

healthwatch

Bolton



Annual Report 2016/17



Registered Charity 1157070

Contents

4 Message from the Independent Chair: Jack Firth

5 Message from the Chief Officer: Alice Tligui

6 The year at a glance

7 Who we are

Our vision | Our mission | Our values

8 Our Work

Our priorities | Listening to people who use health and care services | Enter and View visits | Forums | Supporting people with Information, Advice and Guidance | Evidence and reports | Thematic priorities for 2016 -2017

14 Our Work in Focus

Transforming Health and Social Care in Greater Manchester | Towards a set of Patient Experience Outcomes - Conversations with the people of Farnworth | Change Champions conference

18 Our Volunteers

20 Our People

Trustee Board | Board of Engagement and External Relations (BEER) | Staff Team

22 Our finances

24 Contact us

Message from the Independent Chair



Above: Jack Firth with wife Barbara at the Health and Social Care Awards 2016, Jack won the 'Highly Commended Award' for Best Chair of a Charity

Well it's been another full on year for Healthwatch Bolton! As most of you already know I've been involved in Healthwatch Bolton since it started in 2013 and before that was involved with the Local Involvement Network (LiNK), though I keep thinking about retirement, I am still passionate about changing the system to one in which people are respected and people are heard.

In many ways it has been a complicated year, both in terms of national events and here in Greater Manchester. There are many challenges but I am still focused on the opportunities. What does this mean for people? What difference does this or that event make in helping people to get their voices heard? What do I, as Independent Chair of Healthwatch - or just as plain old Jack Firth - have to do to make that happen?

So, it is in this spirit that I have spent a lot of time this year driving Healthwatch in Greater

Manchester Network forward and getting involved in developments at a Greater Manchester level. I have represented Healthwatch Bolton on recruitment panels, quality groups, clinical networks, strategic boards, development days, and various steering groups, and I will continue to do so. Working for what's best for the people of Bolton involves understanding what needs to change and helping people to see that for themselves.

Greater Manchester developments have taken up a lot of my time this year but we have had to cope with a lot of changes within our organisation as well. In the summer of 2016 we won the contract to deliver Healthwatch in Wigan and Leigh. This was a huge responsibility and also a lot of work. I am proud to say that we are starting to improve opportunities and advice for the people of Wigan and Leigh whilst maintaining our level of influence and activity in Bolton.

I am incredibly proud of all the staff, the trustees, the volunteers and the members for taking on the challenges we have faced this year, for being brave and for keeping going when it has sometimes been tough, and I am confident that we have made the right decisions to keep things moving forward. I hope that 2017-2018 will bring a year of plainer sailing, but if it doesn't I think we are well prepared!

A handwritten signature in black ink that reads "J Firth".

Jack Firth, Independent Chair,
Healthwatch Bolton

Message from the Chief Officer



The backdrop to our year at Healthwatch Bolton has been system change. On 1st April the Government announced, as part of the devolution deal, a fund to accelerate health and social care system transformation and everyone in the Greater Manchester health and care economy began focusing on what needs to be done to revolutionise our services.

As the year went on the Bolton locality plan (the local plan to transform health and care services) began to take shape and the relationships that will be crucial in building a more people centred, more joined up and more sustainable health and care system began to develop and evolve. Healthwatch played a full part in the process of writing the locality plan and continues to be active in the process of monitoring delivery of the plan (as a full member of the System Sustainability and Transformation Board) and is an operational partner (as co-chair, alongside Bolton Community and Voluntary Service (CVS) of the Co-design Enabling Group).

All of this is, of course, quite highfalutin activity and is meaningless unless it is properly embedded into listening to people day in day

out. The wonderful staff at Healthwatch Bolton have of course made sure this happened, keeping up with the changes and keeping going with the day job and doing it all faster! We published an incredible 25 reports - three times as many as last year.

We hit a couple of important milestones as a team this year and I'd like to take a moment to celebrate them. In January we supported our one thousandth client in the Information, Advice and Guidance service. Working away often outside of the limelight this service provides invaluable support to the people of Bolton in helping individuals to resolve their problems, raise their concerns and move forward with their lives. The compassion and expertise of our Information, Advice and Guidance Service staff is unwavering and I am always deeply grateful for their willingness to take on whatever is thrown at them and work with me to try to understand what needs to change to stop these things happening again.

Another important milestone was that we recorded our six-thousandth comment from the public. The engagement team keep this coming, capturing everything that is said in every space and place we visit and ensuring that it is all clearly recorded and handed on so that our research team can use this vital data to develop and present a strong analysis of patient experience.

Alice Tligui, Chief Officer,
Healthwatch Bolton

The year at a glance



- 8463 Website hits - 2029 new visitors
- 65917 Tweet impressions
- We've had over 50 comments via Streetlife
- 139 Facebook likes

- Our 78 volunteers help us with everything from being Trustees to helping with our engagement work
- We have 715 Members / contacts
- 29 Representatives on committees and groups



- Our 25 reports have tackled issues including men's health, young people's emotional health and wellbeing, CAMHS, falls, electronic care records and neighbourhood based health services
- We conducted 8 Enter and View visits
- We held 9 Forums involving 218 people

- We've spent many hours listening to your views, and collected 2516 comments.
- We had 194 Information, Advice and Guidance enquiries - helping local people with enquiries, signposting them and giving information



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 focus is on understanding the needs, experiences and concerns of people of all ages who use services and speaking out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England to ensure that decision makers and health and care services put the experiences of people at the heart of their work.

Healthwatch Bolton is part of the Greater Manchester Network of local Healthwatch and we work closely with our colleagues across the region to ensure people's voices are heard.

Our Vision

We are working towards a society in which health and social care services respond directly to the needs of the people who use them. By this we mean:

- People shape health and social care commissioning and delivery
- People have a real opportunity to influence the services they receive personally
- People are supported to proactively manage their health and participate fully in the planning of their own care
- People hold service providers and commissioners to account

Our Mission

Healthwatch Bolton continues to be part of a strong independent organisation, truly reflecting the diversity of the communities we serve and is well respected as an effective champion for patients and service users.

Our work will ensure that the collective voice of our community is heard by decision-makers and has a positive impact in all aspects of health and social care in Bolton.

We are accessible to all those who wish to engage in Healthwatch activity, and approachable for people of all ages, all cultures, all levels of ability and all social backgrounds.

Our Values

- Genuinely engage with local people
- Respect people's experiences of health and social care
- Listen and act on what people say
- Make sure all parts of the community have a voice
- Bring together evidence for change
- Work in partnership with others
- Challenge health and social care services to improve
- Raise issues in a positive way
- Be independent, open and democratic
- Feed back to local people on what we have done
- Be accountable to the public

Our work

Our priorities

Thematic priorities 2016-2017

| |
|-------------------------------------|
| Care in my home |
| Greater Manchester Devolution |
| Young People's Health and Wellbeing |
| People Driven Care |
| Healthy Lifestyles |
| Respectful Response to Diversity |

Thematic priorities 2017-2018

| |
|--------------------------------------|
| Young People with Complex Needs |
| Greater Manchester Devolution |
| Dementia |
| Communication |
| Digitalisation and Tech Enabled Care |
| Personal Budgets in Health and Care |



Listening to people who use health and care services

We collected 2516 comments over the last year and attended over 50 events to carry out engagement and promotion. At these events we have met many people who use health and care services in Bolton.

Our community engagement team and volunteers have been out and about listening to people about what health and care is like for them, their families, friends and colleagues.

We are keen to ensure that we engage with a diverse range of groups and communities in Bolton. We do this by targeting our engagement work to specific communities and groups of people.

We work with local organisations and partners to help us reach out to all sections of the community and work with our equalities volunteers to do this.

Engagement sessions include the following:

| | |
|--|----------------------------|
| Bolton West Stroke Group | Ingeus |
| Rothwell St. Sheltered Housing | Carers Forum |
| Bolton Service User Recovery Forum (Bsurf) | CVS Volunteer Fair |
| Bolton Integrated Drugs & Alcohol Service (BIDAS) | Get Ready for Winter Event |
| UCAN centre Farnworth | Macmillan Event |
| Building a New Direction (BAND) Health and Wellbeing event | Ryelands lunch club |
| Befriending Refugees and Asylum Seekers (BRASS) | Carers Information Day |
| Bolton Hospital Foundation Trust and a variety of community clinics and GP Practices | |

Enter and View visits

The right to 'Enter and View' is a statutory power of Local Healthwatch. The power allows us to visit health and care providers' premises to see how a service is run and provides an opening to hear the views of service users, carers and staff at the point of service delivery.

Enter and View visits focus on patient experience, they are not inspections but add useful insight into quality of services.

In Bolton we have focussed our Enter and View activity in residential care homes. In 2016-2017 we undertook eight enter and view visits.

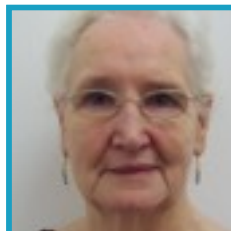
Enter and View Visits 2016 - 2017

- Blackrod House
- Glenbank Care Home
- Knightswood Care Home
- Woodlands Care Home
- Four Seasons Care Home
- Rivington View Care Home
- The Withins Care Home
- Sunnyside Care Home

The Enter and View lead meets regularly with a representative of the Care Quality Commission (CQC) and Local Authority (LA) to discuss our findings, comments and concerns.

Enter and View visits are conducted by trained volunteers and bring lay persons perspective.

Our Authorised Representatives in 2016-2017 were:



Anne Bain



Eileen Bennett



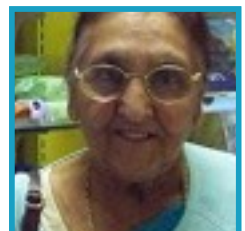
Ian Cooper



John Sugden



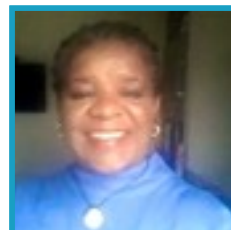
Jim Fawcett



Sue Desai



Shashikant
Merchant



May-Blossom
Brown



Angela
Roughley

Reports of all the visits can be found on our website: www.heathwatchbolton.co.uk

Forums

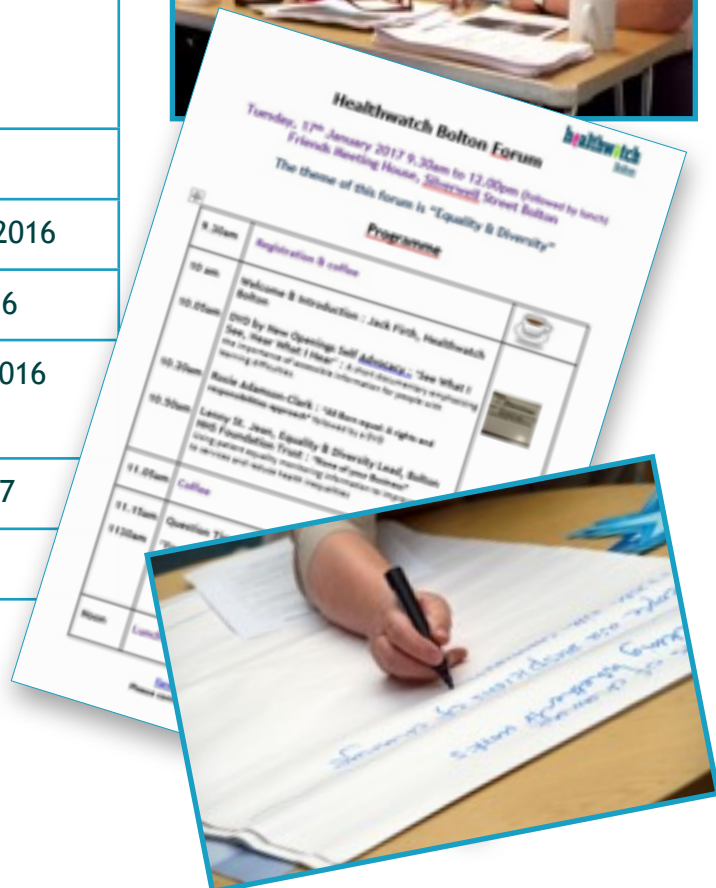
We hold a regular public forum where we invite our members and the public to come along and interact with commissioners and providers of health and care services. We encourage people to get involved in discussions, ask questions of system leaders and participate in the workshops which inform our database. All forums are audio recorded and can be found on our website: healthwatchbolton.co.uk.

The 2016 -2017 Forums were:

| | |
|---|----------------|
| Care and Carers | April 2016 |
| Patient transport and North West Ambulance Service (NWAS) | May 2016 |
| Health Priorities for Refugees and Asylum Seekers | June 2016 |
| Using I.T. in health care | July 2016 |
| Shared care records | September 2016 |
| Care in your home | October 2016 |
| Children and young people | November 2016 |
| Equality and Diversity | January 2017 |
| Bolton Locality Plan | March 2017 |

We sometimes co-produce forums with other organisations to ensure we include a variety of different service users and carers. This year we held the Health Priorities for Refugees and Asylum Seekers Forum in partnership with Bolton Befriending Refugees and Asylum Seekers (BRASS) and the Care and Carers forum was held in partnership with Bolton Carers Support.

A total of 218 people attended the forums throughout the year



Supporting people with Information, Advice and Guidance

We provide information and advice on health and social care services to the public via telephone and email. During 2016-2017 we dealt with 194 individual advice and guidance cases. We passed an important milestone this year by reaching our 1000th client in January 2016.

We can support people with any question, query or problem they are facing with health and social care services. Our case workers provide a listening ear and clear lines of advice on a whole range of problems. Much of our work is in-depth case work and we are able to support people to navigate the system, to resolve their individual issues, to escalate serious concerns and can advise on how to make a complaint if people wish to do so.

We raise issues with the Clinical Commissioning Group (CCG) Quality Surveillance Group, The Safeguarding Intelligence Forum and with individual services as required.

Healthwatch Bolton continues to coordinate the Advice Providers Group which brings together advice agencies from across the town to discuss shared issues, opportunities and concerns.



We are proud to provide this service to the people of Bolton. Here are some of the things people have said about our Information, Advice and Guidance Service:

“Thank you for all of your help. I would not have known where to go with my complaint. I can understand why people do not complain.”

“You're the only person [organisation] that phones us back. You're the only organisation that is taking us seriously. You're helping us.”

“Thank you for all you help. I am so grateful. Things are finally moving forward. It will be slow but at least things are moving forward now.”

“When I first came to HWB I spoke to a very nice lady. Thank you very much for ringing me back today. It's very professional of you. Thank you very much.”



Evidence and Reports

By analysing the evidence that we collect from the community, we develop topics for future research. These topics become Thematic Projects. We develop research questions, source engagement opportunities, talk to people, collate the results and produce thematic reports. We are also commissioned to undertake specific pieces of research. This year we have worked with Bolton CVS as part of an engagement alliance on doing some joint engagement around falls and shared care records. We also produce ‘snap-shot’ reports which are produced from small pieces of engagement work to give a flavour of what people think about a service.

Reports produced: 25 in total

Thematic reports = 3

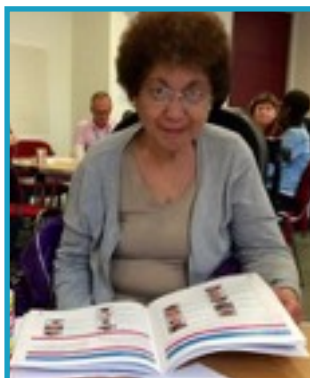
Snapshot = 7

Commissioned = 5

Alliance = 2

Enter and View = 8

All reports are available on our website:
www.healthwatchbolton.co.uk



Thematic:

Men’s Health and Wellbeing

Championing Change in Health and Care

Wheelchairs

Engagement Alliance:

Falls

Electronic Shared Care Records

Bolton GP Federation Commissioned:

Who are you seeing today?

Towards a set of Patient Experience Outcomes

Neighbourhood Hubs

Where are People at with Telehealth?

What People Think about Waiting Times

Snapshot:

Podiatry

When Caring ends

Views of those living with Prostate Disease

NWAS Discharge

CAMHS - Mental Health Support for Young People

Experiences of GP Support from People with Histories of Addiction

Emotional Health and Wellbeing of Year 7 Students in a Bolton High School

Enter and View:

Woodlands Care Home

Four Seasons Care Home

Sunnyside Care Home

The Withins Care Home

Glenbank

Blackrod House

Rivington View

Knightswood

Thematic Priorities for 2016-2017: Activities undertaken for each priority by the Board of Engagement and External Relations (BEER) and staff team



Our Work in Focus

Transforming Health and Social Care in Greater Manchester



Greater Manchester Devolution has brought enormous challenges and opportunities to the people of Greater Manchester and the organisations that serve them including Healthwatch. The scale and pace of change is incredible and getting to grips with what devolution means for health and social care services, for Healthwatch and, most importantly, for people has been a major part of Healthwatch Bolton's work over the last year.

Healthwatch Bolton continues to play a full role in the processes involved in transforming health and social care in Greater Manchester. This involves us being a full partner in the development and implementation of the locality plan in Bolton and being proactive within the Healthwatch in Greater Manchester (GM) Network.

In the spring of 2016 Healthwatch Bolton and Bolton CVS presented a joint proposal to Bolton CCG to develop engagement work around the locality plan themes. The proposal was successful and the Engagement Alliance began work completing engagement projects on falls and electronic care records in 2016. As the year turned the Alliance partners became co-chairs of the Co-design and Engagement Enabling Group and went on to build a strong and vibrant meeting

bringing together strategic and operational leads to build a stronger focus on co-production and engagement, support operational leads and to hold the locality plan task groups to account on their engagement responsibilities.

In March the Engagement Alliance was funded for a further two years from Bolton's Transformation Fund money and we have exciting plans to extend engagement and research activity and increase the opportunities for people to be involved in co-designing services.

On a strategic level, Healthwatch has been a full partner in the development of Bolton's locality plan. We consistently attended the partnership meeting that worked to produce the plan and the bid to the Transformation Fund.

Healthwatch in Greater Manchester (GM)

Throughout the year Healthwatch Bolton continued to play a strong and active role in the Healthwatch in Greater Manchester Network. The network continued to meet monthly to share experiences and information and make plans about joint work.

Jack Firth, Independent Chair of Healthwatch Bolton continued to represent the network at Greater Manchester level and became the network's representative on the Greater Manchester Health and Social Care Partnership Board. Jack also continued to attend the GM Quality Surveillance Group as well as a number of occasional meetings alongside other Healthwatch representatives from Bolton and elsewhere.

Healthwatch Bolton developed- on behalf of the Healthwatch in GM Network - a proposal

for a Healthwatch in GM liaison function. The proposal was presented to the Greater Manchester Health and Social Care Partnership (GMHSCP) in the autumn of 2016 and approved in the spring of 2017. From April 2017 the liaison function will be live with one Healthwatch officer working within the GMHSCP Office to put forward the case for proper public engagement, to ensure Healthwatch is represented in key groupings at GM and to support information flow between local Healthwatch and the GM authorities.

As the formal structures governing the locality plan implementation began to emerge, Healthwatch Bolton was asked to co-chair the Co-design and Engagement Group alongside Bolton CVS and, as a result of this role has a seat on the System Sustainability and Transformation Board. Healthwatch Bolton is also represented on the following task groups; Workforce Enabling Group, Children's and Maternity Strategy Group, Mental Health Strategy Group, Population Health Strategy Group, Urgent and Emergency Care Strategy Group, Primary Care Strategy Group.



Towards a set of Patient Experience Outcomes - Conversations with the people of Farnworth

One of the new delivery models expected by Greater Manchester Health & Social Care Partnership and reflected in the Bolton locality plan is the development of a 'Local Care Organisation' (LCO). Primary Care and some aspects of community based health care activity is expected to be delivered at a neighbourhood level within the framework of the LCO.

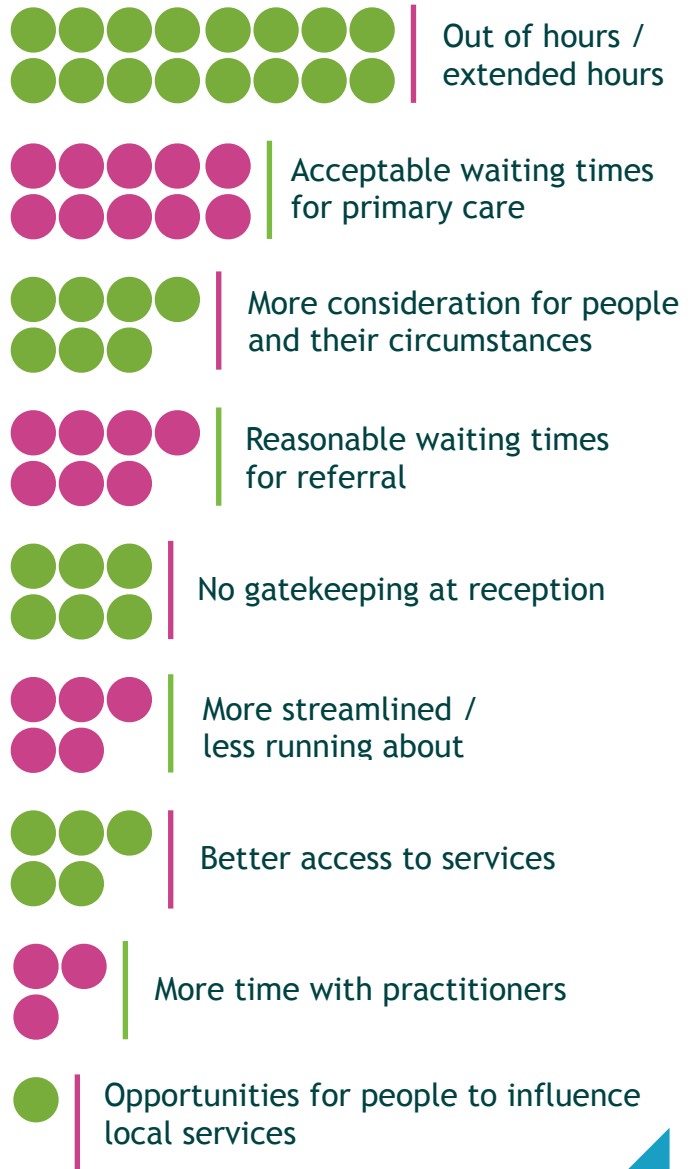
Bolton GP Federation commissioned Healthwatch to find out what patients would want from this new delivery model. We spoke to 59 people at 5 venues in Farnworth, producing 615 comments.

The field researchers explored a number of topics including what services people would want to see in a neighbourhood team and produced a series of five reports under the banner title of Conversations with the People of Farnworth:

Neighbourhood Hubs | Towards a set of Patient Experience Outcomes | What People Think about Waiting Times | Where are People at with Telehealth | Location of Services in Farnworth

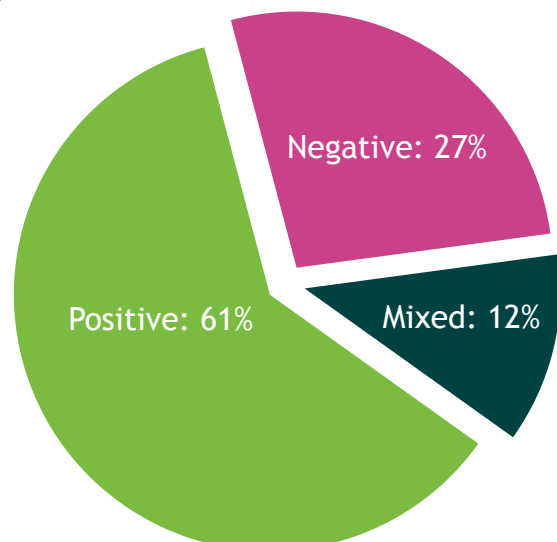
The reports were circulated to a wide range of people within the health and social care economy including all the strategic leads within the Local Transformation Programme, leaders within the Greater Manchester Health and Social Care Partnership, GP leaders, other service providers, voluntary and community groups and individual Healthwatch members.

The reports were extremely well received and have been influential in informing activity, development and plans in terms of Neighbourhood Hubs and, social prescribing, outcomes tool development and Technology Enabled Care (TEC). The graphs [opposite] show some of the information that local people told us.



Above: Patient Experience Outcomes: number of times suggested $n=60$

Below: Overall disposition towards tele-health



Change Champions conference - 24th February 2017



In January 2016 Healthwatch Bolton held one of our regular forums on the subject of Greater Manchester Devolution, a straw poll revealed that over three quarters of the people attending (37 people) felt that their knowledge of devolution was very low, were unaware of the scale of the challenge and lacked knowledge about the transformational intention of the Greater Manchester Health and Social Care Partnership.

Most participants were surprised to hear of successful change initiatives in other parts of Manchester such as salaried pharmacists in GPs surgeries, hospital led social care services, GP consortia providing ALL primary care, a new approach to dementia that is being piloted and a new approach to cancer diagnostics which will save repeat referrals.

Following on from this forum Healthwatch Bolton decided to look for some funding to help our volunteers and members explore the idea of change and prepare for their role as Healthwatch members as the Transformation Programme gets underway.

An application was made to the Big Lottery Awards for All programme to fund the work and was successful.

The grant supported a learning and development programme for ten volunteers. The volunteers attended a series of workshops led by Cath Broderick, of We Consult. The workshops explored; what change means; how it affects people and organisations; the benefits of creating change for the greater

good. Individual volunteers looked at various successful change programmes and projects from Bolton and elsewhere.

As the culmination of the project, a large conference was held in conjunction with the University of Bolton, on 24th February 2017. More than 80 people attended, including the Change Champions, Healthwatch members, volunteers and staff, commissioners and managers from Voluntary and Community Sector (VCS) organisations, the public sector and the NHS.

The conference showcased a variety of successful change projects and explored what specific features made the projects succeed. The final output of the conference was a printed report and a Checklist for Change, which is published in the report and available separately on our website.

We intend to develop some work using the Checklist for Change as a tool for monitoring the many change projects that will form Bolton's health and social care locality plan.

Our Volunteers

During 2016-2017 we worked with 78 active volunteers

Volunteers roles include:

Equalities Groups - recruited to monitor hospital changes brought about by Healthier Together to consider equalities issues. The group also work with partners on the Equality Delivery System (EDS) and monitoring.

Community reporters - produce our audio reports from the forums.

Lay readers - review information to ensure that it is legible, user-friendly, understandable and available in different formats.

This year our readers looked at:

- The accessible information standard
- GM Devolution tool kit
- Carers leaflet
- GP weekend access letter
- Ophthalmology poster
- Re-ablement leaflet
- Bolton CCG website

Office volunteers - assist mainly with IT tasks, research and information

Change Champions - recruited to champion change in health and social care

Engagement volunteers - assist the community engagement workers

Enter and View volunteers - authorised representatives, trained to enter and view health and care organisations

Trustees - appointed to oversee the work of Healthwatch Bolton

Board of Engagement and External Representation (BEER) - appointed to represent Healthwatch Bolton on external committees.

Our Independent Chair and Board of Engagement and External Relations undertake a variety of roles as lay representatives, patient champions, expert patients and facilitators. (see page 13 which gives more in-depth information into the types of activities our representatives have undertaken)

During 2016-2017 we had representation at the following committees, meetings and work groups

| | |
|----------------------------------|---|
| • Continuing Health Care Panel | • Integrated Care Strategy and Planning group |
| • BAND Central Forum | • Carers Strategy partnership group |
| • Young Carers Partnership | • BAND mental health service user group |
| • Bolton CCG Board | • Ambition for Ageing Equalities Group |
| • Equalities Target Action Group | • Greater Manchester Cancer Partnership Group |
| • CVS Health and Wellbeing forum | • GM Devolution Strategic Partnership Board |
| • Health and Wellbeing Board | • Mental Health Strategy and Planning Group |
| • Oral Health sub-group | • Bolton Locality Plan Transformation Group |
| • Co-commissioning Group | • Children and Maternity Strategy and planning group |
| • Quality Surveillance Group | • Patient Experience and Intelligence Partnership |
| • GM mental health group | • Adult Overview and Scrutiny Committee |
| • System Sustainability Group | • Safeguarding Intelligence Forum |
| • Locality Plan Workforce Group | • Bolton Palliative Care and End of Life Strategy Board |
| • Diabetes Re-design Group | • Locality Plan, Co-design and Enabling group* |

**co-chaired by Healthwatch*

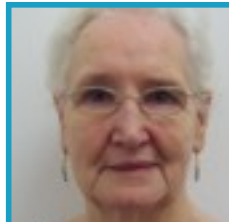


Our people

Trustee Board

Our Independent Chair, Jack Firth, chairs the Trustee Board meetings. He also chaired the BEER meetings and acts as line manager to the Chief Officer, working closely with her on both operational and strategic decision-making.

Our Trustees in 2016 - 2017 were:



Anne Bain



Gerry Donnellan



Tracy Boylan



Shashikant
Merchant



Andrew Taylor
(Treasurer)



Steven
Greenhalgh
Chair of Trustees



Nat Biney



Ann Schenk



Jim Fawcett

At the time of writing this report Eric Hyde had sadly passed away. We are grateful for the valuable contribution Eric made to Healthwatch Bolton as he did with many other organisations in the town.



Eric Hyde



Jim Sherrington

Our people

Board of Engagement and External Relations (BEER)

In addition to the Trustee Board, Healthwatch Bolton has the BEER. This group work alongside the Trustees to develop relationships with important players in the health and social care economy. There are over 30 members of this group from a wide variety of backgrounds.

Group members attend a variety of local strategic and scrutiny meetings, help us to build relationships with other organisations, examine the intelligence gathered from engagement work and develop recommendations for our reports.

Staff team

Alice Tligui
Chief Officer



Julie Darbyshire
Locality Manager



Leah Elcock
Senior Advice and
Information Officer



Gail Gregory
Senior Community
Engagement Officer



Karen Wilson
Senior Community
Engagement Officer



Ian Hutchinson
Research Assistant



Christine Makinson
Senior Advice and
Information Officer



Our finances

Healthwatch Bolton 1st April 2016 - 31st March 2017

Income

| | |
|-------------------------------|----------------|
| <i>Income from Bolton MBC</i> | 189,745 |
|-------------------------------|----------------|

| | |
|--------------|--------|
| Other income | 42,060 |
|--------------|--------|

| | |
|---------------------|----------------|
| Total Income | 231,805 |
|---------------------|----------------|

Expenditure

| | |
|----------------|---------|
| Staffing costs | 145,154 |
|----------------|---------|

| | |
|--------------------------|--------|
| Office and Running costs | 37,074 |
|--------------------------|--------|

| | |
|------------------------|--------|
| Project Activity costs | 38,717 |
|------------------------|--------|

| | |
|--------------|-------|
| Depreciation | 3,520 |
|--------------|-------|

| | |
|--------------------------|----------------|
| Total Expenditure | 224,465 |
|--------------------------|----------------|

| | |
|-----------------|-------|
| Surplus/balance | 7,389 |
|-----------------|-------|

healthwatch

Bolton



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Healthwatch Bolton

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@HWBolton

We will be making this annual report publicly available by 30th June 2017 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees 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.