision makers  
use your feedback

[www.healthwatchhalton.org.uk](http://www.healthwatchhalton.org.uk)  
0300 777 6543

 /HWHalton

 @HWHalton

## Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.



# People's experiences of Hospital Discharge

**We published a report highlighting the experiences the public shared with us about hospital discharge from Warrington & Halton Hospitals. Thanks to this insight, the NHS and local authority will be reviewing the way the discharge process works so people can better understand what to expect during and after a stay in hospital.**

Experiences shared with us suggested a lot still needs to happen to make sure hospital discharge is as smooth as possible. There is a lack of consistency in conversations around any support needed upon discharge with one in four patients saying they were discharged without being asked if there were people to support them when they got home.

**42%** of respondents said they weren't asked about their communication preferences.



## What did you tell us about hospital discharge?

- 27% of patients were dissatisfied with how they'd been involved in conversations about their discharge.
- 43% of carers were unhappy with the discharge and follow-up care of their loved ones.

We urged the hospital trust, wider NHS and social care services to tackle these issues and to understand the importance of involving both the patient and their wider family or carers in these conversations.

We also called for more consistent implementation of the latest hospital discharge guidance.

## What difference will this make?

- Warrington & Halton Hospitals have taken our recommendations seriously and any new areas identified for improvement will be a priority in the Patient Experience Strategy for 2024.
- NHS Halton Place & NHS Warrington Place have listened to the recommendations and ensured us that improving the hospital discharge experience for patients will remain a focus for the whole NHS and social care systems locally during the coming year.

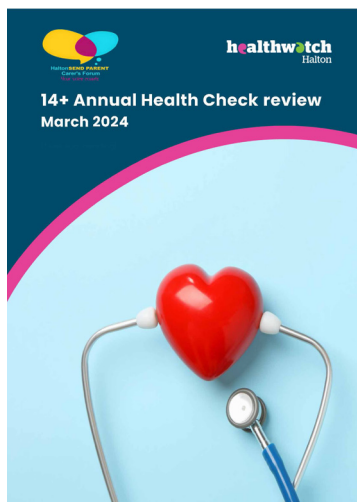


**"I'm registered blind, and no one asked about my preferences for communication and not a lot of people have communicated anything with me."**

# 14+ LD Health Check review

**Working with Halton SEND Parent Carer Forum (HSPCF) this year, we reviewed the eligibility for 14+ LD annual health checks in Halton and the impact for those with SEND who do not meet the criteria.**

We heard from 121 people, including ten young people and twelve health professionals.



While there was evidence of some positive experiences, the feedback highlighted a lack of continuity across GP surgeries in Halton as to what the checks entailed and the criteria for getting on to the LD register.

- 53% of people felt that those with SEND faced health inequalities in Halton
- 89% felt having an annual health check from a young age would help a young person get into a routine of seeing a medical professional and help with medical conditions.
- 48% were dissatisfied with the support they received.

## What difference will this make?

Halton Place has committed to work in partnership with HSPCF and Healthwatch Halton to co-produce the improvement of health services including:

- The introduction of a 'digital flag' on an individual's GP record to identify and review reasonable adjustments in advance of their Annual Health Check.
- Ensuring a fairer and more consistent approach is adopted across all Halton GP Practices in reviewing their LD register.
- Evaluation of the experiences of Annual Health Checks by service users and family members will be carried out to highlight areas for improvement or good practice.



**'I asked the nurse at my GP surgery about 14+ LD health checks for my child and was informed it is just to check that dental and optician checks are up to date.'**

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# Three ways we have made a difference in the community

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

## Improving choice around maternity care

**We shared with Mersey & West Lancashire Hospitals Trust the confusion faced by some pregnant women when trying to decide which Maternity Service to choose for their care and how to make contact.**

The Trust listened to our concerns and have added additional information on the maternity services section of its website with clear details of how to self refer to the maternity service.



## Supporting improvements in the care environment

**Every year NHS Trusts carry out Patient-Led Assessments of the Care Environment (PLACE). These assessments involve local people (known as patient assessors) going into hospitals as part of teams to assess how the environment supports the provision of clinical care, assessing such things as privacy and dignity, food, cleanliness and general building maintenance and, more recently, the extent to which the environment is able to support the care of those with dementia or with a disability.**

Our volunteers were heavily involved in supporting these, taking part in visits to Warrington & Halton Hospitals, Widnes Urgent Treatment Centre and Merseycare sites across Merseyside. The feedback provided by our volunteers on the assessments help drive improvements in the care environment.



## Improving SEND provision

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

In 2022 we ran a survey and conducted in-depth interviews to learn more about people's experiences of the Local Offer in Halton. Our report made eight recommendations to the Halton SEND Partnership Board, which we have continued to follow up on the progress of, through our place on the Children & Young People's Emotional Health & Wellbeing Board. We will continue to press for the recommendations to be implemented during the next 12 months.





## Hearing from all communities

**Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it 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:**

- Holding regular outreach sessions across the borough, including libraries, community centres and shopping areas.
- Meeting with Veterans to hear their experiences of local services.
- Engaging with groups supporting migrants and asylum seekers in Halton.
- Supporting the monthly Mental Health Hub sessions.
- Engaging with the Family Hubs in Halton to gather the experiences of families accessing the Hubs.

# Raising awareness of Family Hubs

**Healthwatch Halton were approached by Halton's Family Hubs to carry out engagement with people using the Hubs and Children's Centres, and to speak with people who hadn't used the service to find out some of the reasons why.**

Our report highlighted that people using the Hubs valued them highly, but often weren't always certain of all the services provided or the suitability for their families. Groups we met with, such as Transform Tots and Advanced Solutions SEN parent group, cited lack of awareness of the Hubs and the range of services available through them. Feedback also highlighted a need for a dedicated staff role to help build and develop links with groups and organisations across Halton.



## How did our report help?

- The Family Hubs took on board our report and will use the findings in the development of engagement and communication plans.
- Our recommendations supported the need for a dedicated staff role to engage and build links with parent and community groups and organisations, which is now in place.

# Listening to people's experiences

**Often the best way to gather people's views and experiences is to go and speak to them at the time they are actually accessing the service. During 2023-24 we've held 'Listening Events' at Whiston Hospital, Halton and Warrington Hospital and Runcorn & Widnes Urgent Treatment Centres (UTC), to get people's experiences of these services. In addition we focused on people's experiences of A&E by carrying out a joint visit to Whiston Hospital's A&E with Healthwatch Knowsley.**



We heard from 524 people during these visits. Feedback has pointed out what's good about services, often highlighting the hard work and dedication of NHS staff, while also pointing out areas where patients feel the services could improve.

Our reports and recommendations from these visits have been used by the services and the commissioners to help drive improvement for patients.



## 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, making 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 treatment
- Supporting people to look after their health during the cost-of-living crisis

# Helping veterans get the support they need

**We were contacted by Paul\*, a veteran who suffers from PTSD. He had been unable to get an appointment to see a GP.**

He said he couldn't get an appointment and didn't have access to emails to use Econsult / Patches. He had a telephone consultation with the practice and they stated they would provide a prescription but when he went to the pharmacy it wasn't there. He told us his PTSD started during lockdown and he had lost family members and his job and it had got steadily worse. He was unsure who to contact or what to do once he couldn't get to see his GP.

We were able to refer Paul to Operation Courage, an NHS service supported by trained professionals who are from, or have experience of working with, the Armed Forces community. They were able to help him to access the GP and provide support for the other issues he faced.

\*Name changed

Through our regular outreach at the Royal British Legion Veterans meetings we've been able to raise awareness of Operation Courage, ensuring local veterans receive appropriate help and support when needed.

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## Supporting people to get emergency dental treatment

**With local people facing ongoing problems trying to access NHS dentistry treatment, we have continued to offer information and support throughout the year on how to get help in an emergency.**

Access to NHS dental treatment continues to be one of the main enquiries for support we receive.

To help people make informed decisions on their dental care, we updated our website with information on what to do if you can't find a dentist as well as the steps to take in order to find an NHS dentist, how to look after your teeth and contact information for the local emergency dental line. Since adding the information in August 2023 more than 240 people have accessed the information.

### Partnership working

Working closely with the NHS Cheshire & Merseyside Dental Team, this past year we've been able to support more than 30 people in desperate need of urgent dental treatment to be seen and treated as NHS patients.



Throughout the year, we have worked collaboratively with all local Healthwatch across Cheshire & Merseyside to jointly escalate the issues we have been hearing about and suggest how funding can be used to improve access to dental care.



# 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:**

- Supported our 'Listening Events' at local hospitals and Urgent Treatment Centres, helping us to capture real time feedback from more patients and carers.
- Attended meetings to keep up dated on local health and social care issues, share Healthwatch Halton's work and ensure the patient voice is heard.
- Helped out with office tasks.
- Joined us on 'Enter and View' visits to local care homes, to see how services are run and collecting views and experiences of residents and their families.
- Spread the word about Healthwatch Halton, the importance of patient feedback, and our signposting services by sharing leaflets in local venues, with their network and on social media via local community pages.
- Reviewed ease of use and accessibility of GP websites.

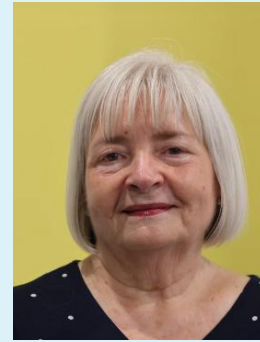




“Volunteering for Healthwatch Halton has been a great way for me to give back to my local community. I have been able to use my skills, knowledge and experience by being a voice for others locally who sometimes find it difficult and or struggle to be heard by our healthcare professionals.

I’ve thoroughly enjoyed my time on the Advisory Board. I’ve helped out on PLACE visits at our local NHS hospitals and I found it really useful being part of the patient panel on discussions for the Community Diagnostics Centre next steps at St. Helens hospital.”

If you feel this is something you would like to be involved in doing then get in touch with the team, just like I did.”



Lorna -  
Healthwatch Volunteer



“I find volunteering for Healthwatch Halton is a varied and interesting role. I’ve enjoyed getting out in the community to let people know all about Healthwatch Halton and how it can help, support and inform them about health and social care issues locally.

I’ve particularly enjoyed Enter and View visits of health and social care services to identify and share good practice or identify any issues.

There are plenty of ways to get involved with Healthwatch that are just waiting for you so come along and join us even if you only have few hours to spare!”



Barbara -  
Healthwatch Volunteer

## Do you feel inspired?



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

 [www.healthwatchhalton.co.uk/volunteer](http://www.healthwatchhalton.co.uk/volunteer)

 0300 777 6543

 [volunteer@healthwatchhalton.co.uk](mailto:volunteer@healthwatchhalton.co.uk)

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# Advocacy Hub support

The Advocacy Hub service sits alongside Healthwatch Halton and referrals to it are often received via Healthwatch Halton, and similarly, information and signposting advice is given to advocacy clients through Healthwatch Halton, providing a holistic service to every person who contacts the service.

Healthwatch Halton provides the NHS Independent Complaints Advocacy Service (ICAS) for Halton. The advocacy service helps people to understand how the NHS complaints process works, and supports them where needed.

## NHS Independent Complaints Advisory Service (ICAS)

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

### During the past year:

998 people accessed information about the Healthwatch Halton Advocacy Hub on our website, with 133 accessing information on ICAS.

36 people contacted Healthwatch Halton directly for information on raising a concern or making a formal complaint about their treatment or care. These were provided with information to progress their complaint themselves, or signposted for further support.

During the year, 25 people required practical support from our ICAS Advocate to help them through the NHS complaints process

### Statutory Advocacy Services

The Advocacy Hub provides statutory advocacy services for NHS Complaints advocacy (ICAS), Independent Mental Capacity Advocacy (IMCA), RPR/ DoLs Statutory Advocacy, Independent Mental Health Advocacy (IMHA) and Care Act Advocacy. Where non-statutory advocacy referrals are received the advocacy service will provide information and signposting to other sources of support for individuals where relevant and appropriate, encouraging service users to self-advocate wherever possible. Over the past year, the service has continued to see a year-on-year increase in referral numbers. The level of complex cases also remains high, so the team have had another very busy year providing quality advocacy support throughout the borough.

#### Case numbers for 2023/2024

- 133 RPR cases (a 40% increase)
- 39 DoLs referrals (a 26% increase)
- 91 Care Act referrals (a 14% increase)
- 62 IMCA referrals (a 28% decrease)
- 266 IMHA referrals (a 3 % increase)



# 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 and expenditure

Income		Expenditure	
Funding from Local Authority	£129,164	Expenditure on pay	£91,011
Additional income	£13,949	Non-pay expenditure	£25,214
		Office and management fees	£25,054
<b>Total income</b>	<b>£143,113</b>	<b>Total expenditure</b>	<b>£141,279</b>

### Additional income is broken down by:

- £729 received from Healthwatch England for work on a project on Community Diagnostic Centres.
- £11,720 received from the local authority for work on a project.
- £1,500 received from Healthwatch England as contribution towards the CRM replacement.

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## Next steps

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**Our focus for the next year will be on:**

### Primary Care services



Later this year we'll be speaking to patients about their experiences of accessing services with a focus on how people are making use of the range of options available.

### Maternity services



In 2021 we carried out a project looking at Maternity Services for Halton. This year we intend to follow up on this, to see where improvements have been made and where there may still be room for improvement.

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In addition, capacity permitting, our workplan for the coming 12 months includes:

- 'Listening Events' at local hospitals, GP practices and other NHS sites, such as Urgent Treatment Centres.
- Community outreach sessions at public venues across Halton including local community centres, shopping areas and libraries.
- Enter & View visits to Care Homes and other local services.
- Follow-ups on previous reports which looked at Domiciliary Care services, the SEND Local Offer and CAMHS services.
- Continued work on developing a 'Youthwatch' Halton, to help ensure we hear the voice and needs of young people across Halton.

# Comments from stakeholders



“Healthwatch Halton continues to be a vital member of the One Halton Partnership Board and pro-actively ensures the invaluable voices of people who use local services help to shape the Board’s work. An example of this is their recent system report on the patient discharge experience within Warrington and Halton Teaching Hospitals Trust and into the wider community, which explored how service users felt during this time and onwards into their place of discharge.

Keeping the borough’s people at the centre of One Halton’s communications and involvement approach, Healthwatch Halton contributes to the partnership’s Communications and Involvement Network, which helps residents, patients, carers, staff and stakeholders feel a part of One Halton and understand how, by working together, we can improve health and care across Halton.

By working together, we can improve the health and wellbeing of the population of Halton by empowering and supporting local people from the start to the end of their lives. Healthwatch Halton’s commitment to this shared vision is to be commended. I wish them every success for the future.”

**Denise Roberts, Associate Director of Quality and Safety Improvement for Halton Place, NHS Cheshire and Merseyside**



“We are fortunate to have a really strong Healthwatch network in Cheshire and Merseyside. In 2023-24, our nine local Healthwatch organisations continued to play an influential role in the work of both NHS Cheshire and Merseyside and our wider Health and Care Partnership – as an equal partner and constructive critical friend. I, personally, really value the vital contribution that each Healthwatch organisation – and the wider Healthwatch network – continues to make to our Integrated Care Board, our nine Place Partnerships, and many important programmes of work.

Most important of all, remains the unique value that the Healthwatch network brings in connecting system partners to people’s views and experiences of the health and care services that we provide – in doing so helping us to identify and implement improvements.”

**Graham Urwin, Chief Executive, NHS Cheshire & Merseyside**



# Statutory statements

Healthwatch Halton, A.R.T. Centre, Tan House Lane, Widnes WA8 0RR  
Engaging Community Solutions CIC (ECS), Meeting Point House,  
Southwater Square, Telford, TF3 4HS

Healthwatch Halton 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 Independent Strategic Advisory Board consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met four times and made decisions on matters such as reviewing and approving our work plan priorities for the coming year, and approving publication of our reports.

We ensure wider public involvement in deciding our work priorities by reviewing themes raised in the public feedback we collect, using insight from information and signposting enquiries and by running a yearly Healthwatch public priorities survey.

## 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 can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, email and social media. We provide a web form on our website to allow people to contact us and leave feedback on services. We hold outreach sessions at venues across Halton as well as attending meetings of community groups and forums.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard from. This year we have done this by carrying out regular outreach sessions across the community and working with groups such as Trinity Safe Space, Royal British Legions Veterans, Halton YMCA, and Halton Pride.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, [www.healthwatchhalton.co.uk](http://www.healthwatchhalton.co.uk) and hard copies are made available.

## Responses to recommendations

We had no providers who did not respond to requests for information or 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

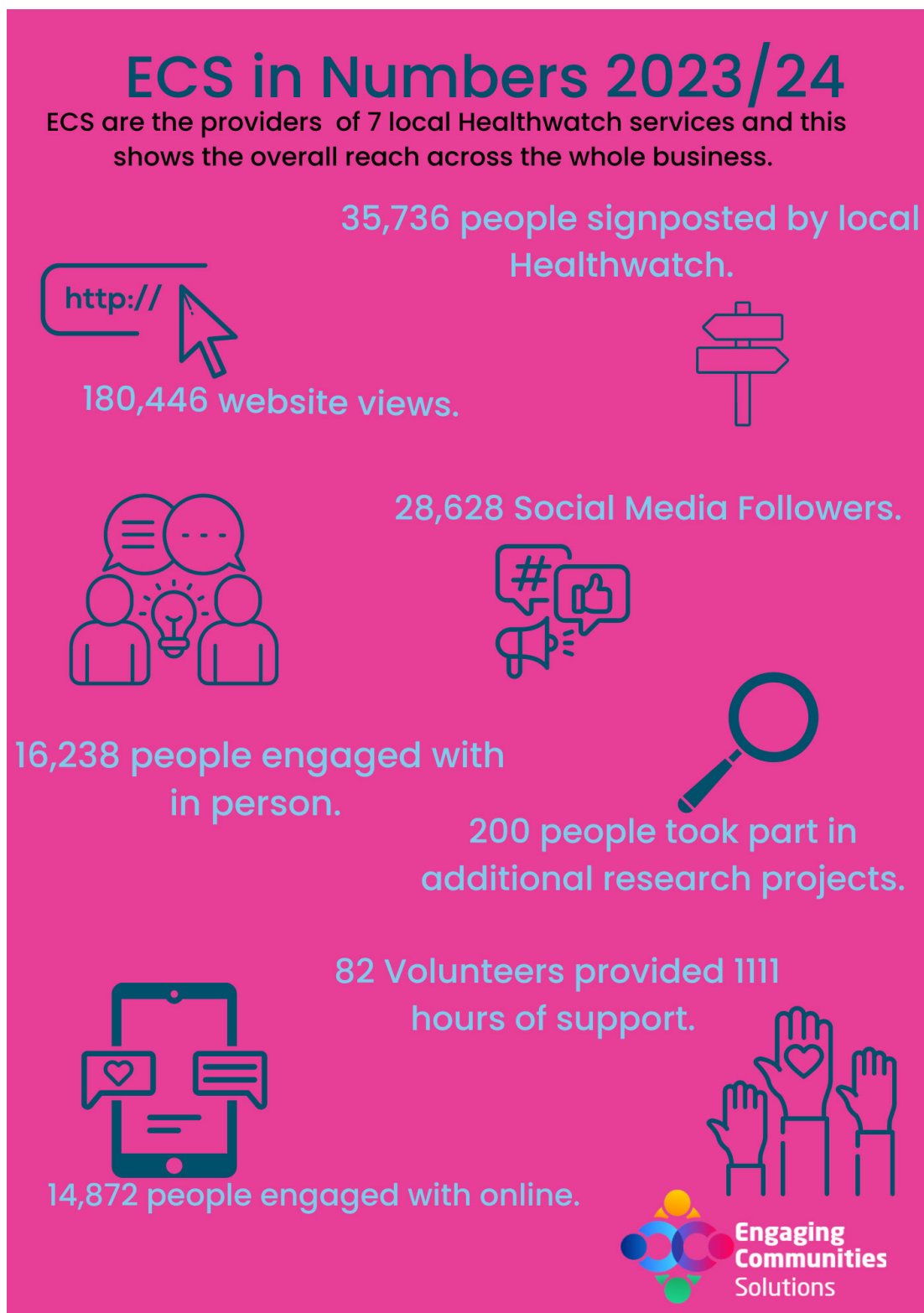
We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area for example, we share information with service providers and commissioners of service and take information to decision makers for example presenting on the dental crisis to the Halton Health and Wellbeing Board.

We also take insight and experiences to decision makers in the One Halton Partnership. For example, we share with the Health and Wellbeing board, Quality and Performance Group and Primary Care Commissioning Group and Children & Young People's Emotional Health and Wellbeing Partnership Board. We also share feedback and reports to our local NHS trusts' patient engagement committees through our representatives on these committees.

**Healthwatch Halton is delivered by Engaging Communities Solutions CIC (ECS), a Community Interest Company with the vision to inspire change and improve outcomes.**

At ECS, our mission is to be the voice of the public in the design and delivery of public services. Across England, we deliver seven Healthwatch services, two advocacy services and offer bespoke research, consultation and engagement services. Each year, we look back and reflect at the collective impact our local Healthwatch have had.

Here are our highlights in numbers for 2023/24:





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## Enter and view

This year, we made four Enter and View visits. We made **30** recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Ferndale Court	To view the quality of the care provided	Wrote a report with recommendations – the service responded and followed up on these.
Millbrow Care Home	To view the quality of the care provided	Wrote a report with recommendations – the service responded and followed up on these.
Halton View Care Home	To view the quality of the care provided	Wrote a report with recommendations – the service responded and followed up on these.
Madeline McKenna Court	To view the quality of the care provided	Wrote a report with recommendations – the service responded and followed up on these.

Improvements put in place following our recommendations included:

- Implementation of an environmental improvement plan at Ferndale Court to enhance the environment, and surroundings for residents, along with new furniture.
- Introduction of a **'You said, we did'** board at two homes to help support information sharing within the homes.
- Recruitment of Activities co-ordinators at Halton View Care Home and Millbrow Care Home.
- Recruitment of Admin support staff at Madeline McKenna Court.
- Dementia friendly signage introduced at Madeline McKenna Court.

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## Healthwatch representatives

Healthwatch Halton is represented on the Halton Health and Wellbeing Board by Lydia Hughes, Healthwatch Halton Interim Chair. During 2023/24 our representative has effectively carried out this role by sharing public feedback with the board and presenting findings from our reports.

Healthwatch Halton is represented on the One Halton Partnership Board by Dave Wilson, Healthwatch Halton Chief Officer.

# healthwatch

Halton



## Engaging Communities Solutions

Healthwatch Halton is a hosted Healthwatch delivered by  
Engaging Communities Solutions CIC (ECS)  
Meeting Point House, Southwater Square  
Telford TF3 4HS

🌐 [www.weareecs.co.uk](http://www.weareecs.co.uk)

☎ 0800 470 1518

✂ @EcsEngaging

Healthwatch Halton  
A.R.T. Centre  
Tan House Lane  
Widnes  
WA8 0RR

🌐 [www.healthwatchhalton.co.uk](http://www.healthwatchhalton.co.uk)

☎ 0300 777 6543

✉ [enquiries@healthwatchhalton.co.uk](mailto:enquiries@healthwatchhalton.co.uk)

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