



**healthwatch**  
Bolton



# Healthwatch Bolton

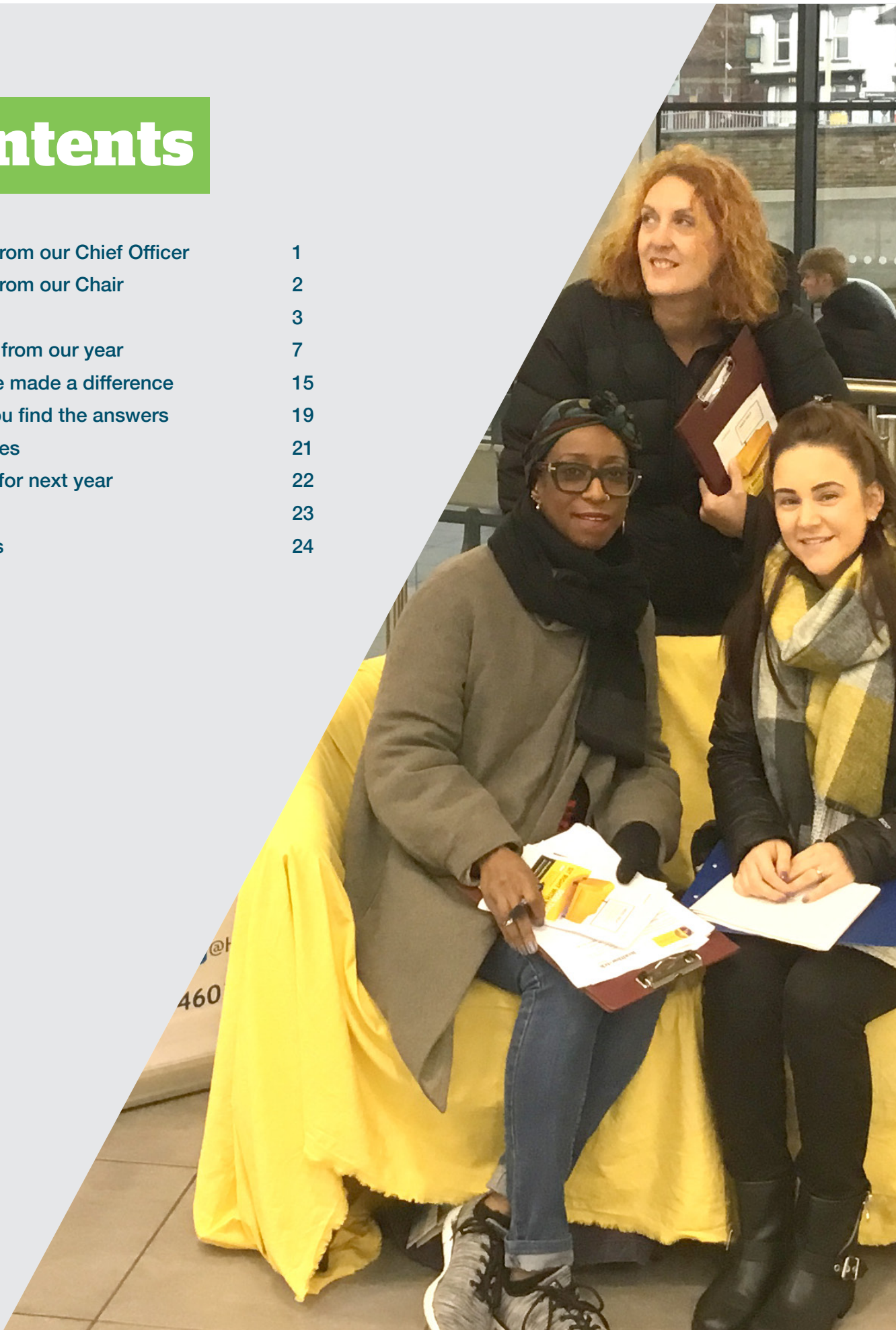
Annual Report 2018-19





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# Message from our Chief Officer

**Alice Tligui**

2019 will be my final year working for Healthwatch Bolton. As the year began, my reflections on 'what did it all mean'? were boosted by the publication of the NHS 10 year plan. Published in January, the document, details the NHS' plan to create 'a new service model for the 21st Century'.

It was great to see the plan credit the influence of the 85,000 (yes, that is the correct number!) pieces of evidence presented by Healthwatch England and I was personally really pleased to see that a lot of the things we've been banging on about for the last six years feature in the report. It does make it all seem worthwhile. See page 15 for more details on Healthwatch Bolton's impact.

On the back of the publication of the 10 year plan every Healthwatch in the land was commissioned to collect 250 responses from people in their locality about what a 21st Century NHS should look like. Healthwatch Bolton took on the mammoth task of coordinating the project across Greater Manchester. An incredible 2755 people from across Greater Manchester (more than 400 from Bolton alone!) responded to the call by answering surveys or participating in focus groups.

Thanks to everyone who gave up their time to contribute and to all our colleagues across Greater Manchester who worked hard to make it happen. Watch our website for the reports (there will be several!) which should be available by the time this Annual Report is published. Let's hope the NHS keeps taking note of what the people say!



*'Let's hope the NHS keeps taking note of what the people say!'*

Improving our research has been another big focus of my time leading Healthwatch. As many of you will know we have improved our research a lot since the early days and now have full time researchers helping us to analyse all the rich data that the engagement team collects.

We began 2018-2019 by publishing our Research Framework designed to help commissioners and providers to understand the contribution that our engagement and research can make to the evidence base. Nationally we all face the same challenges in terms of trying to produce good quality public insight research with very few resources so it has been good to share our experiences and contribute to both the Healthwatch National Quality Standard on research and the forthcoming National Research Training programme, for which we co-wrote a module in the winter.

As I write this we are beginning a piece of joint work across Greater Manchester that will help us to join up some of our research. Working together like this means that your local voices can be amplified more and influence policy and planning at a higher level. Hopefully you will see more of this joined up work coming from Healthwatch in the coming year, please carry on supporting it, it really helps us to make your case for better and more responsive services.

# Message from our Chair

**Jack Firth**

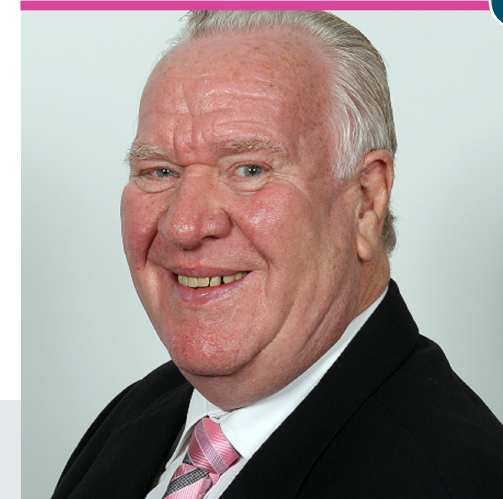
This year has seen another year of change and progress for Healthwatch. I have been fully involved in discussions with the Greater Manchester Health and Social Care Partnership, representing Healthwatch across Greater Manchester.

The speed of change is immense and things are really beginning to progress across Greater Manchester with urology services, specialist care and reconfiguration of specialist services. There will be further consultation in the near future on these services and Healthwatch will ensure that your voice is included in this.

So much good work is already underway and is making a real difference and here is just a flavour of the important work that is going on:

- + Investing £1.6 million to address the harms of drinking alcohol in pregnancy.
- + People who are approaching the end of their lives are to be assured the highest standard of care – thanks to new “commitments” made by health and social care leaders.
- + Shining a light on suicide
- + Tackling illegal tobacco sales
- + Pharmacy health champions

You can read more and even subscribe to regular updates about what is happening across the Greater Manchester Health and Social Care Partnership by clicking here: <http://www.gmhsc.org.uk>



*'The speed of change is immense and things are really beginning to progress across Greater Manchester'*

There is also going to be a radical overhaul of public services - The new Greater Manchester Model of Public Services recognises that every area of public service has health benefits as one of its objectives; good health is created by good housing, good education, good work, social, digital and transport connections, clean air, safe neighbourhoods and opportunities to be physically active.

I look forward to seeing this work progress and ensure the voice of the patient and the public is included by working with my Healthwatch colleagues across Greater Manchester.

This year also brings more change. Our Chief Officer Alice Tligui is leaving us for pastures new and I would personally like to thank Alice for all the outstanding work she has done for Healthwatch over these last 6 years. I also want to thank our hard working staff and our dedicated volunteers for the time they dedicate to us and their hard work and loyalty.

*"The new Greater Manchester Model of Public Services recognises that every area of public service has health benefits as one of its objectives."*



# About us

## Who we are

Healthwatch exists to gather patient’s views on health and care services and to influence how services are provided so they work for the people who use them.

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

Healthwatch is 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 run by local charity VOICE: local (Charity number 1157070) 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 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

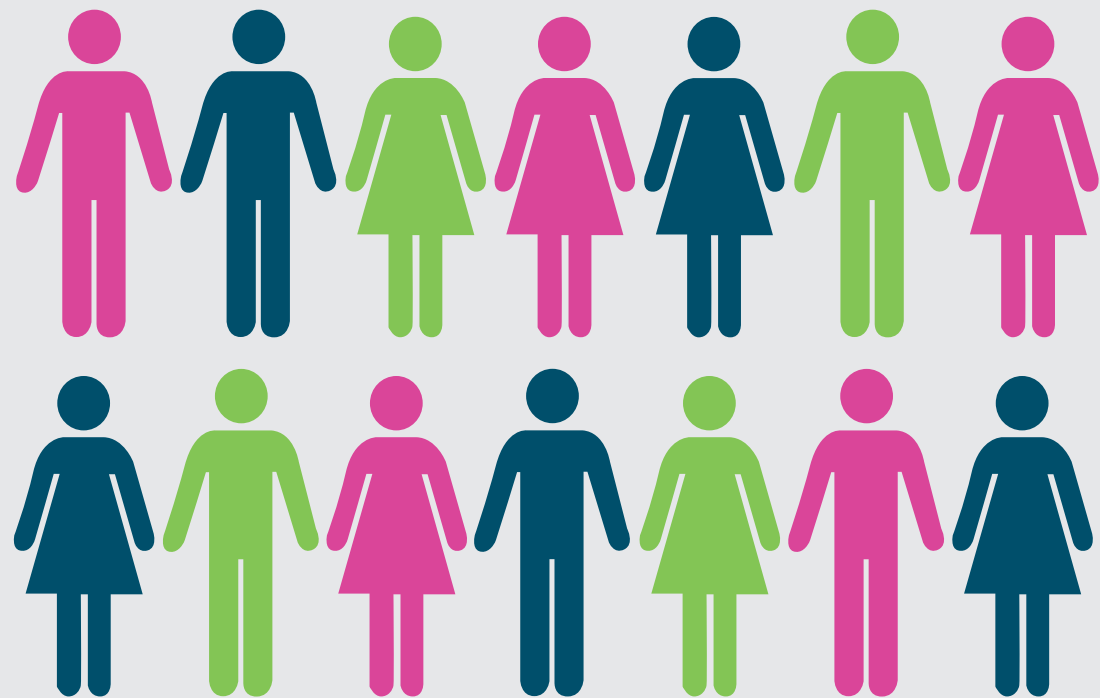


Trustee Board

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

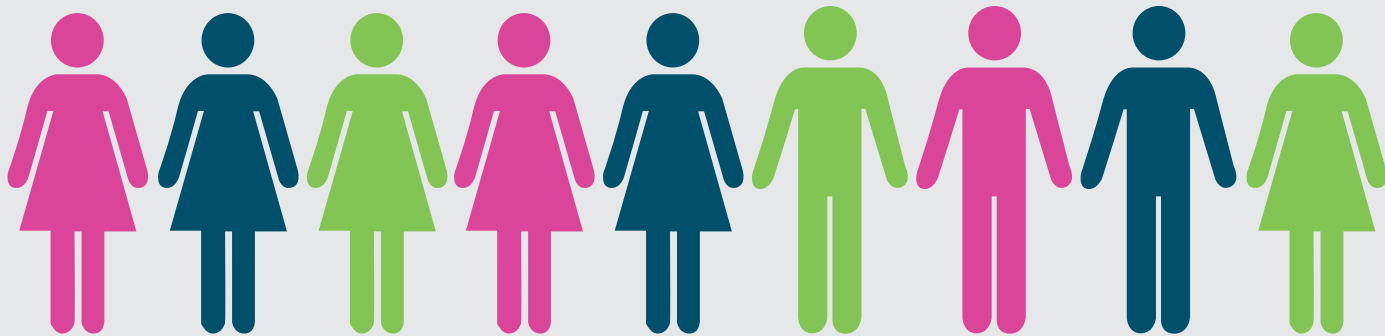
Our Trustees in 2018/2019 were:

- + Steven Greenhalgh: Chair of Trustees
- + Umair Badat
- + Anne Bain
- + Debra Baxter (resigned Jan 2019)
- + Tracy Boylin
- + Jim Fawcett (co-opted Jan 2019)
- + Susan Gambles
- + Thorrun Govind
- + Mick Hodlin (resigned May 2019)
- + Shashikant Merchant
- + Hassan Osman (co-opted Jan 2019)
- + Ann Schenk
- + Jim Sherrington
- + Annmarie Stone



Staff Team

- + Alice Tligui: Chief Officer
- + Julie Darbyshire: Locality Manager
- + Leah Payne: Senior Advice and Information Officer
- + Deborah Robinson: Senior Community Engagement Officer
- + Caroline Tosal-Suprun: Senior Community Engagement Officer (until March 2019)
- + Alex Tan: Senior Research Officer
- + Ian Hutchinson: Research Officer
- + Hassan Osman: Senior Research Officer (until September 2018)
- + Elaine Barker: Information, Advice and Guidance Manager (until January 2019)



Volunteers:  
Enter and View Volunteers

During 2017-2018 we had the following authorised representatives carrying out enter and view activities:

- + Eileen Bennett
- + Sue Desai
- + Sandra Faulkner
- + Jim Fawcett
- + John Sugden
- + We also had Andrew, Joe and Alistair assisting in the office - many thanks to them.





- OUR PRIORITIES FOR 2018/2019 WERE:**
- + Health and the Workplace
  - + Communication
  - + Palliative and End of Life Care
  - + Carers
  - + Transforming Primary Care
  - + Mental Health

**Highlights from our year**

The year at a glance:



**1941** people spoken to at Engagement Events and Outreach.  
**7** Public Forums/Listening Events.



**223** Members.  
**23** Volunteers.




**5** Enter and View visits.



**2,221** Twitter followers.  
**245,062** Twitter impressions.  
**239** Facebook followers.  
**195** Instagram followers.



**18** Reports published.



**177** Signposting, Information and Advice cases.

Highlights from  
our year

Enter and View visits

Date	Visit
+ Sept 25th 2018	Wingates Care Home
+ Oct 24th 2018	Abafields Care Home
+ Nov 30th 2018	Spennymoor Care Home
+ Feb 22nd 2019	The Hollands Care Home
+ Mar 1st 2019	Rivington View Care Home

Reports

Title of Report	Type
+ Royal Bolton Hospital Ophthalmology Outpatients Snapshot report	HWB (Healthwatch Bolton)
+ An Audit of GP Websites in Bolton	HWB
+ Carer Friendly Communities	HWB
+ Neighbourhood Health and Wellbeing Marketplaces	Engagement Alliance
+ Men's Views on Neighbourhoods	Engagement Alliance
+ Primary Care Working for all – the views of new Primary Care Role workers and practice staff	Engagement Alliance
+ New Primary Care Roles - CVS report	Engagement Alliance
+ Neighbourhood Engagement Workshop	Engagement Alliance
+ Thinking and Talking About Palliative Care	HWB
+ Health and the Workplace	HWB
+ Carers II	HWB
+ How Should we Communicate with People?	HWB
+ Co-Designed Information Resource for Home Care Customers	Commissioned
+ Thinking Ahead about Extra Care Housing	Commissioned
+ On the Move – What Jubilee Centre Service Users Think	Commissioned
+ Patient Engagement at Shanti Medical Centre	Commissioned
+ What Matters to You? CCG NHS 70	Commissioned
+ Power of Partnership	Commissioned

As part of our ongoing engagement, we also hold regular public forums which allows us to share information on a variety of health and care subjects. The forums also allow us to gather feedback from the people attending. This year we held forums on the following:

Forums

Date	Topic
+ Apr 17th	Healthwatch Bolton Priority setting
+ June 19th	Engagement Alliance Showcase
+ Sept 11th	Technology Enabled Care
+ Oct 16th	GP Federation and Primary Care Locality Service
+ Nov 13th	Mental Health Market Place
+ Feb 20th	NHS 10 Year Long Term Plan
+ Mar 25th	CQC – Listening event re: Bolton Hospitals NHS Trust

Highlights from  
our year

Engagement / Outreach activity took place with the following groups / organisations:

- + Bolton Cares 4
- + One Point
- + Jubilee Centre
- + Asian elders
- + Henshaw's Society for the blind
- + Bolton Deaf Society
- + New Openings
- + Dementia Support Group
- + Golden Oldies
- + Hourigan House Care Home
- + Bolton Hospital – Ophthalmology Outpatients
- + Blood cancer support group
- + Bolton Cardiac Support group
- + Jigsaw
- + Dementia Support Group
- + Tonge UCAN
- + BCOM
- + ESOL classes
- + Tonge Moor Carers Group
- + Brightmet Film Club
- + Farnworth Food Bank
- + Shanti Medical Practice
- + BAND
- + North Bolton Support Group
- + Age UK
- + Libraries

Events

- + Unity in the Community
- + Bolton Uni – Health and Wellbeing Event
- + Bolton Uni – Health and Social Care Event
- + Get Ready for Winter Event
- + Carers Information day
- + Family Fund Information day
- + BAND launch event
- + Macmillan Information Event
- + Cancer Information Event
- + Carers coffee morning
- + Bolton Health Matters
- + Let's talk electronic prescriptions
- + Working potential network event

Meetings

- + Greater Manchester Specialist Services
- + Health and wellbeing forum
- + Health and wellbeing board
- + GM Oral Health Strategy group
- + HWE conference
- + GMMH liaison meetings
- + Quality Surveillance Group
- + ETAG
- + Lancs and Cumbria Strategic group
- + Personalisation and choice
- + World Mental Health Event
- + Mental Health Awareness Events
- + 0-19 tender panel
- + Meeting with Andy Burnham and young carers
- + GP Federation
- + Bolton CVS
- + Bolton CVS/Bolton CCG Engagement Alliance



Highlights from  
our year

Palliative Care  
and End of Life Care

The theme of Palliative and End of Life Care was voted 3rd most important priority by our members and the public in 2018. In embarking on this piece of work we were keen to get people talking about end of life and hoped the project would provide people with a safe space to discuss and debate something which is often seen as a sensitive topic.

We spoke to 178 people in total throughout this project through both individual surveys as well as in group settings. Whilst many people were happy to speak to us it was apparent that this was still very much a taboo subject for some and at times gatekeepers to groups were reluctant to be involved due to thinking the topic was insensitive.

The study highlighted that for many talking about end of life was difficult whether this be due to fear of upsetting others, cultural reasons, not finding an appropriate time to have such conversations and feeling the time was just not right.

It seemed that for most such conversations only occurred when situations changed resulting in the feeling of the need to do so i.e. following a diagnosis or nearing a persons end of life as opposed to earlier in life to allow for planning.

It was evident that for those who did have conversations with close friends and family about their wishes they found this to be both useful and reassuring. Not only did it open up opportunities for conversations and discussions it enabled people to talk about their wishes meaning they could be confident of experiencing a ‘good death’

As a follow on from this piece of work Healthwatch Bolton and Bolton Hospice jointly hosted a well-attended and enjoyable ‘Dying Matters’ event with workshops covering ‘grave talk’, power of attorney, wills etc. and different cultural experiences and expectations of death.

*“We spoke to 178 people in total throughout this project through both individual surveys as well as in group settings.”*



Highlights from  
our year

Transforming Primary Care  
and the Engagement Alliance

What a busy year it’s been for the Engagement Alliance, from workshops to surveys to large scale neighbourhood events. Our partnership with Bolton CVS to create opportunities for Bolton’s residents, staff and voluntary organisations to understand and inform Bolton’s plan for health and social care has grown from strength to strength.

We started the year with four health and care market place events in Little Lever, Rumworth, Farnworth and Horwich. Starting from neighbourhood health priorities, we invited local organisations and practitioners to meet with the public and promote what they had to offer to help people be healthy and happy. These organisations ranged from community allotment projects, to Macmillan and mental health practitioners and anywhere in between. We used the opportunity to ask people what opportunities were present in their communities to maintain a healthy lifestyle. Across the four events we met with over 100 people and created real opportunities for dialogue in an informal setting.



Our researchers undertook an evaluation of the Co-design enabling group’s activity over the past 18 months. The Co-design enabling group is a working group established as part of the Transformation Fund to support and implement co-design as a principle value of our health and social care development work. The monthly meetings are co-chaired by our chief officer and the Bolton CVS chief officer and has led on a training programme, disseminating resources for the sector and exploring opportunities to work differently by involving a wide range of partners and stakeholders including the public.

Our engagement officers worked with two GP practices in Rumworth and Chorley Roads to explore the wider potential presented by the introduction of new Primary Workforce Roles. Bolton’s Plan for Health and Social care identified an opportunity to bring new specialisms into GP surgeries. Five new roles are being phased in to support GPs and nurses at a local level reducing the need for referral, reducing waiting times and increasing GP capacity. We worked with staff, the public and representatives from community and voluntary organisations to discuss specific opportunities and challenges people may face in accessing and promoting the different roles. We produced three separate reports to present the views of the different stakeholder groups. Each one with its own relevant and valuable perspective.



Highlights from  
our year

Health in the Workplace

As voted by our members, health in the workplace was one of our priority themes. Our work aligned itself with the Early Help Strategy developed across Greater Manchester, to ensure that people with health conditions were supported to continue working or return back to work after a period of unemployment. Having previously approached the issue with a larger employer in our town, we opted to focus on small to medium employers.



We carried out interviews and surveys with businesses who had less than 50 employees and explored what initiatives and policies were in place to support people’s health and wellbeing. We mirrored this work with employees and volunteers to explore how work affected their health and wellbeing and what measures would enable them to manage conditions and environments.

*“It was positive to hear how many carers felt supported by local support groups.”*

Following on from the engagement we made a number of recommendations to the Bolton Carers Partnership which included doing an audit of any education available to carers to ensure that the courses being offered are relevant, promoted effectively and importantly that carers are supported to attend. We also suggested that the support that is available to carers is promoted more and we asked that the group think about how certain aspects such as health check and carer’s assessments can be better linked into long term support.

With many comments relating to social isolation we decided to do another follow up piece of work which explores how carers experience social isolation. This work will report in the spring of 2019.

Highlights from  
our year

What makes a Carer Friendly Community?

Following the launch of the Bolton Carers Strategy which detailed clear plans to enable carers to access the support and opportunities to provide good care, lead a good quality of life and access the support they require, we decided to engage with carers about what would need to happen to support them better. The engagement team spoke to 119 carers to gather their comments asking 12 questions around eight domains: housing, education, employment, transport, community, health and support services, technology and respite. This piece of work highlighted the many difficulties faced by those with caring responsibilities and how service providers both statutory and voluntary need to take into consideration many things in order to be able to provide effective and valuable support.

It was positive to hear how many carers felt supported by local support groups, healthcare workers and services that provided assistance, however many people commented on the fact that they found it difficult to get any respite which impacted hugely on their daily life, their ability to socialise with others and continue enjoying activities they had once previously really enjoyed.

Highlights from  
our year

Mental Health

Tuesday 13th November 2018 saw the second of our Mental Health Market Place Events held at Friends Meeting House. This fantastic event provided an opportunity for local groups and organisations to come together and share with both other professionals and members of the general public the wonderful work they do to support members of their community.

Over 60 people attended the two hour event which showcased the work of 11 organisations through a variety of presentations and an additional 15 organisations with stalls. A mixture of community, charitable and NHS led organisations were present which just goes to show how many amazing assets we have here in Bolton.

With social prescribing high on the agenda individuals are able to self-refer into most of the organisations that attended meaning they do not need to worry about going to the GP first or have long waiting lists. Feedback from the event was great with many attendees including professionals advising that the event introduced them to groups they never knew existed. As always the event was recorded and you can listen to the presentations via our sound cloud. We would like to thank all the organisations that took part and everyone who attended, without them the event would not have been possible.



Highlights from  
our year

Communication

We wanted to find out how people with specific communication access needs would like public information presented. We spoke to individuals and groups who represent those with different communication needs including people with visual and hearing impairments, people with learning difficulties and those who speak English as a second language.

The project made specific recommendations responding to the preference for each group and will be used to inform both our own communications strategy and that of other health and care partners.

Highlights from  
our year

Commissioned Work

During 2017-2018 Healthwatch Bolton continued to do commissioned work. For partners in the Health and Social Care economy we did projects for:

- + Bolton MBC Adult Social Care (on Home Care information and on Extra care Housing)
- + Bolton Cares (Jubilee Centre Development) Bolton CCG (Neighbourhood Information, the NHS at 70)
- + Bolton GP Federation (Shanti Medical Centre)
- + Healthwatch Rochdale (Data analytics) Healthwatch England (Research Training Module, Research Library and NHS Long term plan engagement)
- + Throughout the year Healthwatch Bolton continued to act as Healthwatch Host for Healthwatch in Greater Manchester.





# How we've made a difference

**impact**  
noun  
*Pronunciation / impact /*  
**Meaning**  
“A marked effect or influence”  
-Oxford online dictionary

As the year came to an end, the NHS published it's 10 year plan detailing its plans to create 'a new service model for the 21st Century'. Healthwatch England presented 85,000 pieces of evidence to support the creation of this plan and we were gratified to see that many of the subjects we have touched and highlighted in previous years are included in the plan showing that some of our messages are getting through and people are starting to think differently about how to organise people friendly services

**Guaranteed NHS support to people living in care homes - including supporting them to have good oral health**

We were delighted to see this as it has been a long term campaign of ours to make dentistry and oral health support available in care homes. We are pleased to see that finally some systematic action is coming. For us, work on this topic began in 2014, with a joint piece of research with our good friends at Healthwatch Kirklees. (<http://healthwatchbolton.co.uk/download/oral-health-care-in-residential-care-homes-february-2014>).

The report was quite influential at the time and we were invited to present it at a number of meetings as well as a national conference on dentistry. Since then NHS England has run some pilot projects on this topic (including one in Bolton). It is good to know that the report has been read by so many people including the MP Andrew Selous, who quoted from it in a debate on the subject in the House of Commons. Thanks to Mr Selous for keeping this issue in the minds of decision makers and thanks too to our long serving volunteer Mr Tony Sleet who was actually watching the BBC Parliamentary channel at the time and alerted us to it! (Read more about it here: <https://www.theyworkforyou.com/debates/?id=2019-02-27a.461.0&p=11216>)

**Extend use of technology to enable tele-health and telecare. Roll out of NHS App with the right to choose the option of digital first primary care for those that want it. Wi-Fi installed across the NHS Estate, digitally**

**- literate and digitally enabled workforce.**

We've done lots of work on tech. Over the years we've helped people to get their heads round what telecare, telehealth and telemedicine is. We've helped the system understand how people feel about electronic records, asked people what they think about online booking systems, email and text communications, apps and video consultations. We've reviewed GP websites and helped people to understand what type of tech and what type of communications work best for people with specific access needs.

**Improve care for people with dementia – Support the Alzheimer's Society's Dementia Connect which offers advice and support post diagnosis**

This point seems to directly respond to a recommendation we made in our 2018 report on Living with Dementia. Well done NHS England. Let's hope that this service gets rolled out quickly in Bolton to help the people we spoke to as part of that work.

**Right Information, Right Person, Right Time?**

Information at a time of diagnosis, but also available at support activities and sessions. People expressed a desire for periodic information refreshes (perhaps annually) to account for changes in people's conditions and changes in services.

People said information about the services on offer, entitlements, what things to expect and information about Power of Attorney needed to be given early on.

People also want information about dementia friendly activities and support and transport that will help people to participate in them. Carers and extended family members need information as much as, or perhaps more than, people with dementia themselves. This is particularly true with regards to information about what to expect, legal issues, respite, transport and activities.



How we've made  
a difference

*Living with Dementia. What information do people need and at what point, Healthwatch Bolton, April 2018 Right Information, Right Person, Right Time?*

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*Living with Dementia. What information do people need and at what point, Healthwatch Bolton, April 2018.*

This is a topic we have worked on recently, visiting the ambulatory care unit at Bolton hospital and advising them on patient's views of the service (generally positive, though no one knows what ambulatory care means!). We've also worked with hospital colleagues who want to roll out this model in new areas, introducing them to patients and creating a debate about what information, communication and facilities needs to be in place for people using ambulatory care.

*Expansion of social prescribing with 1000 trained social prescribers/navigators by 2024.*

Social prescribing got up and running in Bolton 2017 as part of the local transformation plans. In 2018 we worked with our Engagement Alliance partner CVS to find out what people knew and thought about it ('not too much', and 'they liked the idea', were the responses). It's good to see national government recognising that some of the solutions to wellbeing lie outside of the medical model.



*End of Life Care – proactive and personalised care planning for everyone identified as being in their last year of life.*

We've been making a contribution on this agenda over the last year (see page 11) doing engagement with Bolton folks in talking about end of life care. Following the publication of the report we had some discussions with the Bolton End of Life Strategy Group which resulted in us deciding to do a joint event for Dying Matters Week, which happened in May. It was a big success and a really interesting day with more than 60 people taking part in workshops about death and dying.

*Improve identification of and better support for carers and specifically young carers.*

Many of you will remember our work on Young Carers which included local singer songwriter Caspar Mason writing and recording a song and culminated in a glitzy launch at the Octagon Theatre. The work had a huge impact in raising the profile of young carers locally and nationally as well as having a massive personal impact on the kids who took part.

*Better commissioning, cut wasted procurement costs – expectations that local health system will engage with their local communities.*

Though a bit more under the radar, a lot of our influencing work has centred around these ideas with us championing co-production in commissioning, engaging on new initiatives such as new roles in primary care, a new model for supported living and encouraging commissioning (not least that of Healthwatch itself to be done in a more cost effective and less disruptive way).

See our reports on these and other subjects at: <http://healthwatchbolton.co.uk/reports/>

*“Our work on Young Carers had a huge impact in raising the profile of young carers locally and nationally as well as having a massive impact on the kids who took part.”*





Helping you find  
the answers

We provide information and advice on health and social care services to the public via telephone and email. During 2018 - 2019 we dealt with 177 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.

We are proud to provide this service to the people of Bolton. This year we dealt with cases concerning GP prescribing issues, changing and registering with GP, Continuing Health Care, Patient Transport and mental health. This is just a flavour of some of the issues we deal with.

We have also been getting out and about in the community more and have held outreach events at the following:

Outreach Events

- + Halliwell UCAN Outreach (Tai Chi group and the Caribbean Elders group)
- + Meet and Greet Outreach (at Ladybridge Community Centre)
- + Tonge Moor UCAN
- + Deane UCAN
- + 16 Days of Activism
- + Extra Care Housing project
- + Mental Health Week
- + Henshaw's Networking Event
- + Bolton Central Library

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

*"Leah, you were the only one I could speak to. You gave me confidence. I was frightened inside. Thank you from the bottom of my heart. I could not do this without you, without you guiding me. In the past I have given up. If I could see you I would give you a big hug. I wish you and your family a great Christmas and lots of happiness and all the best for the New Year."*

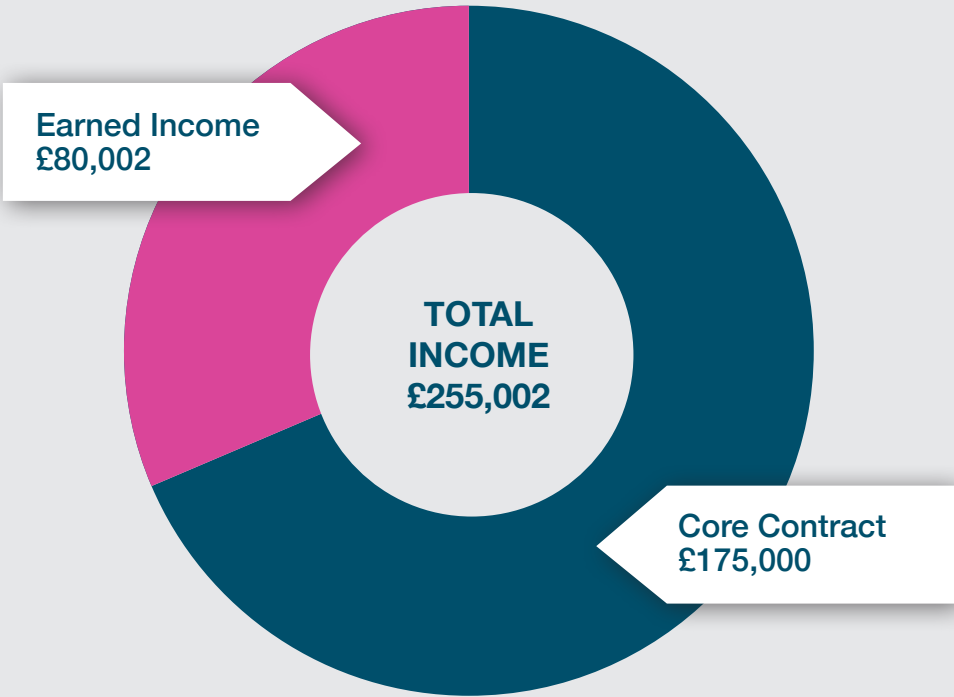
*"Thank you so much for your help. I have a little smile on my face. I wish you could see it. I feel so contented. Without your help I would not have done all of this."*

*"Thank you for your help and all the information you have provided. That's all really helpful."*

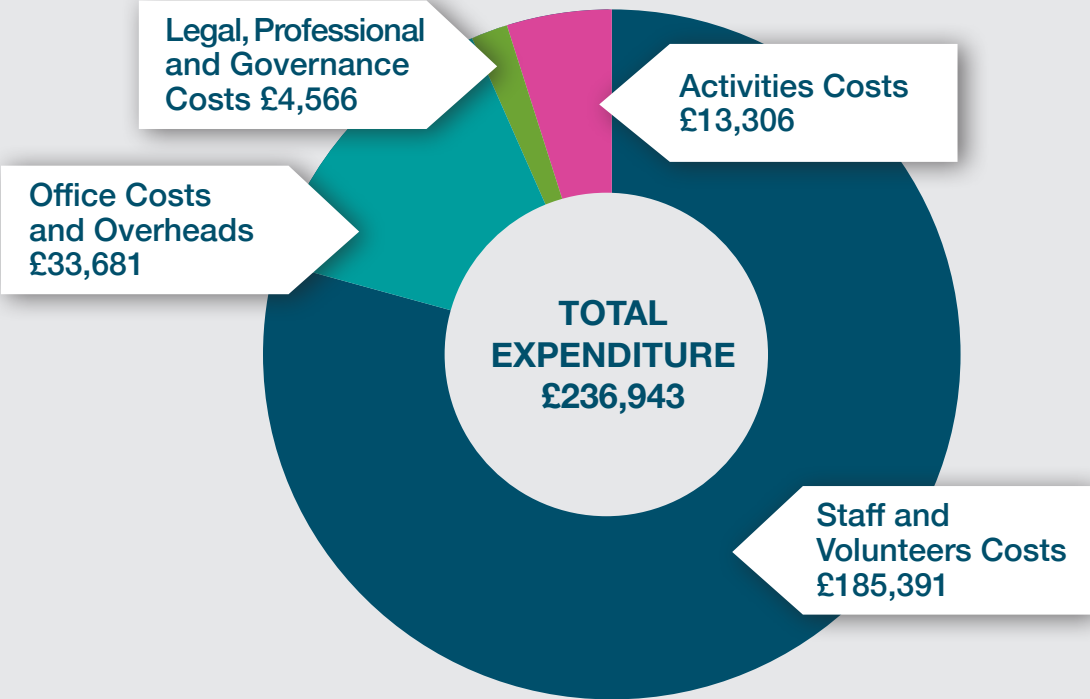


# Our Finances

## Healthwatch Bolton Income



## Healthwatch Bolton Expenditure



# Our Plans for next year

- OUR PRIORITIES FOR 2019/2020 ARE:**
- + Prevention and Screening
  - + Young People and Mental Health
  - + Emotionally Healthy Schools
  - + Discharge from Hospital

# Thank you

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

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

*“What a fantastic event. The whole day was informative and thought provoking.”*

*“Very informative and enjoyable day. Very organised, we would advise that if you get chance please attend.”*

*(Comments from our Dying Matters Event).*



# Contact us

## Healthwatch Bolton

**Registered office address:**

20-22 Bowkers Row,  
Bolton, BL1 1JL

**Postal address:**

C/o Bolton CAB,  
26-28 Mawdsley St,  
Bolton, BL1 1LF

- + **Telephone:** 01204 394 603
- + **Email:** [info@healthwatchbolton.co.uk](mailto:info@healthwatchbolton.co.uk)
- + **Web:** [www.healthwatchbolton.co.uk](http://www.healthwatchbolton.co.uk)

- + **Facebook:** Healthwatch Bolton
- + **Twitter:** @HWBolton
- + **Instagram:** Healthwatch Bolton

We will be making this annual report publicly available by 30th June 2019 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.





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