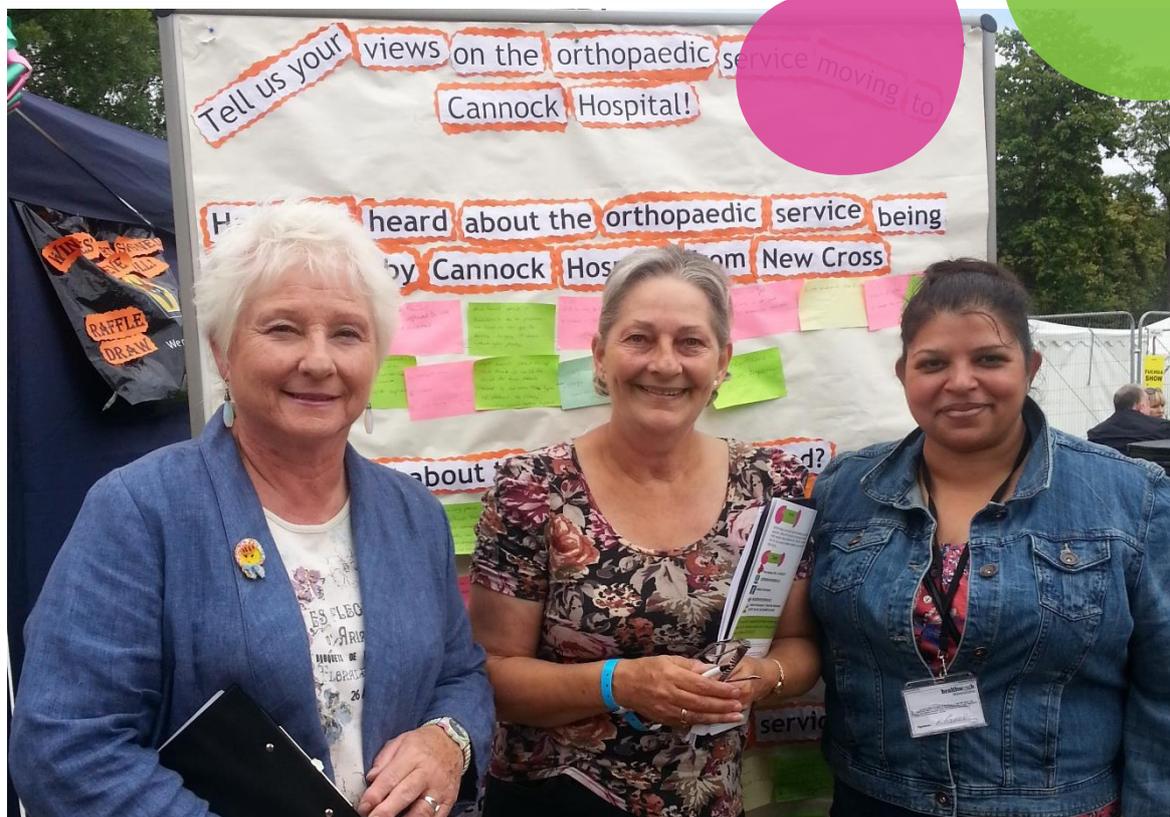


Healthwatch Wolverhampton

Annual
Report

2014/2015





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Note from the Chair

This second year of Healthwatch Wolverhampton has been a year of ongoing development and response to the challenges of constant change in health and social care.

As the year commenced, the announcement of the acquisition of Cannock Chase Hospital by the Royal Wolverhampton NHS Trust and the proposals to move services across to this site were met with concern across the city. As one of our priorities outlined in our first annual report, Healthwatch Wolverhampton undertook to challenge the initial consultation plan, which did not provide sufficient opportunities for the public to *have their say*. The extension to the plan and improved communication with Healthwatch Wolverhampton allowed for more involvement from the public to ensure transparency and openness. This was an important achievement for Healthwatch Wolverhampton which has continued to be a priority for us during the year.

Austerity has not passed Wolverhampton by, and most recently we have been concerned with the level of changes planned by local commissioners, and have therefore worked to ensure any changes are based on evidence and with in-depth understanding and acknowledgment of the needs of local people.

We continued to build on our relationships with key partners across the city and to work to develop our public profile. We acknowledge that we have much to do in this area including rebuilding relationships with organisations and groups across the

voluntary sector, however, we have started to build new ones with communities who have previously had little support in raising their issues or concerns.



There have been some changes to the organisation and we have welcomed new staff and new Board members. We have said a fond farewell to three members of staff - of which two were longstanding - and I would like to extend sincere appreciation to them all for their commitment to Healthwatch and wish them the best in all their future endeavours. I extend a warm welcome to all our new staff and Board members.

We have continued to play an active role on the Health and Well Being Board, Wolverhampton Safeguarding Adults Board, and have three co-opted members on the Health Scrutiny Panel - an important achievement in Overview and Scrutiny.

As the New Year begins, I have tendered my resignation as the Chair of Healthwatch and will support the Board in recruiting a new dynamic individual who can continue to take the organisation forward, ensure the priorities we agree will be implemented fully, and be responsive

to the views and interests of local people.

Finally, I would like to thank the Board for their continued unwavering vigilance and hard work, and our

dedicated volunteers and Healthwatch Champions for their tremendous hard work.



Maxine Bygrave, Chair



Executive Summary

This report provides an insight not only into the work of Healthwatch Wolverhampton over the past 12 months, but the challenges faced as a result of the changing landscape of health and social care services in Wolverhampton, and the demands that these changes have placed upon Healthwatch.

We have sought to build upon partnerships and strengthen the staff team to improve our engagement with the general public. This report touches on a range of issues covered by Healthwatch Wolverhampton's remit.

As a result we have seen increased numbers through social media and, by organising and participating at various events and meetings, we have engaged with over 2,000 individuals.

However, we recognise that this is just a small percentage of individuals who use or interact with health and social care services in Wolverhampton, which therefore provides a challenge in creating greater awareness of Healthwatch Wolverhampton.

We now have a staff team of six who will be spending a great deal of time communicating with local communities, voluntary groups including those seldom heard groups in order to increase awareness of Healthwatch Wolverhampton, and will collect intelligence from the public on health and social care in the locality. This intelligence will ensure we can influence commissioners and providers

to deliver the highest quality services to our population.





About Healthwatch

We are here to make health and social care better for the citizens of Wolverhampton. We believe that the best way to do this is by designing local services based around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experiences across all health and social care.

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

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Aims and purpose

Healthwatch Wolverhampton works with the public and key partners through:

Advice & guidance

- Identifying and clarifying the rights of consumers of health and social care services
- Promoting and providing information on these rights, and advice on enforcing them

Engagement and consultation

- Promoting and supporting the involvement of local people in the monitoring, commissioning, provision

and scrutiny of local services

Influence and involvement

- Obtaining the views of people about their needs and experiences of local health and social care services

Scrutiny and reporting

- Making reports and recommendations as well as influencing national priorities

Our strategic priorities

In the future, we want large numbers of local people to be involved in our work and for Healthwatch Wolverhampton to be recognised as **the** place to go to find out more about health and social care. Our strategic objectives are to...

- Fulfil statutory duties and functions, holding providers and commissioners of health and social care services to account
- Operate as a corporate body as stated in The Health and Social Care Act 2012, embedded in local communities
- 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 and providing robust challenge and scrutiny in the interests of the citizens of Wolverhampton

- Make people's views known, including those from excluded and underrepresented communities and those seldom heard
- Exercise real influence on commissioners, providers, regulators and Healthwatch England, using its knowledge of what matters most to local people
- 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
- Provide information to patients and public who need to access health and social care services and promote informed choice in health and social care services
- Support individuals to get information and independent advocacy if they need help to

complain about NHS and social care services



**we can
help**



Engaging with people who use health and social care services

Understanding people's experiences

Between April 2014 - March 2015, Healthwatch Wolverhampton engaged with 2,009 people through a variety of avenues, groups, meetings and community events where it was tasked with the job of gathering views on healthcare facilities and services from as many local people as possible.

One of the earliest events organised was the Healthwatch Wolverhampton Champion Day in April 2014, which was designed to raise awareness of what the organisation does, and to encourage members of the public to sign up as volunteers or Healthwatch Wolverhampton Champions.

Throughout the year, Healthwatch Wolverhampton attended a number of events, which included Personal Social Health Education (PHSE) lessons, a pensioner convention, interactive workshops, a CCG Health Day, and numerous drop-in sessions. In addition we organised a Development Day in July 2014, the purpose being to gather local health & social care issues. Table top discussions were carried out or tackling obesity, diabetes, smoking cessation, dementia and a session was carried out on the Cannock Hospital "Have Your Say consultation". Healthwatch has also obtained and collated information via stands at various locations, including the local hospital, urgent care centre and walk-in centre.

Between April 2014 - March 2015, Healthwatch Wolverhampton engaged with 2,009 people

Young people (under 21) and older people (over 65)

To target young people under the age of 21, Healthwatch Wolverhampton has attended events hosted by Wolverhampton University and the City of Wolverhampton College. During these events, members of the Healthwatch Wolverhampton team and volunteer groups spoke to young people about their experiences of health and social care services. They also encouraged students to follow Healthwatch Wolverhampton on social media sites such as Facebook and Twitter.

Healthwatch Wolverhampton has also made links with the local Parent Partnership group, enabling feedback from young people via their carers or parents - this also represents data gathered from young people with disabilities. The data gathered from these groups will play a role in a long-term plan where Healthwatch Wolverhampton will continue to review experiences of local services and use highlighted information to promote improvement where required.

In order to reach out to older people in the community, Healthwatch Wolverhampton has engaged with groups such as OMEGA - a local support group for carers, Wolverhampton's Over 50s group, and Age UK.



People volunteering or working in your area but who may not live in your area

All the volunteers who worked with Healthwatch Wolverhampton during the year lived in the Wolverhampton area.

Disadvantaged people or people you believe to be vulnerable

Healthwatch Wolverhampton regularly attends events organised by OMEGA, an organisation set up to support unpaid carers - particularly those looking after people with life-limiting or long-term health conditions - in and around the city. During these events Healthwatch Wolverhampton is not only able to discuss services and experiences with carers, but also receives valuable feedback from the individuals they care for.

People with mental health conditions have also been encouraged to share their experiences with the Healthwatch Wolverhampton team through the dedicated website and directly via a member of staff.

Furthermore, Healthwatch Wolverhampton is an active member of the Wolverhampton Safeguarding Adults Board, and as such is developing processes to ensure the voices of vulnerable adults are heard by those making decisions about services and care.

The care sector is under enormous pressure due to funding pressures and an ageing population with complex needs and Healthwatch is exploring more ways to ensure an oversight can be gained of the quality of services provided and to enable service users to share their experiences.

People who are seldom heard

In order to gain feedback from those who are seldom heard, Healthwatch Wolverhampton has engaged with asylum seekers, migrant workers and refugee groups through the Wolverhampton Refugee and Migrant Centre. It has also gathered feedback from people in the travelling community, those attending Wolverhampton Pride (an LGBT event), and engaged with mental health service users and carers through the African Caribbean Community Initiative (ACCI) and BME groups. In addition, Healthwatch Wolverhampton liaises with Wolverhampton Health Advocacy Complaints Service (WHACS) and the Experts by Experience panel, made up of potential, former and current housing related support service users.

Enter & View

During the year, Healthwatch Wolverhampton has undertaken a number of Enter & View visits - including Wrottesley Care Home in response to concerns raised by a Wolverhampton resident, and another at New Cross A&E following the winter crisis when the four hour target was not being achieved.

Wrottesley Care Home Enter & View | 16th October 2014

A large proportion of the visit was observational, and involved the authorised representatives walking around the communal areas to better understand how the home operated, and how residents engaged with staff and the surrounding facilities.

Healthwatch Wolverhampton made a



number of recommendations, which the Home swiftly acted upon.

New Cross Hospital, Accident and Emergency Department | 20th & 24th January 2015

Two visits were carried out following the receipt of poor feedback, as well as reports that only 80 per cent of patients were seen within four hours, rather than the 95 per cent target.

Following a review of the information collected during the Enter & View visit, Healthwatch Wolverhampton made just two recommendations:

- Display screens should be checked to ensure patients can clearly see and understand information, and they are continually updated in respect to information at A&E - specifically waiting times for minor and major incidents
- Information should be made available to patients regarding their own waiting times as appropriate

Gem Centre

In addition, an announced visit was made at the Gem Centre, however not all services were seen on the day and another visit is proposed for the future.



Full reports from Enter and View visits can be found on the Healthwatch Wolverhampton website:
healthwatchwolverhampton.co.uk



Providing information and signposting for people who use health and social care services

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

A core function of Healthwatch Wolverhampton is to provide information to the public about accessing health and social care services.

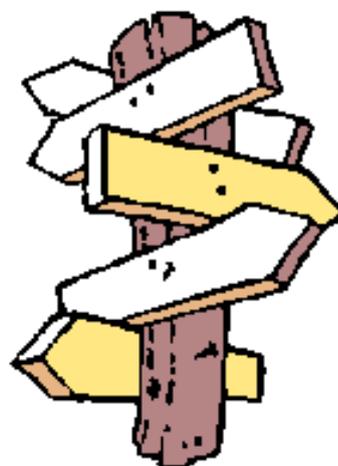
The signposting service set up by Healthwatch allows individuals to request information in the following ways:

- Telephone - Calls will either be dealt with immediately, or callers are able to leave a message and are then called back and provided with relevant information / contact details for other service
- Website - Requests are responded to in a timely manner by email
- Face to Face - information requested when attending various events

In order to reach more people, staff have been based at a number of community and public venues to provide information about Healthwatch Wolverhampton and help signpost to services.

These services dealt with 186 enquiries during the year. 35% of these related to GP services in some way, with frequent topics including:

- Waiting times
- Communication
- Diagnosis
- Attitude
- Medical Care



Below is a signposting example:

A patient rang the Healthwatch Wolverhampton office to complain that he has been waiting over 8 months for an appointment with the Chiropody Service. He was 81 years of age and walked with a walking stick. He struggled to put on his shoes due to the long length of the nails, which was causing him pain. He attended the Warstones Health Clinic and a member of staff was shocked at the condition and length of the nails. He was diabetic and had a heart and lung condition.

Healthwatch Wolverhampton wrote to the (CCG) Clinical Commissioning Group stressing the condition of this gentleman. Healthwatch Wolverhampton contacted the patient for an update. He was seen within a month as a result



of the letter sent to the CCG. He thanked Healthwatch for our intervention.

Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

By playing an active role in the Health Scrutiny Panel, Healthwatch Wolverhampton has co-opted representatives and used its findings to contribute to the scrutiny of local services, such as mental health.

Healthwatch Wolverhampton has also been able to use reports and recommendations to sit on the local Quality Surveillance Group; meet with the CCG lay representative on a regular basis to share intelligence and emerging issues; and respond to the CCG Efficiency Review and the transfer of services between Cannock Chase and New Cross Hospitals.

With respect to the Efficiency Review, Healthwatch Wolverhampton raised the following concerns with the CCG:

- The criteria used to assess value of service
- The evidence gathered to make the assessment
- What consultation and communications are taking place with third sector organisations and, in particular, service users affected by any changes

As a result of this the CCG reviewed the process and improved its engagement, which led to certain proposals being changed.

As a result of the challenges put forward in relation to the quality of consultation, Healthwatch Wolverhampton will be working with the CCG to agree key principles for public consultation.

Healthwatch Wolverhampton also fed back to the CCG and Royal Wolverhampton NHS Trust with regards to the transfer of services to Cannock Chase Hospital making the following comments:

- Having reviewed all available documentation, Healthwatch Wolverhampton expressed its concern at the approach that was being taken by the Royal Wolverhampton NHS Trust and Wolverhampton Clinical Commissioning Group (CCG) to the consultation
- That there needed to be sufficient information and time to enable the public to develop and share an informed view of any planned changes, and the document “*Have Your Say*” did not provide that opportunity. Furthermore, it failed to satisfy the requirements of good practice in relation to engagement and consultation



- The process gave the impression that the proposals were a fait accompli and therefore indicated that public view and opinion would not add any value or influence the outcome of the exercise

As a result of this Healthwatch Wolverhampton was able to achieve the following...

- An extension to the consultation period
- Agreed provision of supplementary information into the public domain via Health Scrutiny
- A meeting between Healthwatch Board, Royal Wolverhampton NHS Trust, and Wolverhampton Clinical Commissioning Group to review the exercise
- A proposed review of the communication and engagement plan
- Joint working with Healthwatch Staffordshire

Other areas Healthwatch Wolverhampton was able to influence included...

- The design of the consultation and engagement plan for the re-designing of sexual health services, including the structure and questions for the proposed survey
- Participation in the development of the service specification for Urgent Care, along with the identification of key performance indicators

- Intervention in the local authority changes to the direct payment rate, where it was advised that the authority put in place a monitoring process which Healthwatch will follow up in the coming year

Healthwatch Wolverhampton shares reports and activity in relation to local service provision at an information sharing meeting which considers the needs of vulnerable people within social care settings.

Healthwatch Wolverhampton Enter & View reports are shared with the CQC, and local commissioners and providers.

Healthwatch Wolverhampton produces a monthly activity feedback report which is shared with the commissioner and used as a catalyst for future work activities.

Putting local people at the heart of improving services

Healthwatch Wolverhampton successfully recruited and trained 10 authorised representatives to carry out Enter & View visits across the year. Furthermore, 48 candidates have expressed interest in volunteering as a Healthwatch Wolverhampton Champion, an office volunteer, or a general supporter.

Information regarding the commissioning, provision and management of local health and social care services, as well information about events and developments, is regularly shared with project volunteers.



Comprehensive training is provided for Enter & View visits, with all volunteers sufficiently briefed beforehand.

Volunteer involvement is promoted through consultation exercises with commissioners and providers.

In addition volunteers have supported the following

- Enter & View visits
- Events organised by the CCG and Royal Wolverhampton NHS Trust
- Drop-in sessions at Phoenix Walk-in Centre and New Cross Hospital
- Pop up shop in the Mander Centre
- Omega carers event
- Health and Well Being at Low Hill Community Centre

Healthwatch Wolverhampton volunteer Board members have been included as co-opted members of the Health Scrutiny Panel.

Working with others to improve local services

No recommendations have been made to the Care Quality Commission (CQC) to undertake special reviews or investigations. However during the year we established regular meetings with the CQC so as to exchange information and discuss any issues arising from Healthwatch work or CQC inspections.

All provider and commissioner information requests were met.



Case study

Enter & View | Wrottesley House Care Home

On 16th October 2014, Healthwatch Wolverhampton conducted an Enter & View visit at Wrottesley House Care Home in Tettenhall, following concerns raised by a Wolverhampton resident.

The purpose of the visit was to engage with service users of the care home and to understand how dignity is being respected in the home care environment. It was also an opportunity to identify examples of good working practice.

Background

Wrottesley House provides personal and nursing care, and caters for 17 residents - approximately half of which have dementia.

The ratio of residents-to-staff (including full and part-time employees) is 17:3 and 17:2 on a night shift.

Methodology

Authorised representatives conducted short interviews with staff and residents of Wrottesley House Care Home and explored topics such as quality of care, safety, dignity, respecting and acknowledging resident/family wishes, staff training, experiences at the home, and accessing health care services.

A large proportion of the visit was observational, and saw authorised representatives walking around the public and communal areas of the home to gain a better understanding of how it operated, and how residents and service receivers engaged with members of staff. An observational

checklist was prepared specifically for the visit.

Summary of findings

- The atmosphere was quiet, calm and homely
- Staff interacted in a friendly, respectful and professional manner
- Limited space in corridors for wheelchairs (although the home does comply with the Disability Discrimination (DDA) Act for accessibility)
- The Fire Safety certificate and documentation could not be found

Recommendations

- CQC should be made aware of the fire evacuation procedure
- Carpet on upstairs landing needed attention (falls prevention)
- Residents should be able to choose if they want a shower or a bath
- Return visit recommended as and when issues arise



In addition to the Case Study on page 18 Healthwatch Wolverhampton has also received feedback from patients and the general public on a range of subjects, including...

- GP appointment “I am a diabetic patient and had bad case of laryngitis. I rang the surgery at 10am and got an emergency appointment [the] same day at 5pm. I am very happy with the service and advice from Dr A”
- “Needed to get my eyes checked. I suffer with keratoconus so a regular check-up is required to ensure that treatment is working. Dr B said that I had to get referred [and] I was referred within two weeks. Very impressed with how quickly they had dealt with this”
- Patient D had been waiting for a hip operation for over 15 weeks. He contacted New Cross Hospital to establish an “estimate month of planned operation”. Patient D was informed by the hospital that “maybe the operation will take place later this year”. Patient D informed hospital he had read the “NHS Charter” which states “18 weeks deadline for treatment”, and if the named hospital is unable to meet the 18 weeks treatment deadline then an alternative arrangement needs to be made. The hospital explained that the

18 weeks deadline is a “guideline” and when an operation date is available, the patient will be contacted

- Patient E had a bad experience whilst at Cannock Hospital and was admitted for x-ray. Staff at Cannock Hospital could not find patient details, hence why Patient E had to contact New Cross Hospital to obtain the information
- Penn Care Pharmacy “Pharmacist is very good, explains our medications very well, and [is] willing to deal with our enquiries efficiently”



Our plans for 2015/16

Opportunities and challenges for the future

This year has been very much about consolidating the Healthwatch brand in Wolverhampton and putting systems and processes in place in order to discharge the statutory duties, especially in gathering intelligence and data to influence current service and any future service re-design.

The coming year will be about ensuring the identified priorities lead to clarity and focus in individual roles of both board members and the staff team.

Due to changes that have taken place at board and staff level, a planning day will be organised in 2015 to assess progress on the strategic plan and to outline a further three year plan. This will also provide an opportunity to undertake some scanning of the health and social care landscape.

Healthwatch Wolverhampton's key priorities for the forthcoming year will be around the following themes...

- Mental Health Services - addressing concerns around in-patient services and links to community support and Child and Adolescent Mental Health Services (CAMHS)
- Urgent Care - monitoring of service specification agreed by the CCG
- Cannock Chase Hospital Transfer - gathering patient experience

and the impact upon services in Wolverhampton

- Adult and Elderly Care - gather data and intelligence around domiciliary care and review advocacy services
- Children Services specifically around access and integration
- Community Pharmacies - create better awareness of services available and contribute to reducing winter pressures
- Maternity Services - assess the impact of transfer of services
- Sexual Health - review engagement programme in respect to service re-design
- CCG Efficiency Review - support in developing engagement plan and assess impact of decisions on groups and patients affected
- Establish Forum for Voluntary Sector organisations to inform the work of HWW.

Whilst Healthwatch Wolverhampton has made considerable progress in its development of systems and processes to support the information and advice function, it has been necessary to review the database to allow greater flexibility and growth as demand increases. The system needs to be robust enough to take additional information and we intend to sign up to a new Customer Relations Management (CRM) system.

Healthwatch Wolverhampton is currently reviewing the effectiveness



of all its engagement activity and whilst continuing with successful methods, it will seek out new and innovative approaches of engagement and involvement, with ongoing focus on seldom heard groups, young people and working-age adults, using local specialist organisations.

Targets will be set for the newly recruited Community Engagement Co-ordinator.

Finally in addition to the above priorities the Board's intentions for the coming year will be to...

- Deliver against priorities
- Consolidate our stakeholder engagement
- Recruit more volunteers and champions, and improve engagement with them
- Review how effective our communications activity is, especially the use of social media



Our governance and decision making

Our Board

Healthwatch Wolverhampton is a registered Community Interest Company (CIC).

The Healthwatch Board consists of an Independent Chairperson and seven Directors - five of which were appointed during the year. The Board meets every six weeks on average and provides strategic direction, oversight, and scrutiny of Healthwatch activities. During the course of the year venues were identified so that Board meetings would be accessible to members of the public. Board minutes and papers are published on the website and distributed to anyone requesting them.

In addition, Board members serve on a number of committees, and represent the organisation at different forums and meetings.



The details of each individual Healthwatch Wolverhampton Board member can be seen in the table below.

Board Member	Role	Interest/Representation
Maxine Bygrave	<ul style="list-style-type: none"> • Chairperson • HR & Remuneration Committee • Finance Committee 	<ul style="list-style-type: none"> • Health & Well Being Board • Royal Wolverhampton NHS Trust • Joint Engagement Assurance Group (JEAG) • Quality Surveillance Group
Sandra Jones	<ul style="list-style-type: none"> • Vice Chairperson • Chairperson Enter & View Committee • Finance Committee 	<ul style="list-style-type: none"> • Safeguarding Adults Board • Adult Social Care
Angela Aitken	<ul style="list-style-type: none"> • HR & Remuneration Committee 	<ul style="list-style-type: none"> • Primary Care
David Hellyar	<ul style="list-style-type: none"> • Chairperson HR & Remuneration Committee • Chairperson Marketing & PR Committee 	<ul style="list-style-type: none"> • Health Scrutiny Panel • Primary Care
Jean Hancox	<ul style="list-style-type: none"> • HR & Remuneration Committee • Enter & View Committee • Marketing & PR Committee 	<ul style="list-style-type: none"> • Health Scrutiny Panel • Wolverhampton CCG • Urgent Care Forum • Secondary Care
Ralph Oakley	<ul style="list-style-type: none"> • Enter & View Committee • Marketing & PR Committee 	<ul style="list-style-type: none"> • Health Scrutiny Panel
Madhun (Navin) Foolchand	<ul style="list-style-type: none"> • Enter & View Committee 	<ul style="list-style-type: none"> • Mental Health
Sutinder Herian	<ul style="list-style-type: none"> • Chairperson Finance Committee 	<ul style="list-style-type: none"> • Maternity Services Liaison Committee • Public Health



The list of our authorised representatives can be seen in the table below.

Dana Tooby	Sheila Gill
Harjinder Mangat	Kirpal Bilkhu
Raj Sandhu	Ineke Leech
Kiren Bains	Lynne Allen
Marla Vickers	Sonia Beckett

How we involve lay people and volunteers

As part of the legacy of Wolverhampton Local Involvement Network (LINK), a membership list was adopted by Healthwatch Wolverhampton. A review of this list was undertaken so as to determine the number of active members and those who wished to continue their involvement with Healthwatch. As part of this review, roles were identified to assist individuals in determining how best they wished to be involved.

Champions and Volunteers play an important role in supporting the work of Healthwatch Wolverhampton. Not only are all Board members volunteers, but they support Healthwatch Wolverhampton in gaining experiences of health and social care, and co-ordinating its Enter & View programme. Champions will also represent Healthwatch Wolverhampton where commissioners

and providers are considering service re-design.

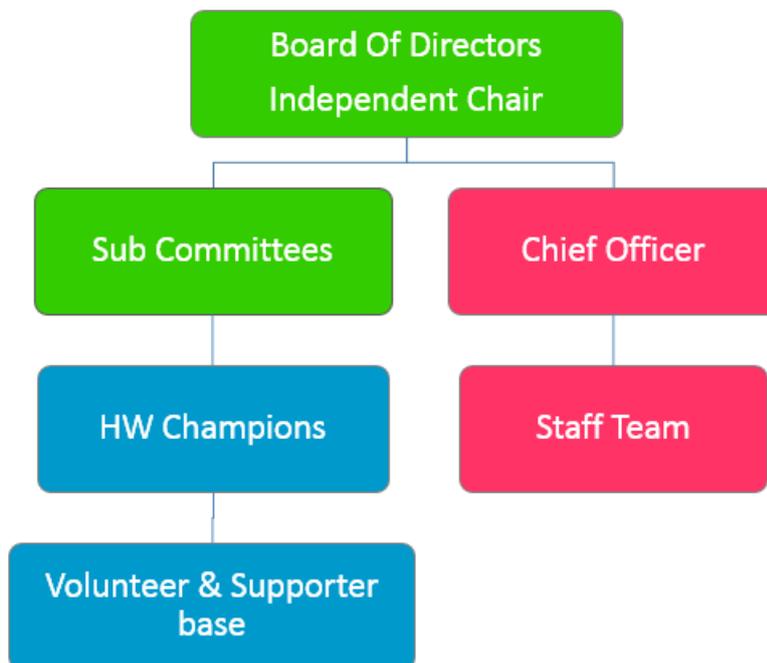
At the end of the year, the following number of people were engaged with Healthwatch...

- 17 Champions
- 11 Volunteers
- 30 Supporters

Operational matters are dealt with by the staff under the guidance of the Healthwatch Chief Officer. During the year there were significant changes to the staff team, with new staff recruited into new roles. Healthwatch Wolverhampton has created the roles of Community Engagement Outreach Officer and Research and Evidence Officer who will seek to strengthen its efforts of recruiting champions and volunteers along with gathering feedback and experiences, and disseminating Healthwatch Wolverhampton information.



The Healthwatch Wolverhampton structure can be seen in the diagram below.





Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities	195,000	
Additional income	6,784	
Total income	201,784	

EXPENDITURE		
Office costs	39,265	
Staffing costs	95,504	
Direct delivery costs	37,745	
Total expenditure	172,514	
Balance brought forward	29,270	



Contact us

Get in touch

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Phone number: 01902 426271

Email: info@healthwatchwolverhampton.co.uk

Website URL: www.healthwatchwolverhampton.co.uk

The annual report was signed of by Healthwatch Wolverhampton Board on 21 July 2015. It will be published it on our website and circulated 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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