

Healthwatch Halton

Annual Report 2015/16

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Message from our Chair



Welcome to the 3rd Healthwatch Halton Annual Report.

It has been a great year for our organisation. As you can see from the highlights on Page 3, we have been extremely busy. We have looked at a number of topics and carried out some great work. I would like to highlight the project undertaken with our neighbouring Healthwatch in Knowsley, St. Helens, Warrington and Wigan; this is a wonderful example of how Healthwatch can make a positive difference for service users.

We have also supported over 1,100 Halton people to have their say on a range of issues. We have helped inform people about changes in legislation due to the new Care Act and our Enter & View Team has been busy visiting homes to help ensure that care home residents receive the level of care they deserve.

We could not have managed all this without our superb staff team (Dave, Irene and Julie), our team of Directors (Mike, Paul and Jim) and our hard working volunteers of the Healthwatch Board (Brian, Carl, Dawn, Doreen, Pauline, Roy, Sue, Tom and Sue), not forgetting all the

volunteers who help us in numerous ways throughout the year. I am extremely grateful to all of them for all their efforts. As a new Chair it was inspiring to me to lead such a talented and dedicated team of people.

It would be remiss of me not to mention the magnificent contribution made by Lyn Williams who retired as manager of Healthwatch Halton in March. Lyn worked tirelessly to improve health and social care services for the people of Halton over many years. She was a one of a kind.

Looking at the coming year, we have a number of issues to look at. We're also going to undertake a Halton wide engagement campaign. Our work is driven by the views of local people so do not miss the opportunity to have your say.

We are a small team and we always welcome new volunteers to join in, so please do get in touch if you or someone you know wants to get involved.

Contact us on 0300 777 6543 and have a chat with Julie, Irene or Dave, or visit our website, www.healthwatchhalton.co.uk.

A handwritten signature in black ink that reads "Hitesh N Patel".

Hitesh Patel - Chair

Our year at a glance

We have held

67

outreach sessions to gather peoples experiences of local services



Our volunteers have given over

500

hours of their time to support our work

Our volunteers help us with everything from gathering views to taking part in Enter & View visits



Over 1100 people gave us their views in the last year on a range of health & social care issues



Our reports have tackled issues ranging from

Flu jabs to Mental Health Services



The number of visitors to our website has increased by

48%



This year we've carried out **23** Enter & View visits to local services.



We've met hundreds of local people at our community events



Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

We will strive to be the lead organisation which helps all local people influence and change the way their health and social care services are delivered.

Healthwatch Halton seeks to be an effective, powerful and independent local voice for health and social care within Halton and its membership reflects the diverse communities in Halton. This can be summed up simply by 5 'i's, where we:

Inform; Involve; Investigate; Influence and we're Independent!

Our priorities

Healthwatch Halton's strategic objectives for 2015/16 are as follows: -

1. Gather the views and understanding the experiences of patients and the public
2. Make people's views known, including those from excluded and under-represented communities
3. Provide information to patients and public about access to health and care services and promote informed choice in health and social care services
4. Support individuals to get information and independent advocacy if they need help to complain about NHS services
5. Act as a local consumer champion, representing the collective voice of patients, service users, carers and the public through its statutory seat on the Health and Wellbeing Board
6. Exercise real influence on commissioners, providers, regulators and Healthwatch England, using our knowledge of what matters most to local people
7. Fulfil statutory duties and functions, holding providers and commissioners of health and social care services to account
8. Raise the profile of Healthwatch Halton to ensure that we are known to the public and strategic partners in Halton
9. Report concerns about the quality of local health and social care services to Healthwatch England which can then recommend that the Care Quality Commission take action.

Healthwatch Halton support team

For 2015-16 we had 3 full-time staff and 1 part-time member of staff.

- Lyn Williams, Manager; (Retired March 2015)
- Dave Wilson, Communications & Information Officer
- Irene Bramwell, Outreach & Intelligence Officer
- Julie Doyle, Administration Officer

During this year we also said goodbye to Lyn Williams as Manager of Healthwatch Halton. Lyn has made a huge contribution to the development of Healthwatch during the past three years and will be much missed.

Our Board

Healthwatch Halton is a CIC (Community Interest Company). As well as a board of 4 directors it has a management board consisting of volunteers and representatives from local voluntary organisations.

- Hitesh Patel - Chair & Director
- Paul Cooke - Director
- Mike Hodgkinson - Director
- Jim Wilson - Director
- Brian Miller - Volunteer
- Carl Harris - Halton Carers' Centre
- Dawn Kenwright - Age UK Mid Mersey
- Doreen Shotton - Volunteer
- Pauline Ruth - Volunteer
- Roy Page - Volunteer
- Sue Ellison - Volunteer
- Sue Parkinson - SHAP
- Tom Baker - Halton Disability Partnership

The management board meet on a bi-monthly basis. At these our on-going work is discussed and reviewed. The Healthwatch Halton support team also give updates on any themes, trends and issues that have been highlighted from engagement with and feedback from the public. The management board discuss and review these issues with the staff and consider how best to carry out our activities.

Listening to people who use health and care services



Gathering experiences and understanding people's needs

We realise the importance for our work to be based upon the needs of local people. We also understand that there is no one ideal way in which to gather people's experiences on local health and care services. With this in mind, we use a variety of different ways to gather people's experiences including:

Outreach events

In the past year, we have held **67** outreach sessions, engaging with hundreds of people at local venues including the following:

- Halton People's Health Forum
- Community Centres
- Party in the Park
- Improving Me Launch Event
- Care Homes
- Local Markets - Widnes & Runcorn
- Riverside College
- Ignite your life - 5 Boroughs Partnership NHS
- Urgent Care Centres
- Halton Hospital - Family Open Day
- Warrington Hospital and Whiston Hospital
- GP Practices

Group work

We are actively involved in a number of groups across Halton including:

Umbrella Halton

In October 2015 we worked with Umbrella Halton and SHAP to organise an information day 'Hello Halton' at Riverside College. The

event was primarily directed at ESOL students but anyone could attend. Umbrella Halton is a minority ethnic support group for Widnes and Runcorn. The aim of the group is to promote racial harmony, equality and diversity and to improve the lives of people from minority ethnic backgrounds who live, work and visit Halton.

INVOLVE

During the past 12 months we have attended meetings of INVOLVE which is a participation group whose role is to act as a critical friend to Halton's Children's Trust on participation. INVOLVE has strong links with Halton Safeguarding Children Board and the group acts in an advisory capacity on participation, advising on how best to involve parents, children and young people in decision making processes.

Website feedback centre

Through the feedback centre on our website, www.healthwatchhalton.co.uk, people can easily share their experiences of using local health and care services. During the past 12 months over 300 people have shared their experiences, good and bad, through the feedback centre. This feedback, together with all the other information we gather, is analysed and used to help set our priorities, ensuring that they reflect the needs of local people.

Newsletter and e-bulletins

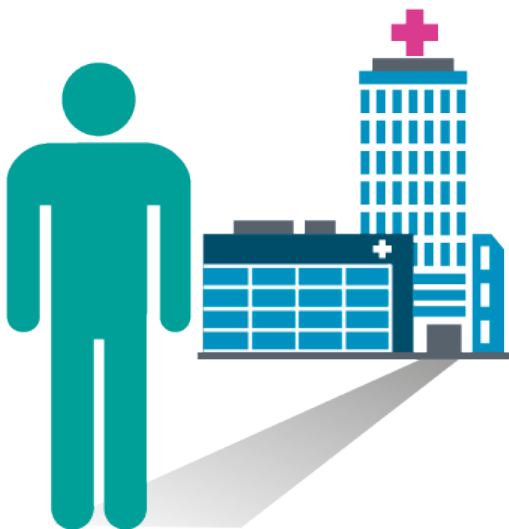
We produce a printed newsletter 2-3 times a year, about 750 copies are posted to Healthwatch Halton members and a PDF version is emailed to over 650 members.

Our monthly e-bulletin is sent out to over 1400 people and local organisations.

What we've learnt from visiting services

During the past 12 months our Enter & View team have carried out a total of **23** visits to local services:

- We visited 7 local care homes as part of an ongoing review of the quality of care provided to residents in local care homes.
- Visits took place to 4 wards at Warrington & Halton Hospitals NHS FT, two of these were carried out as part of joint work with Healthwatch Warrington looking at the provision of services across Warrington & Halton Hospitals NHS FT.
- Visits to 10 inpatient wards at 5 Boroughs NHS Foundation Trust (5BP) were carried out as part of a cross boundary project with 4 other local Healthwatch (Knowsley, St Helens, Warrington and Wigan), to review equity of service across 5BP.
- Visits to our 2 new local Urgent Care Centres took place to view the changes to the centres, following the upgrade of the services from the Walk-in-Centres, and to gather people's experiences of visiting the centres.



Our authorised Enter & View representatives for 2015/16 were:

- Michael Hodgkinson
- David Wilson
- Susan Ellison
- Susan Parkinson
- Irene Bramwell
- Lyn Williams
- Lyndsey Bushell
- Doreen Whimperley
- Lorna Plumpton
- Jill Marl
- Kate Bacon
- Hubert Gabrysczewski

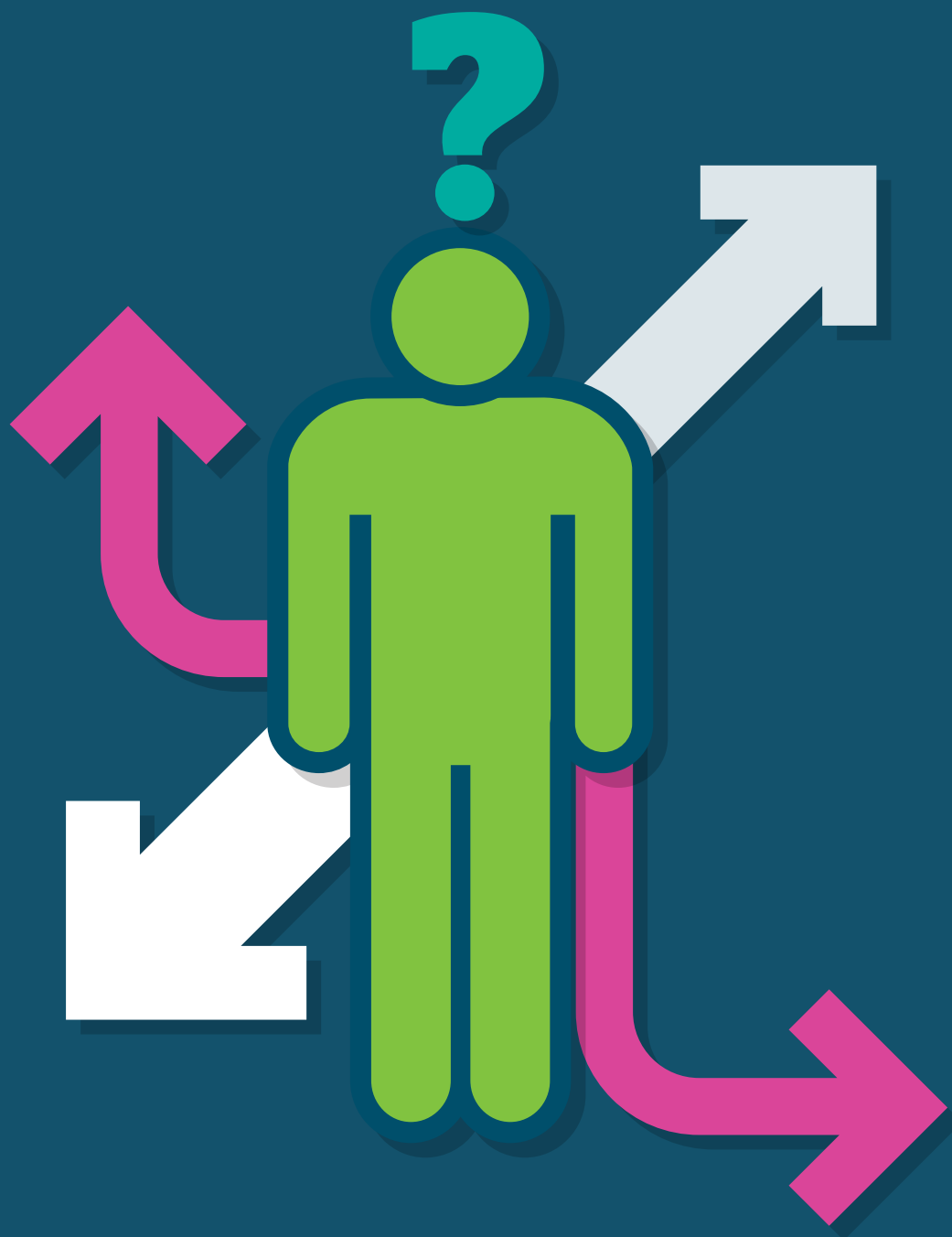
Enter & View visits are not intended to specifically identify care concerns and safeguarding issues. However, if they are observed or disclosed by individuals during the visit Healthwatch Halton follow our own internal and external Halton Borough Council Safeguarding policy and procedure.

Safeguarding issues were raised with the local authority following two of our visits and action was taken by the local authority.

Copies of all reports are routinely sent to the service providers and commissioners.

All our reports are published on our website and promoted through our e-bulletins, newsletters and social media.

Giving people advice and information



Helping people get what they need from local health and care services

We provide an office based information and signposting service with phone calls and emails being answered by members of the support team. In addition we also provide information and signposting when we hold or attend events and when we carry out any outreach activities in the community. During the past 12 months we have dealt with over 300 requests for help and support, via email, website, social media, telephone and face to face enquiries such as:

Face to Face

We spoke with a lady who was the sole carer for her husband, who had a long term health condition. We found out that she received no help or support at all with caring for her husband and that she was unaware that she may be entitled to support. We gave her information on the various support that might be available for her and referred her to Halton Carers' Centre and the Halton Disability Partnership for help.

Telephone

A caller wanted details on which dental practices were taking on NHS patients. We gave contact details for the two closest services and also gave information on access to emergency dental treatment.

Website

We received an enquiry through our website from a Halton resident who had read an article on Patient Participation Groups (PPG's) that we had published. She explained that she was disabled and currently housebound and wondered if there was a way to get involved in her local PPG. We contacted the GP practice and explained the situation. The practice gave us information on how the patient could get involved in their PPG as a 'virtual' online member. We got back in touch with the patient

and explained how she could be involved and gave her the contact details for her practice PPG.

Keeping people informed

In May 2015 we ran information stalls in our two local markets during the national 'Love your Market' campaign. Due to the success of these stalls we are planning to hold a series of monthly health themed information days in the market in the coming year.

October 2015 saw the production of the first issue of our free Health & Social Care Signposting Directory. This directory was distributed across the borough to GP practices, pharmacies, care homes, libraries and was also made available for download through our website.

The directory contains information on health and social care issues such as Personal Health Budgets, the Care Act and NHS Health Checks as well as contact details for a range of local services. We've had many positive comments on the directory and found in particular that older people really valued a printed directory of local services

“Continue with your good work on all things... care home visits and domiciliary service work is important”

Anonymous comment - feedback form



How we have made a difference



Joint Healthwatch project - 5 Boroughs Partnership NHS FT

During 2015/2016 Healthwatch Halton worked collaboratively with four other local Healthwatch to carry out a series of Enter & View visits, to explore equity of service delivery across in-patient mental health services provided by the 5 Borough Partnership NHS Foundation Trust in Halton, Knowsley, St Helens, Wigan and Warrington.

The purpose of the visits was defined as:

- To identify what services are offered in each borough
- The standard and ease of access to those services
- To obtain service users feedback on the quality of services
- Analysing commonality/difference in services provided across different boroughs

These visits covered 10 wards across 5 locations. During the Enter & View visits, Healthwatch Authorised Representatives observed the care environment in both female and male acute wards providing care for adults experiencing functional mental health needs.

Reports were produced following each visit with a total of 14 individual recommendations and a final overall summary report was produced with 5 main recommendations.

Meetings with the Trust are planned to discuss the recommendations of both the final and individual reports. All 5 local Healthwatch will be monitoring feedback across the service during the next year and will provide updates to the Trust on a regular basis.

Care Act Event

The introduction of the Care Act on the 1st April 2015 represented one of the most significant changes to Adult Social Care legislation in years. We were hearing concerns from many people, and local voluntary groups, over what effect the new act would have on them. In May 2015 we worked in partnership with Halton Disability Partnership, and Halton Borough Council, to hold an event to look at some key areas of the new Care Act, with a view to raising individual awareness of the new Act.

The day was split in to two sessions with the morning session focussing on information on the Act, the possible effects on carers and a service user's perspective of the Act. The afternoon session offered 'bite-size' workshops covering:

- Assessment & Eligibility
- Finance
- Prevention
- Information
- Complaints
- Advocacy
- Safeguarding

Over 80 people attended the event and feedback was very positive.

“It was a good day for people with disability.”

Attendee - Care Act Event May 2015



A behind the scenes look at your prescription - 'Fact or Fiction' event

Reports in the media had highlighted Halton as an area that had one of the highest rates for prescribing antibiotic prescriptions in England. This concern was raised with us by members of the public. Following further background research from Healthwatch Halton and discussions with the Medicines Management team at NHS Halton CCG it was agreed that Healthwatch Halton would cover this issue at our next 'Fact or Fiction' event.

The purpose of the event was two-fold:

1. Raise awareness of the growing concerns around antibiotic resistant bacteria
2. Highlight the roles of local community pharmacists and GP's in medicines management

Prior to and following the event we contacted the local press and gained good coverage on the issue, highlighting both the need for awareness of antibiotic resistance and the role played by community pharmacists and GP's.

NHS Halton CCG believe working with Healthwatch is vital as they are a key link with their members and the public when working in partnership on key issues. It's also important to hear what they say on any compliments and concerns that may arise in the NHS services they receive. This way we can all help influence and change things for the better. “

Medicines are the most common healthcare intervention that a patient is likely to receive and so the personal impact of the use of medicines is significant for the whole population.

“The patient perspective is essential if we are to make lasting and effective improvements with medicines and the collaborative approach with Healthwatch allows us to gain that vital insight. We look forward to continuing this work with them during the coming year.”

Lucy Reid - NHS Halton CCG



'A behind the scenes look at your prescription' event - Question Time Panel

Working with other organisations

Care Quality Commission

We are continuing to build our working relationship with the CQC. We share our reports, and any other intelligence we gather, to help inform and support any inspections they carry out on local health and care services.

We promoted two CQC Listening Events and submitted information to the CQC for their inspection of Knowsley & St Helens Teaching Hospitals NHS FT in August 2015.

We have also promoted details of CQC inspections on NHS Trusts in surrounding areas including:

- Liverpool Heart and Chest NHS Foundation Trust
- Royal Liverpool and Broadgreen University Hospitals NHS Trust

We have good working relationships with our neighbouring local Healthwatch working closely both informally through information sharing and more formally with joint pieces of work such as the 5 Boroughs NHS project. This project was highly commended at the 2015-16 Healthwatch Network Awards.

We are currently involved in the Healthwatch England pilot group working on the development of the Healthwatch CRM database.

We were one of the 101 local Healthwatch that supplied information to Healthwatch England used in the 'Safely Home' Special Inquiry looking at what happens when people leave hospital and care settings?

NHS Halton CCG

We work closely with NHS Halton CCG and wherever possible promote and support them in patient engagement. We also have representatives sitting on many of their committees to ensure the voice of local people is heard.

“NHS Halton Clinical Commissioning Group Governing Body took a decision early in the life of the CCG to include on the Governing Body, and other key committees, members from Healthwatch. The support and challenge these members offer on behalf of local people is valued by the CCG and has made a positive impact of the work of the CCG.”

NHS Halton CCG

Halton Dementia Alliance

As a member of the Halton Dementia Alliance we have been actively involved in the Dementia Community Provider Forum. The work of this group has helped in the implementation of the Dementia Care pathway across Halton.



Involving local people in our work

Healthwatch Halton actively supports and encourages local people to get involved in our work in a variety of ways.

We regularly promote surveys and consultations that are taking place and encourage people to get involved. During the past 12 months these have included:

- Survey for parents and carers of children and young people with diabetes
- What do people think of Community Pharmacy?
- Community Transport Survey
- Seeking your views on sight and hearing services
- Consultation: Supporting people's choices on discharge from hospital
- Cancer Drugs Fund Consultation
- What do you want from the NHS in the future? Have your say
- What do you think of North West Ambulance Service?
- Consultations launched into voluntary sector role in health and care

Volunteers

Our volunteers play a vital role in helping us to carry out our statutory activities. They get involved in a number of ways, such as:

- Board members
- Enter & View authorised representatives
- PLACE (Patient Led Assessment of the Care Environment) Assessors

- Healthwatch representatives (We have representatives attending a total of over 200 meetings per year.)
- Helping out at outreach sessions

Health and Wellbeing Board

Hitesh Patel, Chair of Healthwatch Halton, takes up our seat on the Health and Wellbeing Board. He has taken an active role in meetings and ongoing development sessions, and is actively supported by the Healthwatch Halton support team.

Quality Account

Each year we are invited by local NHS healthcare providers to review and submit a statement for inclusion in their annual Quality Account reports.

Quality Accounts are an important way for local NHS services to report on quality and show improvements in the services they deliver to local communities and stakeholders.

The quality of the services is measured by looking at patient safety, the effectiveness of treatments that patients receive, and patient feedback about the care provided.

These reports are lengthy and tend to be complex and we must give credit to the members of our Quality Account sub group who review and give comment on them.

This year we have reviewed and commented on Quality Accounts for:

- Warrington & Halton Hospitals NHS FT
- Knowsley & St Helens Teaching Hospital NHS Trust
- Bridgewater Community Healthwatch NHS FT
- 5 Boroughs Partnership NHS FT
- Halton Haven Hospice

Our work in focus



Our work in focus: Mental Health

Mr T contacted Healthwatch Halton via telephone to raise concerns with regards to his adult son, diagnosed with Autism, who was detained under Section 3 of the Mental Health Act and placed in a local specialised mental health facility. Mr T explained that he had been provided with the Healthwatch Halton contact number by the national MIND helpline. As the mental health facility was located in the borough of Halton.

Mr T lived in North Yorkshire which meant travelling 400 miles a week to visit his son. His son had been placed out of area and was currently on the discharge pathway and would be living with Mr T on discharge.

Mr T was concerned that staff at the facility had told him that his son would be moved due to financial and staffing shortages, this was despite his son's psychiatrist maintaining that a move would be detrimental to his son's mental health. This concerned Mr T as his son's home visits had been curtailed. Mr T was told this was due to staff shortages and cost savings. He felt this jeopardised his son's chances of discharge, as these required an escort and evidence from the home visits was to be used in his son's mental health tribunal.

We contacted the mental health commissioner at the NHS Halton Clinical Commissioning Group. The commissioner explained that in line with the Winterbourne Review it was highlighted that individuals diagnosed with learning disabilities ideally should be located in their own area so assuring transformation policies and guidelines are followed. We were also told that Mr T and his son should come under the care of NHS Scarborough and

Ryedale Clinical Commissioning Group, which should not create a financial problem with Mr T's son receiving specialised care in Halton, providing Mr T wished for his son's care to still be provided in Halton.

We contacted Mr T and gave him the information provided by the mental health commissioner. Mr T was also provided with the contact details for NHS Scarborough and Ryedale Clinical Commissioning Group and Healthwatch North Yorkshire.

Following on from this Mr T contacted Healthwatch Halton to thank the team for their support.

He explained that he had contacted the Scarborough and Ryedale Clinical Commissioning Group via email, giving details of his concerns and the response from NHS Halton Clinical Commissioning Group. In addition he told us that he had contacted Healthwatch North Yorkshire to enquire about volunteering on issues surrounding mental health and young people as he was pleased with the information, support and outcomes he had by contacting Healthwatch Halton.



Our work in focus: Care Home concerns

We were contacted by a Halton resident, Mrs D, whose mother was receiving rehabilitation care at a local care home following a 6 week stay in hospital.

She had decided to contact Healthwatch Halton as she and other members of her family had concerns regarding the care their mother was receiving and also the care and treatment of other residents at the home

Mrs D had been told, by her mother, that a carer had used abusive language to her when attending to her personal care. Another family member later witnessed the same carer making abusive gestures. The deputy manager spoke to Mrs D's mother and reassured her that the carer had been reprimanded and to inform her if any other issues occurred.

The family raised further concerns with the home including their mother being told to 'wait or soil yourself', when asking to be taken to the toilet or provided with a bed pan. However no feedback was provided to the family.

Healthwatch Halton contacted Halton Borough Council and spoke with the monitoring officer attached to the home to raise the concerns, and also raised a safeguarding alert.

Mrs D contacted Healthwatch to let us know that following our intervention matters had improved.



be a
volunteer



Whatever your skills or experience, as long as you are passionate about improving health & care services in Halton, we want to hear from you.

Our plans for next year



Future priorities

As Healthwatch Halton moves into its fourth year we will be carrying forward a number of projects for completion in the coming year. These projects will be covered in more detail in our 2016/17 Annual Report. A lot of the background work (engagement, meetings, research and analysis etc) that goes into producing these pieces of work has taken place during this year and is worthy of mention.

Domiciliary Care (Care at Home) - Concerns over the varying quality of domiciliary care provision in Halton had been raised with us by members of the public, Halton Disability Partnership and Age UK Mid Mersey.

With the support of the local authority a survey was sent to approximately 800 people receiving care at home services, to gain their views on the service they received. Almost 150 responses have been received from this survey. These responses and the feedback gathered from home visits, and experiences given to us by members of the public, are currently being reviewed.



Hospital Discharge - Following on from the Healthwatch England 'Safely Home' special inquiry, into discharge from hospital, we were hearing from members of the public and local support organisations that the discharge process didn't always run smoothly. It was agreed by our management board that we look into this in more depth. Work has been ongoing, with the support of Halton Carers' Centre, Age UK Mid Mersey and Red Cross Halton.

CAMHS Project - 'Your voice counts' Teachers' resource pack.

In early 2016 Healthwatch Halton were successful in obtaining grant funding to carry out an exciting new project encouraging pupils to talk about their experiences and share their views of local health and/or social care services so that long-term, positive change can be effected.

The project is just starting to roll out in some primary and junior schools in Halton and we expect the number involved to grow with the start of the new school year in September.

Upcoming workplan

Mental Health - Early Intervention - Pathway review

Maternity services - Better Births - Review of provision of maternity services for mothers in Halton.

Our full plans for 2016/17 will be determined by the comments we are receiving from the public and insight gathered on local and national issues.

In addition, we will be planning a borough wide engagement campaign for the second half of the year, details of which will be published on our website, www.healthwatchhalton.co.uk

Our people



Decision making

Healthwatch Halton is a CIC (Community Interest Company). As well as a board of 4 directors it has a management board consisting of volunteers and representatives from local voluntary organisations.

The management board meet on a bi-monthly basis. At these our on-going work is discussed and reviewed. The Healthwatch Halton support team also give updates on any themes, trends and issues that have been highlighted from engagement with and feedback from the public.

The management board discuss and review these issues with the staff and consider how best to carry out our activities.

Involving our volunteers

Volunteers are vital to our work and we'd like to take this opportunity to thank them all for their dedication and enthusiasm to help out.

We are currently carrying out a review of our volunteering offer and are looking to produce a new volunteer strategy and also at the introduction of a new Healthwatch Champion role. This role will help in supporting our engagement work and raising the profile of Healthwatch Halton across the borough.

We have a number of volunteer drop-in sessions planned where we'll be discussing the support needs of volunteers and covering the range of opportunities we have for people to get involved.

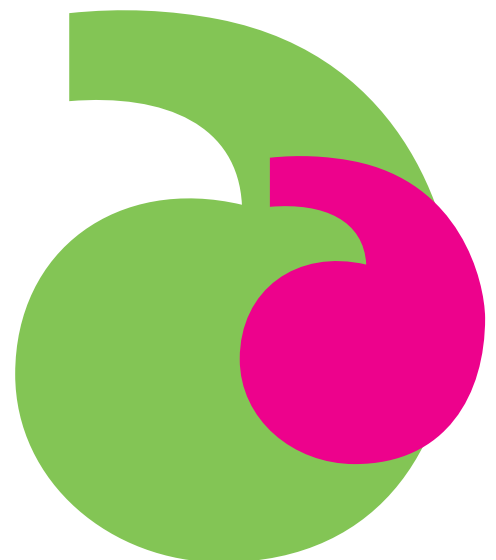
Free Flu vaccine Awareness report

Following on from outreach sessions at local GP practices, we were receiving feedback that people were unsure of the criteria for the free Flu vaccination.

This issue was highlighted at a Healthwatch Halton board meeting and following discussions it was agreed that some further research and public awareness raising should be carried out.

We produced a short online survey and promoted the information in the local media.

The survey received nearly 150 responses. Our report produced from this survey was presented at the Health & Wellbeing Board meeting and well received for raising awareness of the campaign and further publicity was gained in the local media with a follow up story on the report.



Our finances



Year end 31st March 2016

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		134,715
Additional income		2,080
Bank Interest received		11
Total income		136,806
EXPENDITURE		
Staffing costs		88,064
Volunteer expenses and training		1,032
Office accomodation		8,520
Management & service fee		8,640
Printing & stationery		9,744
Activities & networks		2,264
Insurance		4,265
Travel & expenses		343
IT, website & communications		7,100
Bank charges		66
Equipment		1,075
Administration		28
Governance costs		3,750
Total Expenditure		134,891
Net incoming resources		134,891
Fund balances brought forward		1,315
Fund balances carried forward		3,230

Contact us



Get in touch

Address:	Healthwatch Halton St Marie's Lugsdale Road Widnes Cheshire WA8 6DB
Phone number:	0300 777 6543
Email:	enquiries@healthwatchhalton.co.uk
Website:	www.healthwatchhalton.co.uk
Twitter:	@hwhalton
Facebook	www.facebook.com/hwhalton

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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

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your **voice** counts

We want to hear about the treatment and care you receive from our local health and care services

Hospitals, GP's, Dentists
Opticians, Social Care Services
Non-emergency services

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Halton website today.

You can even leave feedback anonymously!



Leave feedback now:

www.healthwatchhalton.co.uk

Telephone: 0300 777 6543 Email: enquiries@healthwatchhalton.co.uk
Healthwatch Halton, St Maries, Lugsdale Road, Widnes, WA8 6DB

