



Annual report 2019-20

Guided by you

Contents

| | |
|------------------------------|----|
| Message from our Chair | 3 |
| Governance | 4 |
| Accountability | 5 |
| Our priorities | 6 |
| Healthwatch Network | 7 |
| About us | 8 |
| Highlights from our year | 9 |
| How we've made a difference | 11 |
| Helping you find the answers | 20 |
| Our volunteers | 24 |
| Our finances | 27 |
| Our plans for next year | 29 |
| Thank you and Contact us | 31 |

Message from our Chair



*Liz Hancock, Healthwatch
Warwickshire Chair*

Healthwatch Warwickshire's aim is "to be an accessible, trusted, independent source of advice – listening, and responding effectively, to express your voice on local health and social care issues."

This is my second year as the Chair of Healthwatch Warwickshire and I am immensely proud of the team for the way they have managed their day to day work due to the impact of COVID-19. Like many they have had to adapt their ways of working, to help ensure the safety of the public, staff and volunteers, by stopping all face-to-face work. However, they have worked hard, in different ways, to continue to gather health and care experiences and report on these. The survey, produced with Healthwatch Coventry, asking people to share their experiences during the pandemic is a good example of how the team continues to ensure the voice of the local community is heard. We then ensure your voice is heard by the decision makers within the local council, primary and secondary care settings and that it helps to shape future services and developments. Through Healthwatch England we also work to ensure the people of Warwickshire's voice is heard at a national level.

In this Annual Report you will learn more about the work Healthwatch has carried out during the year and how we have helped to influence change.

Last year I ended by saying, "With the ever changing health and social care landscape and the continuing political uncertainty I am very proud of our small team of staff and volunteers who work hard to encourage and engage with local people to help local services to meet their needs. It is often a complex world they are working in but I have noticed that they never lose focus of the end result – making care better for people." I hope you will excuse me for repeating these words which seem to me to remain very apt.

Please keep safe during these difficult times,

Liz Hancock
Healthwatch Warwickshire Chair

A handwritten signature in black ink, which appears to read 'Liz Hancock'.

Governance

Board of Directors

Our Board Directors volunteer to ensure that Healthwatch Warwickshire meets its legal requirements as a Community Interest Company. The Board sets out a strategic vision for Healthwatch Warwickshire and measures its effectiveness against the current contract with Warwickshire County Council to provide a Healthwatch service locally.

Our Board Directors meet every two months to monitor, support, and challenge the Chief Executive and Healthwatch Warwickshire Staff. They consider everything from the strategic direction of travel for the organisation as well as ensuring that we are financially stable and following all relevant policies and procedures relating to HR. They also represent Healthwatch Warwickshire externally.

During the period of April 2019-2020, we had nine Board Directors, including the Chair of the Board. Bob Malloy resigned from the Board of Directors in December 2019, we would like to wish him all the best, he made a valuable contribution to the Board especially in his work as Chair of the HR subgroup.

If you would like to find out more information about how we are set up, look at our Board minutes or find out how to become a Board Director please visit our website.

“.....Healthwatch Warwickshire seeks to recruit to the Board members offering between them the full range of professional skills desirable...”
John Copping, Board Director



Seven of our Board Directors who attended the AGM and Annual Conference in October 2019

Accountability

How we are held accountable

There are a number of ways that we are held accountable and we continually look at how we are open and transparent in the work that we undertake and how this is communicated with the public and key stakeholders.

This year, alongside our Annual Conference, we introduced for the first year an Annual General Meeting (AGM) which was a public event where members of the public could attend and comment on what we do as an organisation.

Annually we make formal reports which are presented at the Health Overview and Scrutiny Committee and the Health and Wellbeing Board in Warwickshire. We also produce an Annual Report and Return to Healthwatch England. Every year we are audited to ensure that we are spending the money we receive correctly and this year we have chosen Burgis & Bullock as our auditors, as agreed at our AGM.

Each quarter we are measured against the contract that we have with Warwickshire County Council to provide a Healthwatch locally and have close contact with our Commissioner.

Commissioning oversight and management of our local Healthwatch provision has only been within my portfolio for 6 months however within this time I have seen a breadth of work undertaken. The service has effectively transitioned from a predominantly face to face provision to a virtual offer with COVID-19 and this has continued to enable people to voice their concerns and views on local health and social care services. The service has good working relationships with a large number of local partners, providers and stakeholders and it is continuously striving to maximise its reach.

Lisa Lissaman, Commissioner



Picture taken at our AGM and Annual Conference 2019

Our priorities

As a result of the COVID-19 pandemic we have had to adapt our services and the way we work to ensure the safety of the public, volunteers, and staff. This has resulted in us suspending all face-to-face engagement and visits until it is safe for us to do so and in accordance with Government guidelines.

Our engagement objectives during this period:

1. To develop and maintain consistent and pro-active two-way channels of communication with key stakeholders
2. To provide appropriate channels for patients and the public to continue to inform HWW about their lived experiences
3. To communicate up to date COVID-19 guidance as provided by Public Health Warwickshire, Warwickshire County Council and other stakeholders to patients and the public
4. To communicate changes in service provision from key stakeholders to patients and the public
5. To signpost individuals to the most appropriate service or information source

Gathering your views about your experiences of health and social care during the pandemic

The NHS and Social Care services have had to adapt the support they offer the public in response to COVID-19. It is important that we understand how these changes are working for people. We launched a survey, at the beginning of May 2020 which will run until the end of June 2020, and out of this work we expect to understand:

- Access to services during COVID-19 and any subsequent changes
- Mental health – how it has been affected and access to services
- Communication issues – if there have been any barriers to those with additional communication requirements

This should then inform our future work and priorities moving forward. The full COVID-19 workplan is available on our [website](#).

Contact us for more information about our work:

Telephone: 01926 422823

Email: info@healthwatchwarwickshire.co.uk

Healthwatch Network

Here to make care better

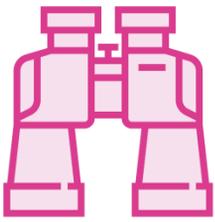
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis, Healthwatch England Chair





Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchwarwickshire.co.uk

Twitter: @Healthwatchwarw

Facebook: @Healthwatchwarw

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



11 volunteers

Helping to carry out our work. They have helped with our Enter and View programme, our surveys we have conducted throughout the year, and recruitment.

8 staff

Most staff work part-time hours, with only the Chief Executive working full-time. In total, we have 4.9 full-time equivalent staff.

£222,100 in funding

That we received from our local authority in 2019-20, 9.5% (£21,150) less than the previous year.

Providing support



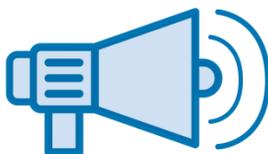
2115 pieces of feedback

We received 234 enquiries and feedback about services from individuals and a further 1881 comments on health and social care through responses to surveys.

1875 advice and information

Of these enquiries we signposted people 197 times. On our website advice and information page views totalled 1678.

Reaching out



50% more online activity

5,778 users visited our website, there were 4,824 engagements on social media posts, and a further 1,940 people engaged with us at nearly 100 community events.

Making a difference to care



6 reports published

About the improvements people would like to see with their health and social care. 3 of these were 'enter and view' care home reports and 3 were on our projects.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to care and support for people who are experiencing homelessness.

Rights to Access Project: Helping homeless people understand their rights to access treatment

This project was created as a result of engagement work carried out throughout the County – talking to homeless support agencies, homeless individuals and from reports about homelessness in Warwickshire.

We worked with 37 local organisations around the County to raise awareness of peoples rights to access primary care treatment (GPs, community pharmacy, dental and eye health).

In the duration of the project we:

- Delivered 40 workshops locally with 289 attendees
- We gave out over 1,646 rights to access cards to organisations and individuals
- We distributed 530 booklets to GPs and organisations



Workshops delivered throughout Warwickshire
Picture taken in Stratford-Upon-Avon

In order to gain feedback from people experiencing homelessness we held a luncheon in each of the areas we visited*.

Over the festive period (2019) we gave organisations working with the homeless bags of sweets which included a rights to access card and resulted in numerous calls to us for help in gaining access to GPs.

*Two luncheons were postponed due to the COVID-19 pandemic

We think the RAP Project is great! The workshop was really interesting and informative. We have given out 4 cards to people. I know 2 young people managed to get an appointment and were very grateful for having the card. One young person said it saved him, he got important mental health help thanks to a simple card. It is definitely so much more than just a card. Thank you for helping to improve people's health and voices.

Emma Jones, Doorway Nuneaton



Volunteer Jackie Prestwich (centre) attending one of the workshops

CASE STUDY: Helping a homeless man exercise his right to register with a local GP

Volunteer Jackie Prestwich attended one of the RAP workshops, taking some cards and booklets away with her. She then took these to her local Church, where she discussed the project.

One of the attendees of the discussion later met a homeless person, John*, who was struggling to walk, and she told him about the project. Subsequently John went to the Church to learn more and receive one of our cards. He then went to his GP and was able to access an appointment the same day.

The GP referred him to Warwick hospital for x-rays and physiotherapy. John was supported by the Church to attend these appointments and was given crutches by a

member of the congregation.

He said that having our card had given him the confidence to go and see the GP. With help from the Church, he applied for an NHS number and an HC1, and was able to open a bank account, obtain a birth certificate and was found some temporary accommodation.

However, during the course of his treatment John was diagnosed with cancer, which was too advanced for treatment. He passed away in hospital, under the care of a dedicated ICU team who treated him with dignity and respect, and in the company of his new friends from the Church. It is a tragic end to the story but it highlights the importance of the project.

(*Not his real name)



Healthwatch Warwickshire - Authorised Representatives who volunteer to provide a comprehensive enter and view programme based on intelligence received by you.

Enter and View: Following up on your concerns about health and social care providers

We actively encourage members of the public and staff to talk to us when they have concerns and we are happy to receive information anonymously.

This year we had a number of concerns raised about care homes in Warwickshire. We have made further investigations to every concern that has been raised and shared this information with relevant partners such as the Care Quality Commission (CQC), Safeguarding (MASH) and the Quality Assurance Team. The CQC have responded quickly to inspect services when we have raised serious concerns with them. We have subsequently received feedback from members of the public that services have improved as a result.

This year we have visited three Care Homes in Warwickshire:

- Park View, Warwick
- Sycamores, Leamington Spa
- Town Thorns, Rugby

We made ten recommendations in total which in each instance was given to the registered manager with opportunity to respond.

All the reports to health and social care providers are available on our [website](#).



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchwarwickshire.co.uk

Telephone: 01926 422823

Email: info@healthwatchwarwickshire.co.uk

Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to people living in care homes.

Enter and View : A typical visit to a care home in Warwickshire

We have a team of trained and experienced Authorised Representatives who volunteer with us because they want to improve the lives of people living in care homes.

As part of our Enter and View programme we can make unannounced visits to care homes to observe activities being carried out in the home and talk to residents, relatives, staff and visiting professionals about what it is like to live, visit and work in the home. We find out what it is like to live there, how relatives feel about the home and what it is like for the staff to work there.

A typical visit to a care home would involve six authorised representatives and a trained member of staff. We usually arrive in the morning and stay until after lunch. One question we always ask ourselves is 'would I put my mum in here?'

At the end of each visit we meet with the Manager and discuss what we have seen and heard that day.



We then go away and decide our recommendations and write a report which is published on our website and read by, amongst others, Care Quality Commission Inspectors and families looking for care homes for their relatives.

This year Healthwatch Warwickshire have made three unannounced visits to Care Homes.

We have seen good practice in Dementia training and care, and made a total of ten recommendations including better access to transport, to allow for more outings for residents, routinely checking call bells are plugged in and pull cords are accessible, and for programmes of refurbishment and redecoration to be carried out. On one visit we recruited a new volunteer to be an Authorised Representative.

If you would like to learn more about volunteering [contact us](#)

"We hear from members of the public that the CQC have responded quickly to inspect services when we have raised serious concerns with them."
Robyn Dorling, Enter and View Lead, Healthwatch Warwickshire



Standing Conference July 2019 – bringing together Patient Participation Groups to discuss changes to the local health and care system

STANDING CONFERENCE: This year we hosted two standing conferences bringing together Patient Participation Groups (PPGs) from around Warwickshire

This year we brought together 167 people to discuss the NHS Long Term Plan, and what that would mean locally, as well as the introduction of Primary Care Networks (PCNs). The events allow participants to hear from both national and local figures, on what changes or strategies are to be introduced, whilst always having a local speaker to give perspective on what changes mean for them.

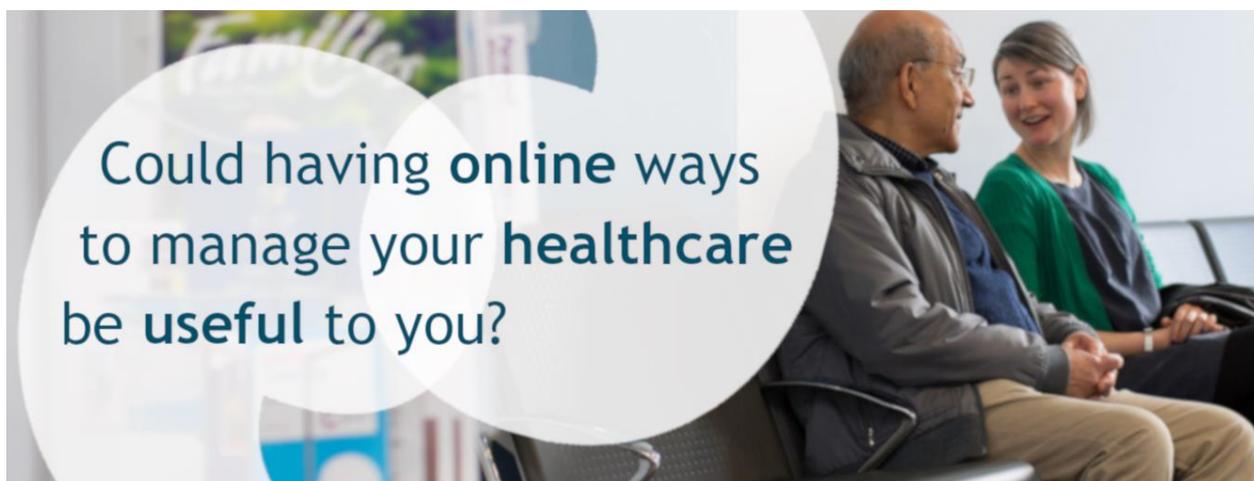
The Standing Conference in May resulted in us launching a piece of work to understand the local understanding of PPGs and PCNs.

We went to outpatient departments and community groups and asked three questions, we also put them online:

- Do you know that your GP practice has a Patient Participation Group?
- How would you feel about going to another practice for care?
- What are the best ways for your GP to tell you about changes that are happening?

We received 905 responses. The full report is available on our [website](#).

“... I thought the ratio of presentations to discussions was much better – there was a good amount of time for delegates to discuss the issues – and it was excellent having Chris Ham there to listen and to respond.”
Catherine White Lay Member for Patient and Public Involvement, SWCCG



Healthwatch Warwickshire – We asked local people who used health services in South Warwickshire for their views on the development of a patient portal

Patient Portal: We were asked by South Warwickshire Foundation Trust to engage with the public.

We asked people what they thought of an online portal to manage healthcare, what functions might be useful and what the potential barriers to accessing such a portal might be.

We received a total of 428 responses in a 4 week period using two methods:
Online survey (226 respondents)
Engagement work (202 respondents).

Key findings from our work:

- Respondents felt it could save a lot of time and effort. Favourite functions of a portal were for booking appointments and viewing test results.
- It would need to be accessible and easy to use for all. There is a need to consider accessibility and those who are less technology savvy.
- Largest barrier for adoption was perceptions of data security.
- We received positive comments from participants about being included in the design of the portal- at the early stages of it's development.

We will continue to work with those respondents who told us they would like to be involved in the development of the patient portal and with South Warwickshire Foundation Trust.

The full report and recommendations are available on our [website](#).



"South Warwickshire Foundation Trust are committed to providing a portal to allow patients and communities in the area to digitally interact with our services. The work that Healthwatch have done for us engaging with patients, understanding requirements and priorities has been invaluable in helping to shape our work and provide the best possible support for our patients."

Adam Carson, Associate Director of ICT – Programme Delivery, South Warwickshire Foundation Trust



Long

Term

Plan

#WhatWouldYouDo

Highlights



More than 795 people shared their views with Healthwatch Warwickshire and Coventry.



We held over 7 focus groups reaching different communities across Warwickshire and Coventry.



The surveys and engagement work ran throughout March and April 2019.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Working with Healthwatch Coventry we asked people #WhatWouldYouDo to improve the NHS locally. The top issues that people told us they wanted services to focus on were:

- Shorter waiting times for GPs, to see specialists and access support
- A more holistic approach to care
- Better transport (especially in rural areas)

- Communication – better management of health records, receiving timely and clear communications from health professionals, and better communication between services.

Our full report is available on our [website](#).

The Coventry and Warwickshire Health and Care Partnership told us:

...The insights and feedback gained through this engagement are a valuable resource to help inform and shape the future health and care system in a variety of ways...'

(Full response available in our report)

Helping you find the answers



Warwickshire

T E N D A

Your voice counts

healthwatch Warwickshire

NHS LONG TERM PLAN

What is the NHS Long Term Plan?
The Government has announced that the NHS budget will be increased by £20 billion a year.
In January, NHS England published a plan showing how this extra money will be spent.
The plan set out the areas that the NHS wants to make better, including:

Making care better. The NHS wants to get even better at looking after people with cancer, mental health, dementia, long and heart disease, learning disabilities and autism.

Improving how the NHS works so that people can get help more easily and closer to home. For example, being able to talk to your doctor on your computer or smartphone, access more services via your GP near where you live, use other community services which could improve your health, and leave hospital without delay when you are well enough.

More money invested in technology so that everyone can access services using their phone or computer, and so that health professionals can make better, faster decisions.

Helping more people stay well. This includes things like helping more people to stop a health problem or to stop smoking, it means taking on pollution and making sure about health care is better, and the amount of money you have.

What does this mean for you?

healthwatch Warwickshire

Volunteer with us

Join us!

We have a range of exciting volunteer roles for you to choose from to match with your skills or personal interests. Get involved today and make a difference to our health and social care services in Warwickshire.

For more information contact us by:
Telephone: 01216 422 813 | Email: info@healthwatchwarwickshire.co.uk | Website: www.healthwatchwarwickshire.co.uk

Find out more

healthwatch Warwickshire

Giving people in Warwickshire an effective voice in improving Health & Social Care

For more information please contact us on:
01216 422 813
info@healthwatchwarwickshire.co.uk
www.healthwatchwarwickshire.co.uk

healthwatch Warwickshire

Have your Primary Care...
Are you a...
CHA...
G...

It's your NHS. Have your

Fill out a short 3 question Survey today

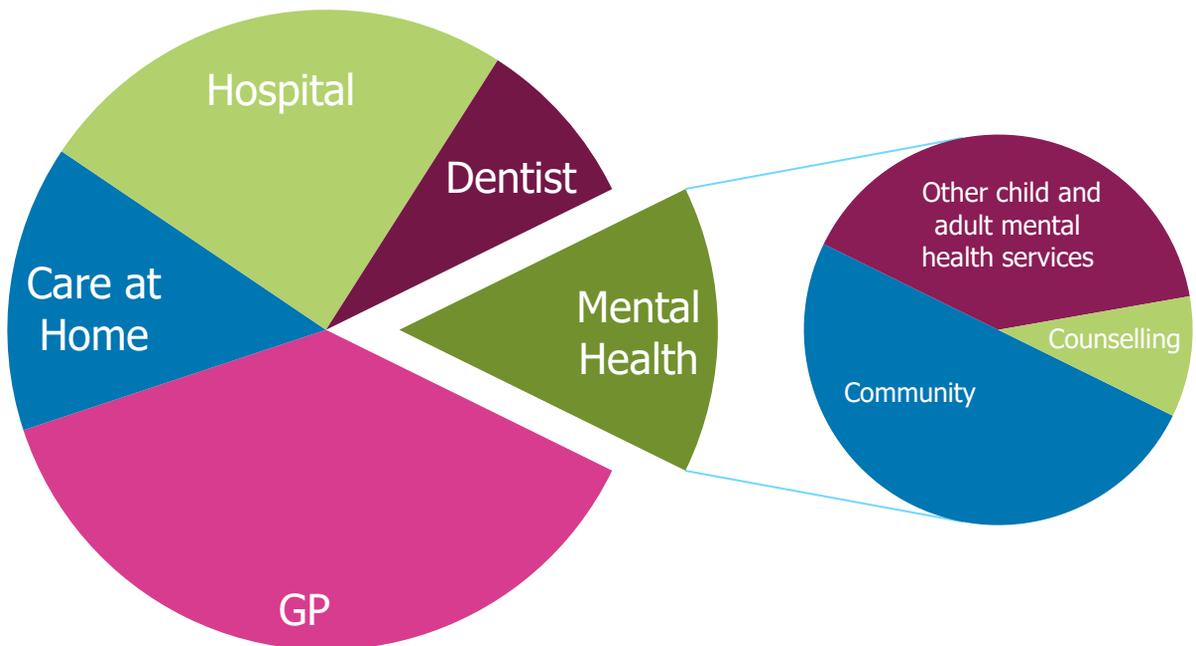
Survey form with questions and checkboxes.

Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Not only does Healthwatch help give advice but we are also there to listen. The next two graphics give an indication of the types of things people have told us about.



The main issues that people wanted to talk to us about included:

- | | |
|----------------------|--|
| Access to Services | Staff attitudes |
| Quality of Care | Patient records |
| Service organisation | Communication between patients and staff |

Case study: What happens when you are removed from your GP surgery and placed on a Special Allocation Scheme

A local man with long term health conditions and a disability had been removed from his GP list and assigned to the Special Allocation Scheme (SAS). He was now having to travel on two buses to see a Doctor. He accepted the reasons he had been removed from the GP surgery but said he had changed and wanted to know how he could get to see a local GP again.

We explained that patients have a right to appeal within 28 days of being removed from their practice but after this there is no set time period that a person remains on the scheme. The procedure for his local Clinical Commissioning Group (CCG) was to ask the Special Allocation Service Provider to review each patient approximately six monthly, or more frequently as required, and complete a report which is then considered by the CCGs SAS panel.

Unfortunately, if the provider has had insufficient or no contact with the patient it can be difficult for them to make an assessment as to whether the patient has been rehabilitated to the point that they are ready to return to a mainstream GP practice. In that scenario the GP would not be able to make a recommendation to the panel to discharge the patient from the scheme.



*Stock image

By understanding how the system works we were able to inform the patient that in order to demonstrate that he had been rehabilitated he would need to have contact with his Special Allocation Service GP and, where possible, seek support from the organisations he has engaged with during his rehabilitation to demonstrate to the GP that he was now fit to be seen by a local GP. By understanding how the system works this man was informed of the steps he needed to take to see a local GP again.

As a team we work hard to understand health and social care systems, in order to help support local people access information, services and support when they need them
Claire Jackson, Head of Operations, Healthwatch Warwickshire



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchwarwickshire.co.uk

Telephone: 01926 422823

Email: info@healthwatchwarwickshire.co.uk



Care at home:

Over the year we have received a number of calls on issues relating to home care services. These issues concerned treatment and attitudes, such as carers not attending for the required time or not attending to hygiene needs. One case resulted in a safeguarding concern being raised after broken home equipment meant that an individual was confined to a single room. A significant health issue arose which then brought to light some concerns for the care at home service. In this and several other cases we directly contacted, or referred them to, adult social care and the CQC.



Whistleblowing:

A healthcare assistant called us with concerns about a hospital she had been working in where they had witnessed patients call buttons going unanswered. The caller had tried to access the Free to Speak Up team but the email had bounced back. Healthwatch Warwickshire identified the problem with the email address and forwarded the concerns to the Free to Speak Up Guardian. We received a supportive response and were told there would be a full investigation. We later received a ten point action plan from the Director of Nursing.



Getting support when you need it:

A disabled man who was moving house in a few days time needed a hospital bed in his home on the day he moved in. Because he was moving from one council to another he was really struggling to find out who could arrange this. The only alternative he could see at the time was to turn up at his local Hospital and stay in a bed there until the situation was sorted. By making a few enquiries we were able to establish that he needed to register with a GP in the area he was moving to and then contact the District Nurses. Once he knew what to do he was able to take the right steps straight away in time for his move.

Volunteers



At Healthwatch Warwickshire we are supported by 11 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running and recruitment.
- Listened to people's experiences to help us know which areas we need to focus on.

Volunteers are essential in the work we are trying to achieve: Meet Sue

I used to work in retail but was made redundant. A customer that used to come into the shop had said 'why don't you try working as a carer.' To cut a long story short I tried it and absolutely loved it. I carried on working at the care home long after I retired as a bank worker and only finished when they closed the Care home.

I was missing the elderly people from the home when I heard about Befriending with Age UK, so I became a befriender, which I still do.

Then someone mentioned that Healthwatch needed Volunteers to go in to Care homes if there had been a concern from a member of the public.



Sue Roodhouse, trained Authorised Representative

I have been a Volunteer with Healthwatch for four years now and really enjoy our care home visits. Healthwatch is very supportive of its Volunteers and training is very good.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Warwickshire.

Website: www.healthwatchwarwickshire.co.uk

Telephone: 01926 422823

Email: info@healthwatchwarwickshire.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



David

I decided to volunteer for Healthwatch Warwickshire after retiring from a career in Social Work. I am interested in the welfare and quality of life of older people in Residential Care, having had experience of Social Care as a relative of someone in a Care Home.



Dilys

I am a retired Speech and Language Therapist and used to work in Coventry. My clinical work was mainly with children with special needs and their families. In retirement I have continued my interest in both Health and Education. I volunteer with Healthwatch as I am interested in learning about and being involved with Health Services in Warwickshire. My partner of 50 years is now a transgender woman so I also have particular interest in LGBT issues.



Sue

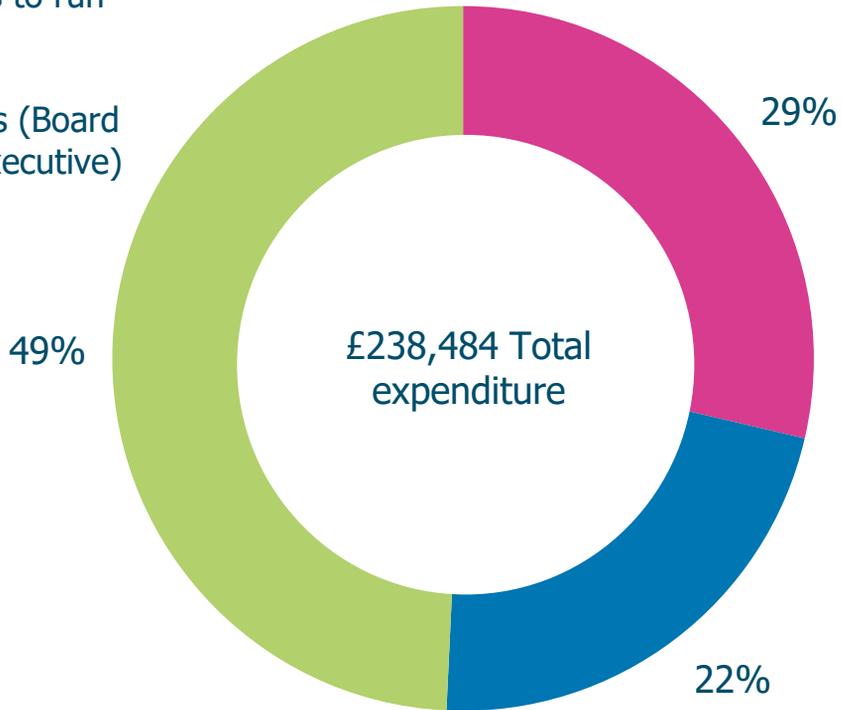
I am a former mathematics teacher and pastoral head who became involved in the Arden Cancer Network, following the death of my husband. This also led to me becoming involved with Macmillan Cancer Support, Dying Matters, CWPT and Rethink. For many years I represented patients and carers on the NHS groups delivering End of Life Care, and I have participated in research projects at the University of Warwick. I am an advocate for good care for all.

Finances

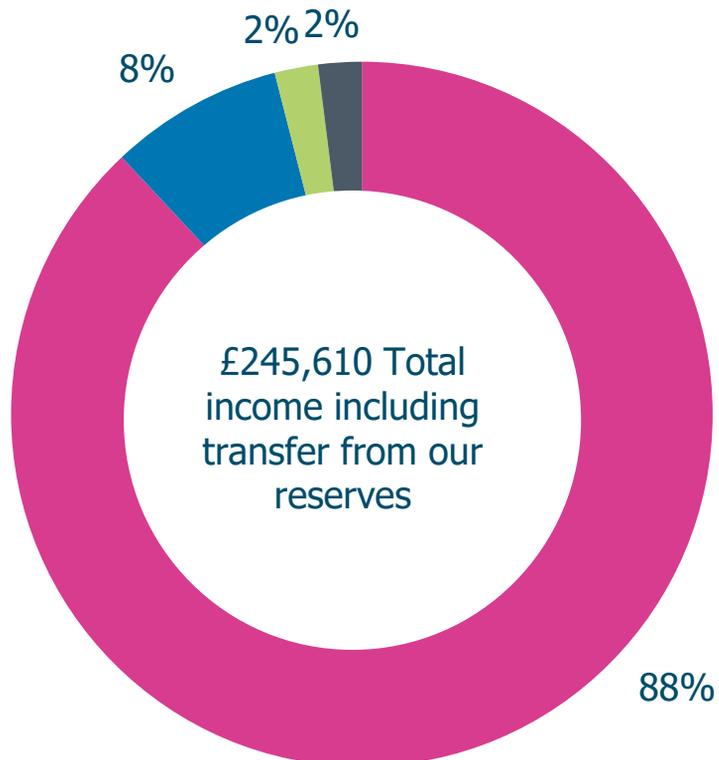


We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £238,484. NB: All figures subject to audit.

- How much it costs to run our Healthwatch
- Management costs (Board costs and Chief Executive)
- Staff costs



- 88% funding received from local authority
- 8% from our reserves
- 2% additional income from NHS Long Term Plan
- 2% additional income from Patient Portal



Our plans for next year



Message from our Chief Executive

2019/20 will be remembered as an extraordinary year for health and social care across the UK, and Warwickshire has been no different. The impact of the Covid-19 pandemic has been felt right across the County and is driving a re-assessment and re-set of the way in which all services are designed and delivered.

This has inevitably had a huge impact on the ways in which patients and public receive and experience care services. This has also in turn affected the ways in which Healthwatch Warwickshire is working and responding to these new challenges. I have been extremely proud of the way in which our staff, volunteers, and Board Members have all pulled together and enabled us to completely change the ways in which we work without any significant disruption to the services we provide.

Our priorities were to ensure that the voices and views of patients and public continued to be heard, and that people had the best and most up to date information to base their decisions on. We very quickly restored our telephone service for members of the public to get information and signposting, our online services to receive queries from the public, we put a lot of effort into keeping our website fully updated with information about service changes, and we have made extensive use of social media to hear from people and to keep them informed.

We have also ramped up our partnership working with statutory and voluntary sector partners, and I put on record my thanks to them. Healthwatch Warwickshire could not succeed without your help and guidance.



Chris Bain, Chief Executive

In addition to totally changing our ways of working we have continued with business as usual. Many of the projects begun prior to the impact of Covid-19 have continued apace, including our project working with homeless people, digital medicine, and citizen engagement. New projects such as our survey on patient experience of Covid-19 have been launched. We are looking forward to the re-launch of our Standing Conference on Patient Voice and Health & Social Care Forum using digital platforms.

As we look forward, we will be committing ourselves to work with health and social partners as a "Critical Friend" on the restoration and re-set of services across the County. We will work hard to ensure that patient perspectives are fully considered as services are planned, and patient and public engagement are hard wired into the new structures that are put in place as we gradually emerge from the pandemic.

We will continue to review and refine the ways in which we working to adapt to the 'new normal' that we will all be experiencing, and look forward to being of even greater service in the future.

Chris Bain, Chief Executive

A handwritten signature in blue ink that reads "Chris Bain". The signature is written in a cursive, flowing style.

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.

Contact us

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FREEPOST

HEALTHWATCH WARWICKSHIRE

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

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