

Healthwatch Bolton
Annual Report 2017/18



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Message from the Independent Chair Jack Firth



My personal highlights were our town hall square TEC event and our work with Young Carers

It's been another hectic year for Healthwatch Bolton, with new staff and new ideas. My personal highlights were our town hall square 'TEC event' (Technology Enable Care), and our work with Young Carers (both featured inside this report).

For my own part I've spent a lot of time working with colleagues in the Healthwatch in Greater Manchester Network to find out what is happening and ensure that, through Healthwatch representation, patients perspectives are kept in mind in the big city wide change processes around hospital, primary care and social care transformation.

Like every other organisation involved in health and care in Greater Manchester, the 10 Healthwatch organisations located in the city region, we have been grappling with the challenges of devolution and the transformation programme for health and social care. As local Healthwatch we have enjoyed really good relationships with the Greater Manchester Health and Social Care Partnership (GMH&SCP). Thanks to some financial support from the GMH&SCP we have been able to open a liaison office in central Manchester and have a full time staff member working there on our behalf. As a result of this we have been able to do some patient engagement across the city making sure patients views about hospital prescriptions and diabetic eye screening

services have been included in plans to change services and bringing a patients perspective on joint working between hospitals. We have also been able to better support each other at Healthwatch by sharing policies, information and ways of working. In October we had our first ever Healthwatch in Greater Manchester conference, bringing together Healthwatch volunteers, staff and supporters from all across Greater Manchester to share our work and discuss what more we could do to work better together.

Locally we have been working with the Local Authority and the CCG on some big local changes particularly helping to inform people about 'neighbourhood working' - which brings more and different support to GP practices and better connections between services, voluntary organisations and communities - and helping services to understand what would make a real difference to people's health and wellbeing. We've still got a way to go but we hope that people are starting to feel better informed and more able to access the support they need.

Thanks as ever to our hard working and dedicated staff and volunteers who keep going in spite of the challenges and barriers we sometimes encounter and who do so much to make sure ordinary people have their say.

Message from the Chief Officer Alice Tligui

It's been another hectic year for Healthwatch Bolton. This year more than 1,500 people shared their views by giving us almost 8,000 comments. Thanks to Alex and Hassan (our research team), who joined us in May - we've been able to use all this information to produce an amazing 42 reports which in turn have been read by more than 3,500 people!

We began the year working with the NHS Business Services (a major employer in Bolton), gathering the views of some of the people who work there on health and wellbeing at work. The project was a great success and as a result of what employers said, the company made some changes to its health and wellbeing offer, and set up a working carers support group, well done NHS Business services for listening to your staff!

As we moved into the summer we were out and about on the town hall square talking technology, finding out what people think about health apps, gadgets for care and tele-medicine. All these views were fed into Bolton's Technology Enabled Care Strategy that is bringing new innovations to help people make better use of their gadgets to stay healthy and independent.

Also in the summer Deb, Caroline and Michelle joined Gail and Karen on our engagement team giving us more capacity to get out and about in town. Caroline spent September getting around all the neighbourhoods of Bolton doing workshops on Bolton's Local Plan. As part of our work with the Engagement Alliance (a partnership of Healthwatch and Bolton CVS), the neighbourhood workshops began a dialogue with communities about how health and care services could work better for them.

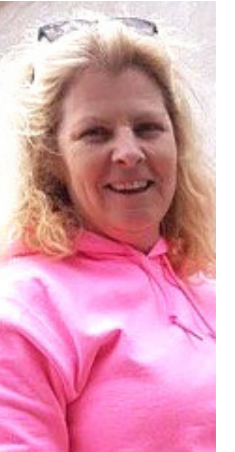
Meanwhile Gail and Karen were talking to people on the mental health in-patient wards and patients using Bolton Hospital's Ambulatory Care Unit. What they found was that people liked the service but didn't understand the name - as a result of their

work a number of improvements were made to the Unit's facilities and Bolton Hospital is now debating a new name for the Unit. In the autumn Deb and Michelle got cracking on work with young people - first with young carers and then with young people with special needs. In spite of the problems finding young people who realise they are carers, Deb and Michelle found a group to work with, not just collecting their views but helping them to tell their stories, helping them meet other young carers and helping them to champion young carers in their schools. Local songwriter Casper Mason got on board with the project writing and recording a fantastic song raising awareness about young carers. The project culminated in a glitzy event at Bolton Octagon Theatre where the young people got to tell their stories directly to people who make decisions about young carers services as well as celebrities Harry Visoni and Connor Hall.

During the winter we shifted our focus to older people and in particular those living with dementia. Gail led a major project visiting services and getting involved with Bolton's vibrant dementia café scene. The work produced an absolute wealth of testimony about the lived experience of people who have dementia and those that care for them and will produce several reports that will both help raise awareness and inform service design for this group of people.

That's just a quick tour of the highlights of our year but it wasn't all glamorous and I want to give a special thanks to Leah, our information and advice worker who works tirelessly and mainly behind the scenes helping individuals to resolve their problems and to Julie, our chairman Jack and our Trustees and volunteers who keep up our presence on various Boards, Committees and Working Parties making sure people's views are taken into account by decision makers.

You can read about some of our major projects further on in this report.



The number of people reached on Social Media:

- 133 new Facebook likes
- 20,000 tweet impressions
- 2002 followers

Our 78 volunteers helped us with everything from being trustees to enter and view representatives.

393 people attended our forums

We've spoken to more than 1,500 people throughout the year and gathered 7,389 comments

Our 42 reports have tackled issues ranging from health and the workplace, to technology enabled care.

These reports have been read by more than 3,500 people.

We've supported 176 people with information and advice

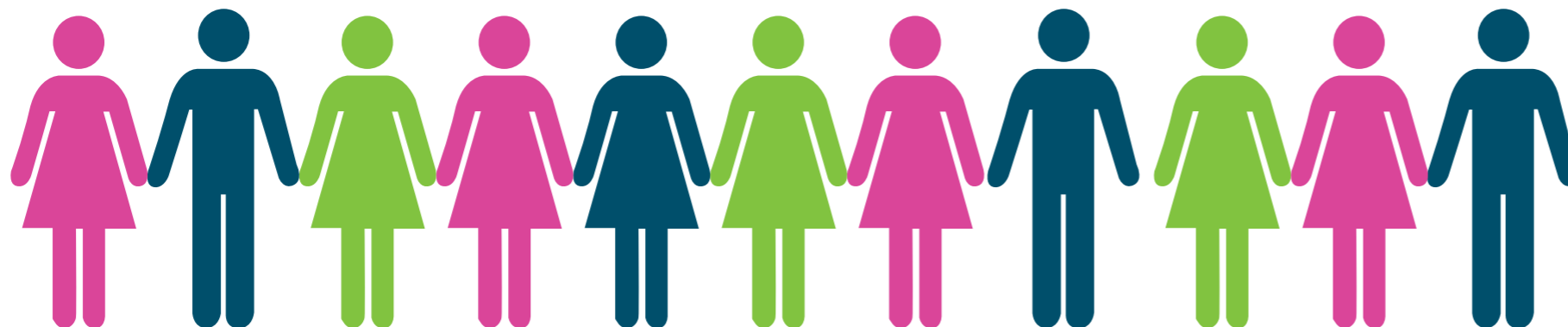
We exist to make health and care services work for the people who use them. Everything we say and do is informed by our connections to local people. Our focus is on understanding the needs, experiences and concerns of people of all ages who use services and speaking out on their behalf.

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 City Region to ensure people's voices are heard.

Meet the Team

Alice Tligui: Chief Officer • **Julie Darbyshire:** Locality Manager
Elaine Barker: Information Advice and Guidance Manager
Leah Elcock: Senior Information Advice and Guidance Officer
Gail Gregory: Senior Community Engagement Officer
Deborah Robinson: Senior Community Engagement Officer
Caroline Tosal-Suprun: Senior Community Engagement Officer
Alex Tan: Senior Research Officer • **Ian Hutchinson:** Research Officer
Hassan Osman: Senior Research Officer
Michelle Daubney: Community Engagement Intern



Our Mission

Healthwatch Bolton continues to be 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 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 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.
- Feedback to local people on what we have done.
- Be accountable to the public.

Helping you find the Answers

Thank you that is so kind of you to take the time to try to help. I will look into it.

You are the only organisation that has contacted me. I am very grateful for everything you have done. I feel so much calmer having spoken to you. You've calmed me down. Thank you.

This is Healthwatch at their best. Thank you. I am so grateful.

I came to you last time you were a great help, you have a lot of empathy. I really appreciated everything you did with the DWP. I don't know what you said to them but it worked !!!

I can't thank you enough for the help you have given me which has enabled me to continue treatment and move forward through a very difficult time recently. It has made all the difference to me.

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 2017-2018 we dealt with 176 individual advice and guidance cases. 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 signpost people to advocacy organisations and raise issues with the CCG Quality Surveillance Group, the Safeguarding Intelligence Forum, the CQC and with individual services as required.

Healthwatch Bolton continues to coordinate the Bolton 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. This year we dealt with cases concerning GP prescribing issues, Continuing Health Care, Patient Transport and mental health. This is just a flavour of some of the issues we deal with.

Here are some of the things people have said about our Information, Advice and Guidance Service..

Your views on Health and Care

Listening to people who use Health and Care services

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 engaged with over 1500 people in the last year.

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 and working with local organisations and partners to help us reach out to all sections of the community.

Here is a small selection of places where we held engagement sessions:

- Bolton University Health and Wellbeing event.
- Bolton Together.
- Bolton CVS Health and Wellbeing Forum.
- BAND Central Forum.
- Children's Opportunity Group (COG).
- Best Choices.
- Fort Alice.
- Bolton Lads and Girls Club.
- Get Ready for Winter Event.
- Handful.
- Seva Dal.
- Jubilee Centre.
- Bolton Library.
- Swan Lane Medical Centre.
- Prescription Pricing Authority.
- Mhist Ladies Group.
- Bolton Memory Service.
- Bridgewater Care Agency.
- Bolton Dementia Cafes.
- Groundwork.
- Bolton Hospital.



We engaged with over 1500 people in the last year

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 completed our two year programme of enter and view in residential care homes. We undertook a visit to a mental health ward and undertook a review of our Enter and View processes to enable us to formulate a new plan for 2018-2019. In 2017-2018 we undertook 2 enter and view visits.

Our Enter and View reps visited:

- Lever Edge Care Home.
- Greater Manchester Mental Health Trust – Rivington Unit.

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
- Sue Desai
- Jim Fawcett
- John Sugden
- Joan Pritchard-Jones

In 2018 we plan to recruit new authorised reps and recruit a chair who will oversee the work of this group.

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.

In January we held a Young Carers Awareness Event which we held at the Octagon in Bolton – you can read more about this on pages 12 and 13. In March we held a market place forum on mental health which was really well attended by nearly 60 people. We had some interesting speakers talking about some lesser-known services which the audience found most informative. We also had a range of stall holders from organisations such as Kooth, Start Ability, Headspace, Bolton Primary Care Psychological Services, 1Point and many others.

A total of 393 people attended our forums this year.

The 2017-2018 Forums were:

- April 2017 -The value of peer support.
- May 2017 - Dementia awareness.
- July 2017 - New developments in Primary Care.
- September 2017 - Telehealth and Telecare.
- October 2017 - Health and Work.
- November 2017 - Dementia, Power of Attorney & the role of an Independent Mental health Advocate.
- December 2017 - Changes to the way primary care services are delivered.
- January 2018 - Young Carers.
- March 2018 - Mental health market place event.



In the summer of 2017, as part of our work through the engagement alliance, we set ourselves up in a tent in Bolton town centre. The purpose of this was to demonstrate to people the value of TEC and to explore their views and experience of interacting with it.



We invited people to come in and answer a few questions about what they already knew about TEC or what they thought they knew. We then let them explore things in the tent such as finding out about health related apps, trying out equipment. A survey about Health Apps was also distributed to diverse groups of people via social media. The idea was to explore the different ways people utilise Apps, their future dispositions towards Apps as well as perceived barriers. The response rate of this survey was good with 116 respondents completing the survey during a period of just over two weeks.

Following simple demonstrations of some of the available gadgetry:

- Nearly 80% of respondents said they felt positive about TEC following simple TEC.
- 82% said they could see the benefits of monitoring health remotely following a brief demonstration.
- 80% of respondents had never heard the term TEC.

People identified lack of information about health and care related technologies and access to them as major barriers to exploring TEC.

Some people saw TEC as too complex to use. But many expressed a willingness to 'explore' TEC options.

Our research on TEC has been used to inform Bolton's wider strategy for TEC roll out.



Nearly 80% of respondents said they felt positive about TEC.

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 continued to work with Bolton CVS as part of an engagement alliance on doing some joint engagement around the Bolton plan for health and care. All reports are available on our website.



Below is a list of all the reports we produced this year:

- Forum - People's Views on Health Related Peer Support Groups (March) - August 2017.
- The Working Well - Registration with a Dentist - July 2017.
- Public Views about NHS Wheelchair Services - August 2017.
- Patient Understandings and Experiences of Ambulatory Care - August 2017.
- Neighbourhood Hubs - Conversations with Young People at The Parallel - August 2017.
- Neighbourhood Hubs - Young People's Views on Technology and Healthcare - August 2017.
- Neighbourhood Hubs - Young People's Views on Waiting Times - August 2017.
- The Working Well: NHS Business Authority Employee's Opinions on Health Services - November 2017.
- The Working Well: Health issues in the Workplace - November 2017.
- Brightmet and Little Lever, Linking Communities - November 2017.
- Neighbourhood Hubs - Conversations with people in the Chorley Roads area - November 2017.
- Forum - People's views on Health and Work - November 2017.
- Healthy Wealthy and Wine - November 2017.
- Views on Health Related Apps - November 2017.
- Technology Enabled Care: People's Views on Awareness and Use of Technology for Health.
- Views on Waiting Times - November 2017.
- Neighbourhoods (overall master copy) - December 2017.
- Neighbourhood Report: Transport mentions - January 2018.
- Neighbourhood Report: Services and Professionals Attitudes - January 2018.
- Neighbourhood Engagement Workshops (12 reports) - January 2018.
- Young Carers - January 2018.
- Young Carers - Comments on TEC use - January 2018.
- Urgent Care - February 2018.
- Making Sense of Social Prescribing - January 2018.
- Living with Dementia (4 reports) - March 2018.
- Enter and view - Lever Edge Care Home - April 2017.
- Enter and view - Rivington Unit - September 2017.



This year we produced 42 reports. All reports are available on our website.

Urgent Care

The Engagement Alliance (a partnership of Healthwatch Bolton and Bolton CVS) was commissioned to do a piece of research to look at people's understanding of the term 'urgent care'. This research was done between December 2017 and January 2018.

An online survey gathered 69 responses and was primarily publicised through email, social media, and online. We took a novel approach in this research, using a video to promote and lead potential respondents into the survey. Healthwatch Bolton were supported with training by our colleagues at Healthwatch Kirklees who have been using the animation technology for some time. Thanks to all at Kirklees for their help and support.

The result was better understanding of how people thought about symptoms and whether this would result in them seeking urgent care. The responses also showed opinions on the use of the telephone for triage.

Our Volunteers

In addition to our trustees and local committee members, we also have volunteers covering a variety of roles:

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.

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

Engagement volunteers - assist the community engagement workers

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

Metrics Testing volunteers - supported a pilot activity testing new data collection tools.

Our online survey gathered 69 responses



During 2017-2018 we had representation at the following committees, meetings and work groups:

- Continuing Health Care Panel
- Integrated Care Strategy and Planning group
- Young Carers Partnership
- Carers Strategy partnership group
- Equalities Target Action Group
- CVS Health and Wellbeing forum
- Health and Wellbeing Board
- Oral Health sub-group
- Safeguarding Intelligence Forum
- Quality Surveillance Group
- Children and Maternity Strategy and planning group
- Bolton Locality Plan Transformation Group
- System Sustainability Group
- Locality Plan - Falls
- Locality Plan - Population Health
- Locality Plan, Co-design and Enabling group which Healthwatch co-chair
- GM Devolution Strategic Partnership Board
- GM mental health group
- Mental Health Strategy and Planning Group
- Patient Experience and Intelligence Partnership
- Ambition for Ageing Equalities Group
- Bolton CCG Board
- Adult Overview and Scrutiny Committee
- BAND Central Forum
- Metrics Testing Group
- Diabetes Re-design Group



Young Carers Work and Song Healthwatch Bolton set out to raise awareness of young carers in Bolton firstly by producing a written report on what young carers told us and then using their experiences to produce a song and hold an event on 16th January 2018. The sell-out event saw much media attention and was supported by celebrities and local services a like!

With over 100 people in attendance the audience were able to take in the sounds of local singer songwriter Casper Mason who performed live on the night, hear first-hand from young carers themselves, get an outline of our main report and see the PREMIER of our CHARITY single!



The record 'Growing Older' viewed 131,666 times on Facebook

867 people made comments about our tweets



44,202 people reached via our tweets

We wanted to speak to young carers and find out all about their lives. We wanted to find out about their caring roles and what, if any, impact this had on their physical and mental health, education, social life and future aspirations.

Over a space of 2 months we were able to meet up with 13 young people and their families. Speaking to a local singer songwriter Casper Mason, he was keen to help. Casper agreed to write a song based upon the experiences of these families and better still speak to producers, musicians and photographers with an aim of making this bigger and better than we ever imagined!

Over 450 young people applied to sing on the record and 3 talented individuals were picked 'Ella G', 'Ben Jordan' & 'Casey'. We made appearances on Bolton FM and had numerous articles in The Bolton Evening News. Facebook & Twitter were also used to promote the event and were lucky enough to get support from celebrities representing Bolton Wanderers and Coronation Street as well as Maxine Peake and Dave Spikey.



Young carers speeches reached 3,937 people

Throughout the project we received a huge amount of support:

- 44,202 people reached via our tweets.
- 867 people made comments about our tweets.
- 128 re-tweets.
- 234 likes on @HWBolton.
- The record 'Growing Older' has been viewed 131,666 times via Facebook and listened to over 17,500 times on Spotify.
- We received over 100 pledges by people promising to raise awareness about young carers.
- Young carers speeches shared by parents on Face book reached 3,937 people.

The older members of the young carers group were offered places on the NHS England 'Young Carers Champion Programme'! Here they will have the opportunity to meet with other young carers nationally and discuss both local and national issues as well as enjoy 3 residential trips.

We hope to have gone some way to raising awareness of young carers not just in Bolton but nationally also. We are looking forward to seeing what happens next and hope people continue to raise awareness with us and show young carers: 'THEY ARE IMPORTANT, THEY ARE LOVED, AND THEY DO HAVE A VOICE.'

Young carers are important, they are loved, and they do have a voice.

234 likes on @HWBolton

Bolton Plan for Health and Social Care, Neighbourhood Workshops

As part of our work through the Engagement Alliance (a partnership of ourselves and Bolton CVS) we were commissioned to deliver a series of workshops across Bolton's nine neighbourhoods to introduce Bolton's Plan for Health and Social Care.

Bolton's plan sets out key aims to reduce hospital admissions by delivering more care closer to home, developing personal and community assets, helping people to manage their conditions more effectively and moving towards the prevention of avoidable health complications.

262 people attended our workshops across Bolton

Over 3,200 comments were collected throughout the year



The Engagement Alliance led workshops were an opportunity to engage on the Plan with residents, frontline professionals, and representatives from community or voluntary organisations at a neighbourhood level with a view to:

- Building community knowledge and interest in the Transformation agenda.
- Creating a dialogue between people and providers.
- Anchoring community voice and agency in the implementation of the Bolton plan.
- Celebrating the diversity of communities and neighbourhoods.
- Creating a space for collaboration and co-production of knowledge.

The workshops were developed with input from local partners who bid to host one of the events. The participants were identified by these host organisations who supported people to attend if necessary.

The workshop agenda was developed to enable people to participate and share their lived experience in an informal and interactive manner. People were asked to comment and make recommendations on five topics:

- Existing Neighbourhood assets.
- Challenges to managing health and wellbeing.
- New roles in primary care.
- How residents can participate in service development.
- Working towards outcomes that work for all.

262 people attended across Bolton and over 3200 comments were collected. The workshops stimulated lots of interest and discussion and raised many questions. These were shared back to partners including the Chief Executive of the Council to be answered and fed back to the community.

A report for each of the neighbourhood was published and people who took part in the workshops were invited to a launch event to discuss next steps. 97% of participants said the workshop increased their knowledge of Bolton's Plan.

65% of attendees said this was their first time participating in local service design.

Transport was identified as a key issue to accessing services.

People had a desire to be involved in ongoing and meaningful engagement around service design and development.

97% of participants said the workshops increased their knowledge of Bolton's Plan.



Making a Difference Together

Working with our Community

Working with those living with Dementia

Between the end of 2017 and early 2018 our engagement officers spoke to people about the experience and effects of dementia, meeting a wide range of relevant groups and individuals. Broadly titled 'living with dementia' four reports were created from this work in April 2018.

A main report looked at how relatives and those with dementia experienced the journey from initial concern, to diagnosis, adjusting to diagnosis, and finally when caring ends.

Three shorter reports looked at what local people had to say about dementia at our topic focused forum, comments from service providers, and an exploration of what relevant dementia information should be.

It goes without saying that dementia is a challenging disease for those affected, this includes relatives, as well as those with a formal diagnosis. There is much to reflect on in this set of reports, particularly around the need to get people to seek diagnosis early. It is important to ensure supportive services are available to all those needing them within a reasonable distance.

We wish to thank everyone who took part in this work for sharing their experiences and knowledge of dementia.

During the project we spoke to 79 people of which 39 were personally affected by dementia.

We spoke to 79 people of which 39 were personally affected by dementia

We looked at what local people had to say about dementia at our topic focused forum.

Our Plans for Next Year

2017/2018 OUR PRIORITIES WERE:

- Young People with Complex Needs
- GM Devolution
- Dementia
- Communication
- Digitalisation and Tec Enabled Care
- Personal Budgets in Health and Care

2018/2019 OUR PRIORITIES WILL BE:

- Mental Health
- Carers
- Palliative Care, End of Life and Bereavement Services
- Communication
- Transforming Primary Care
- Health in the workplace



Decision Making

Our board of trustees are responsible for overseeing the business of Healthwatch Bolton and our sister office Healthwatch Wigan and Leigh. They receive information from the Chief Officer, Local Committee and Finance and HR subcommittee about the progress of the work-plan and priorities and are alerted to any risks.

Decisions about the health and care priorities which we choose to work on are made by the trustees after extensive consultation with the public.

Local Committee

In addition to the trustee board, Healthwatch Bolton has a local committee. The committee is a sub-committee of the trustee board and reports to that group via a trustee appointed to the Local Committee. This year the Local Committee trustee was Shashikant Merchant. The Local Committee has specific delegated duties in respect of;

- Reporting on the activities of Healthwatch Bolton.
- Developing and supporting the wider membership of Healthwatch Bolton.
- Representing Healthwatch Bolton at various events.
- Alerts the Trustees to any local opportunities and risks.

Trustee Board

Our independent Chair Jack Firth chairs the Trustee Board meetings and supports the Chief Officer and the staff on both operational and strategic decision-making.

Our Trustees in 2016 - 2017 were:

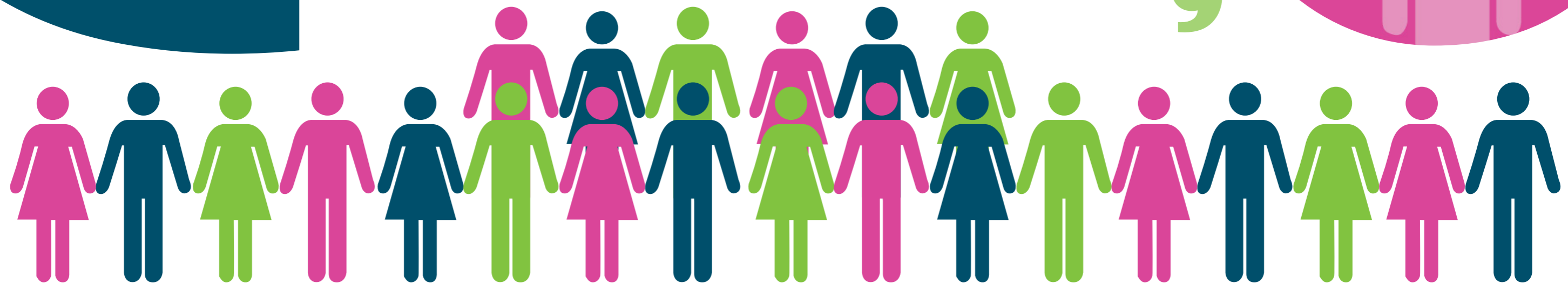
- **Steven Greenhalgh:** Chair of Trustees
- **Andrew Taylor:** Treasurer
- **Tracy Boylin**
- **Anne Bain**
- **Jim Sherrington**
- **Jim Fawcett**
- **Ann Schenk**
- **Annamarie Stone:** Appointed 13/7/2017
- **Amy Cotter:** Appointed 13/7/2017
- **Wayne Middleton:** Appointed 13/7/2017
- **Susan Gambles:** Appointed 13/7/2017
- **Mick Hodlin:** Appointed 13/7/2017
- **Umair Badat :** Appointed 13/7/2017
- **Gerry Donnellan:** Resigned 13th July 2017
- **Nat Biney:** Resigned 13th July 2017
- **Eric Hyde:** Deceased 26th April 2017

Local Committee Members - Elected

- **Shashikant Merchant** (Local committee Trustee)
- **Joan Pritchard-Jones**
- **Jean Haslam**
- **Ian Cooper**
- **Sally Cooper**

Local Committee Members - Appointed

- **Alison Dalton**
- **Krishna Agravat**
- **Zubair Hanslot**
- **Tracey Kane**
- **Nat Biney**



Our Finances

Income

Grant from LA	£175,000
Other Income	£101,681
Total Income	£276,681

Expenditure

Staffing Costs	£182,874
Office and Running Costs	£35,961
Project Activity Costs	£21,442
Total Expenditure	£240,277

Surplus / Deficit	£36,404
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We will be making this annual report publicly available by 30th June 2018 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.