

healthwatch

Healthwatch Norfolk

Annual Report 2017/18





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Message from our Chair

Five years on...

When I became the first Chair of Healthwatch Norfolk five years ago, people would say, “Healthwatch - what on earth is that?” That doesn’t happen now.

Everyone knows about Healthwatch Norfolk or at least almost everyone! That is because we have firmly established ourselves as the independent consumer champion for all users of health and social care services in our county.

We seek to give a voice to everyone. Our task is to talk to and listen to people in every part of Norfolk. We are pro-active in seeking out the views and experiences of the public. For us, every experience matters. Every voice counts. We engage with individuals and groups, as well as maintaining an effective liaison with a host of commissioning bodies and service providers. Having collected and analysed views we then make sure that these are conveyed to those responsible for making decisions. In this way we have been able to make a real difference. There is a statutory duty to respond to any recommendations we make. We cannot and will not be ignored!

All this has been achieved as the result of the enthusiasm, dedication and commitment of our Board, our staff led by Alex Stewart, our volunteers and a range of stakeholders who support our work. It has been a privilege to have worked with all of them.

As I approach my retirement as Chair, I do so with a real sense of gratitude for having been at the helm of Healthwatch during its formative years. There is much to celebrate but there is also much to do. We live in very challenging times as we mark the seventieth anniversary of the National Health Service and face up to the many problems which confront us, including the need to provide sufficient resources and crucially, to make sure that they are distributed fairly.

Caring equally for the health and wellbeing of all is surely one of the markers of a fair and compassionate community where all are valued and we each recognise our responsibility to each other. Healthwatch Norfolk must be at the forefront of this process as we continue to work for the best possible health and social care services for all the people of our county.

- William Armstrong OBE, Chair

“For us, every experience matters...”

Message from our Chief Executive

It's been another year of intense activity, with an abundance of challenges and change, both locally and nationally, whilst also adapting to increasing financial pressures and reduced funding.

Restructuring our organisation has enabled us to spend more time finding out what people want from health and care services and listen to their concerns. We are extremely fortunate to have an engaged Board with a wealth of experience, as well as a host of very dedicated volunteers.

We kept our promise to ensure that health and social care leaders are held to account by hosting public meetings centred around the activity of the Sustainability and Transformation Partnership (STP) and we continue to ensure the voice of patients and carers are at the centre of any proposals that may be considered.

We have worked with colleagues from NHS England, NHS Improvement and the Care Quality Commission and are actively involved with the Improvement Boards of any local organisations who have been placed in special measures.

Our work has been varied and exciting and we have uncovered a range of issues and concerns that have been or are being raised directly with service providers or with commissioners of services. For example, using our Enter and View powers, we have enhanced services provided in some care homes and piloting the use of iPads in GP Practices has enabled direct feedback from patients in "real time".

We have worked collaboratively with a range of organisations looking at Community Transport provision and undertaken a study centred on

General Practice and its relationship with secondary care providers.

We have also undertaken discrete projects looking at dentistry provision in West Norfolk, access to out of hours services across Norfolk and the provision of autism services.

In line with our charitable objectives, we have been able to accept a range of commissions from organisations who value the independence we bring to the table.

Examples of commissioned work have included:

- + Evaluation of a Dementia Coaching Programme
- + Understanding how people access and use urgent and emergency services during times of mental health crisis
- + Evaluation of an acupuncture service for veterans suffering from PTSD

In the year ahead, we will be saying au revoir to our Chairman - Bill Armstrong - who is standing down having helped steer the organisation for the past five years and will be looking to find a stalwart replacement. We will also be holding elections for three new Board Members to start from April 2019. A new post of Business Development Manager will be piloted to ensure our financial stability following a 50 per cent cut to our funding since our inception in 2013.

In these challenging times, we will continue to strengthen our focus on supporting local people to understand any potential changes being considered by the Norfolk and Waveney STP. We will utilise Healthwatch Norfolk's unique position to help challenge and support our health and care system and ensure that peoples' views are at the heart of any decisions that affect them or their families, now or in the future.

Highlights from our year

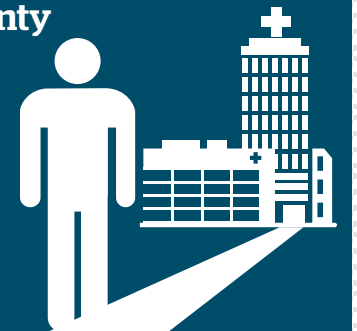
We have reached over 38,000 people on Facebook and 289,000 on Twitter



Our engagement team have spoken to nearly 5,000 people at community events



Our engagement team have visited 140 venues across the county



We have collected nearly 4,000 responses to our project work



We have received nearly 2,400 reviews about health and social care services in Norfolk

We have given 129 people information and advice



Who we are



Our engagement officer, Jordan speaking to a resident at a local market.

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and social care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.



Health and care that works for you

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

Our purpose

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

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

We recognise the importance of partnership working to assist in achieving our goals and engage with the general public, patients, service providers and commissioners of services, as well as those monitoring services and setting standards of care.

Meet the team



Alex Stewart
Chief Executive Officer



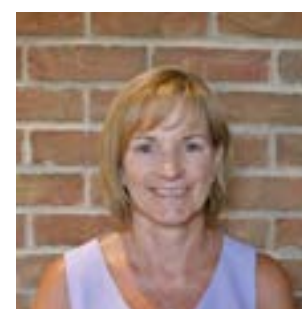
Judith Bell
Operations Manager



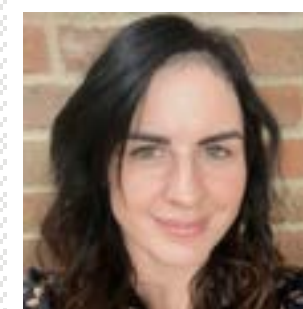
Chris Andrews
Communications and Engagement Manager



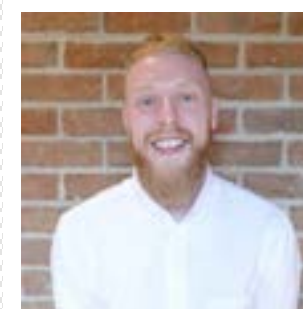
Sam Revill
Project Manager



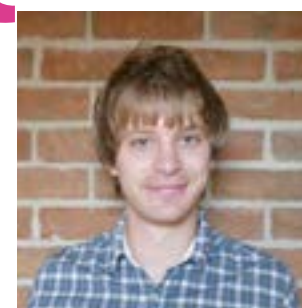
Sonia Miller
Administration Officer



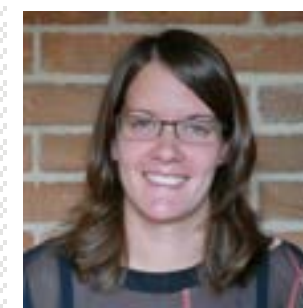
Rachel Morris
Communications Officer



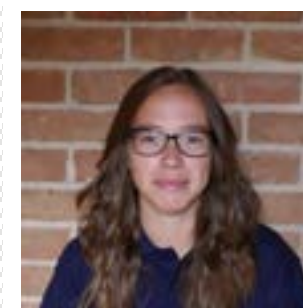
Jordan Carroll
Engagement Officer



Edward Fraser
Assistant Project Manager



Steph Tuvey
Assistant Project Manager



Fennie Gibbs
Information Analyst

Your views on health and care



Listening to local people's views

Our new engagement team have continued to deliver an extensive outreach programme at a range of venues and events across Norfolk to ensure we capture voices from all sections of the community.

We seek to reduce health inequalities by ensuring efforts are made to involve those who are most at risk of poor health including those who are vulnerable or those who live in deprived areas.

A renewed focus on our communications has also seen a dramatic increase in our presence, both online and in the media. This has enabled us to engage with a much wider audience than ever before.

Carers

We attend many events across the year which are held for carers and we support events in Carers Week. We work in partnership with Carers Council for Norfolk and Carers Matter Norfolk, to ensure the voices of carers are taken into account.

Children, young people and families

Notable engagement activity which has captured the voice of young people included our rolling programme of library visits which we conducted in term time and the school holidays to capture experiences relating to both pre-school and school age children, as well as reaching a greater number of working age parents.

We spoke to many young people at the Royal Norfolk Show and visited numerous parent and baby/toddler groups (featured on page 13), as well as attending events at Norwich City College, the Family Voice Conference and visits to the Paediatric departments of the county's main hospitals.

Lesbian, Gay, Bisexual and Transgender (LGBT) community

Alongside our general engagement programme, we also host a stall at Norwich PRIDE each year. This gives us a great opportunity to engage directly with the LGBT community.

Older people

We engaged older residents across the county at libraries, knitting groups, dementia cafes and a series of health information days. However, some of our most effective engagement came from the links we have built with local social housing providers and GP practices.

Traveller community

Through our social housing links we were also able to visit a local gypsy and traveller site, where residents spoke very highly of the services in their area.



Children at a local travellers site give health services the thumbs up.

General engagement

Our engagement team attended 128 general engagement events, up on last year's 67, collecting 2,117 reviews. Notable events included:

Flu clinics

Attendance at flu clinics allowed us to engage with large numbers of patients in a relatively short timeframe. We included visits to clinics held on Saturdays to engage with a higher proportion of the working age population.

Hundreds of comments were generated from this activity and what was most apparent is the level of appreciation patients have for staff working in the sector, coupled with an overwhelming sense of the strain on the current health system and a feeling of services being under-resourced.

Unsurprisingly, GP access is a primary concern for all age groups, but particularly for older residents who wish to see their own doctor.

We worked closely with hospital staff to identify areas requiring further patient insight, such as hospital signage, appointment letters and car parking.

Seeking to engage patients in this environment provided a captive audience of willing participants, resulting in higher levels of engagement, particularly among younger demographics and working age parents.



Entrance to the Norfolk and Norwich University Hospital.

Sheltered housing coffee mornings

These events provided a fantastic informal setting to engage residents both collectively and on a one-to-one basis. Hundreds of valuable comments and reviews were received through this activity.



Our engagement team with a local resident and the Scheme Manager at Broadland Housing's Saint Katherine's Court in King's Lynn.



Jordan with NHS staff at a flu clinic in Walsingham.

Hospital visits

We set up a programme of regular visits into various outpatient waiting areas at the county's three acute hospitals (James Paget University Hospital, Norfolk and Norwich University Hospital and the Queen Elizabeth Hospital in King's Lynn).

Working in partnership

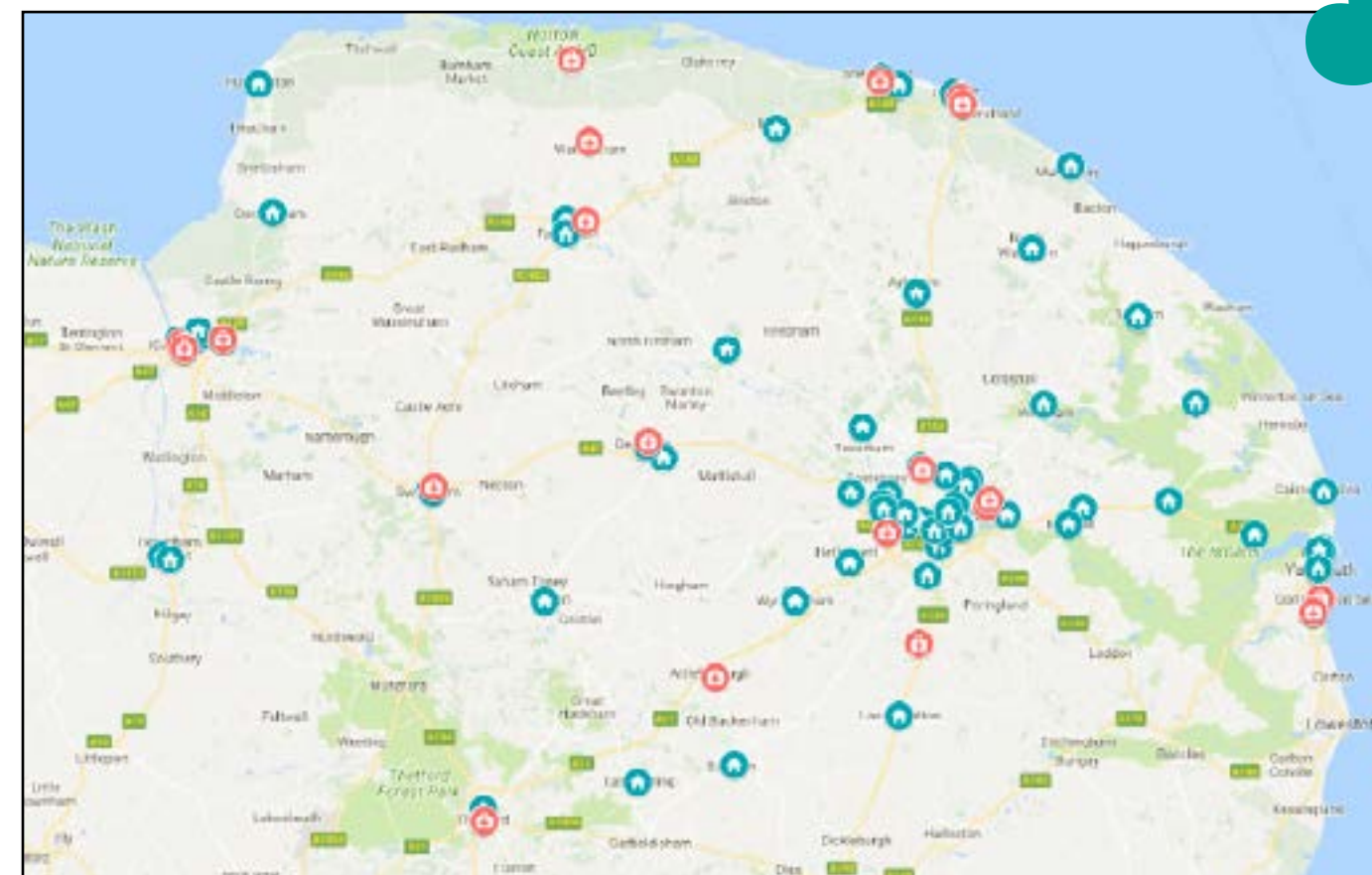
We have worked with a range of local organisations to deliver our engagement programme and would like to say a special thank you to Active Norfolk, Age Concern, Alzheimer's Society, Bridge Plus, Broadland District Council, Broadland Housing Group, Carers Council for Norfolk, Care for Carers, Carers Matter Norfolk, Family Voice, Freebridge Housing Association, Great Yarmouth Borough Council, Great Yarmouth and Waveney Mind, Macmillan Cancer Support, Norfolk County Council, Norwich City Council, Norwich City College and the University of East Anglia. These are just some of the organisations we have worked with.

We have also worked closely with all of our county's hospital trusts, clinical commissioning groups and numerous GP practices and are grateful for their continued support of our work.



Our previous engagement officer, Joel Watkins pictured with Chris at a mental health roadshow event in Great Yarmouth.

Our reach across the county



The map above illustrates the various health settings (in red) such as GP surgeries, hospitals and pharmacies and the community venues (in blue) such as markets, libraries and support groups, which we have attended over the past 12 months as part of our engagement programme.

Targeted engagement

Between December 2017 and March 2018 we collected 148 reviews, as part of a targeted piece of work about maternity services in our county.

Maternity services

We visited 12 baby and toddler groups across Norfolk to talk to parents and carers about their views and experiences of maternity services, as well as to gather their feedback on health services in general.

We carried out this programme of engagement in support of the Norfolk and Waveney Sustainability and Transformation Partnership (STP), to help inform health commissioners of local people's views on maternity services ahead of discussions around changing the current system.

Along with the wider STP agenda, discussions are being driven by new NHS guidelines known as 'Better Births', written following a national review of maternity services. Continuity of care is a hot topic within this guidance and was a key focus of our targeted engagement, the findings of which can be found on the right.

This insight will be taken forward by NHS colleagues leading the STP's work around maternity services.

- + Some parents and carers speak positively about having different midwives, valuing the different experience and advice that each midwife is able to offer. They don't mind being cared for by a team of midwives, if they are consistently good and particularly if it's a straightforward pregnancy
- + Some parents and carers said that being supported by different midwives can highlight differences in care and perceived poor performance by some midwives. They think that being cared for by too many different midwives is responsible for poor care, such as missed tongue ties, being slow to pick-up feeding issues, inconsistent bump measuring. All of which cost the NHS more money in further scans, GP appointments etc
- + Fathers and younger or first time mums express more support for being cared for by one midwife or a small team of midwives throughout their pregnancy, because it helps them to feel more comfortable and to build a relationship with the person or people caring for them. Parents and carers that are not having their first baby are generally less worried about continuity of care
- + For some mothers, while it doesn't overly bother them, they do find it frustrating when they have to keep explaining themselves and tell their story to different midwives. So a small team of midwives that parents and carers know well is definitely the next best option, if it is not possible to have one midwife



Online engagement

We know that different people want to talk to us in different ways. That's why we work hard to have an active online presence, which enables more people to get involved in our work on their own terms.

In the last 12 months...



We have gained 274 followers on Twitter.

Tweeting resulted in over 289,600 impressions and at the time of writing, we have 2,285 followers.



Facebook posts reached 38,123 and at present we have 550 likes on our page.



Our website has seen 14,366 sessions since September.



We have a total of 1,392 members on our newsletter mailing list.

Consultations

Through our social media channels we promote external consultations to encourage local people to be involved in the commissioning and provision of services in their area.

For example, we promoted an NHS England consultation on specialised gender identity services for adults and another around reducing the prescribing of over-the-counter medicines for minor, short-term health concerns, among others.

Media presence

Putting a much greater emphasis on our communications and media strategy, we were able to engage with a much wider audience and start to build a greater level of brand awareness among the general public.

We achieved some fantastic results gaining a total of 101 press mentions across the financial year and consistently achieving a potential monthly reach of 200,000 plus across radio, print and online channels.

This was our biggest year of media coverage to date. We achieved 26 press mentions in the month of October alone and reached potential audiences of over 800,000 in the months where we featured on BBC Look East.

Our mass media coverage included:

- + Seven television appearances
- + 11 radio appearances
- + Featured or mentioned in 40 newspapers and in 43 online press stories

We covered a range of topics including the Sustainability and Transformation Partnership (STP), mental health, access to GP services, access to dental services, a pioneering new study into alternative therapy for veterans with Post Traumatic Stress Disorder (PTSD), winter pressures within the East of England Ambulance Service Trust, breast cancer mortality rates and the support needs of carers.

Enter and View Visits

Following discussions with both Norfolk County Council and the Care Quality Commission (CQC), we began a rolling programme of Enter and View visits to care homes in August 2017.

In particular, we have been looking at “wellbeing”, which relates to areas such as:

- + Activities for residents in and/or outside of the home
- + Carers and relatives' involvement
- + Community involvement
- + Food choices
- + Overall look, feel and smell of the home

We specifically asked residents about their views and experiences, as well as the care home staff.

Our focus was on care homes that the CQC had classified as “requires improvement” in at least one or more areas of their report.

To date, we have carried out 10 visits thanks to staff and volunteers and have published reports for each care home. We have seen some fabulous examples of good practice and been able to share ideas for homes to consider taking forward, where appropriate.

This programme of visits will continue until Autumn 2018 when we are proposing to shift our focus to care homes for people with learning disabilities.

You can view all the reports from our Enter and View visits in the [‘Reports’](#) section of our website.

“Thank you very much for sending us the report and it was lovely to be able to give the team such positive feedback.”

- Response from one of the Care Home Managers



Photos taken at care homes we visited, featuring garden facilities, an activities board and a calm area.

Recommendations and outcomes

In our reports, we suggested some ideas that the care homes may wish to take forward following the visit and speaking to the residents and staff.

Below are some examples of recommendations we made and responses from the care homes about steps they took to address these.



Sensory room in one of the care homes we visited.

Recommendation: Investigate the purchase of a Motion Picture Licence to enable the playing of DVDs for residents' entertainment.

Response: “We have not purchased a Motion Picture Licence but now have a film channel which shows golden oldies which the residents seem to enjoy.”

Recommendation: Make the dining room more homely and welcoming.

Response: “Since the Healthwatch visit, blinds have been fitted in the dining room which makes it look more homely.”

Recommendation: Continue discussions with the owners about converting the wheelchair room into a second “quiet” lounge for residents.

Response: “The whole home has been refurbished throughout and the second quiet room is nearing completion, this is in readiness for a reminiscence/ activity room for the residents.”

Recommendation: Increase the variety of activities offered inside and outside the home with a focus on community events...

Response: “We have organised a fish and chip lunch from the local fish and chip shop and we go to the local Public House for lunch...We also have in-house entertainment and have purchased a karaoke machine which the residents really enjoy, but has proven the staff can't sing!”

Recommendation: Complete redesign of small lounge to a “men's room”.

Response: “Small lounge (men's den) now has fully functioning pool table and darts board - these are proving very popular, especially with our Gentleman residents. We are also awaiting the delivery of a fruit machine for this area.”

Helping you find the answers



We have helped to signpost over 120 people to access the information and care that they needed through our helpdesk and engagement team.

Our information and signposting service is free, friendly, confidential and independent.

What can Healthwatch Norfolk do to help?

- + We perform a signposting role only, meaning we can give you the contact details for a range of services that best supports your request
- + We can give you information about choices you have with regards to where you might get help in relation to your health, social care and wellbeing needs
- + We can put you in touch with sources of information on NHS and social care services in Norfolk
- + We can give you information about what to do when things go wrong and you don't understand how to make a complaint.

What is Healthwatch Norfolk unable to do?

- + Our service is not supported by trained clinicians or health and care professionals. It means we cannot offer advice on clinical matters, for example, queries about diagnosis, medication etc.
- + Whilst we will use your feedback to improve services, we have no powers to investigate individual complaints
- + We cannot offer advice on the 'best' place to go to receive a service or offer an opinion on which service you should choose for your treatment, care or further information
- + We are not an advocacy service and so cannot make a complaint on your behalf.
- + We are not able to offer financial, relationship, legal or similar specialist advice.

What have we done to improve our signposting role?

We arranged for the Patient and Liaison Service (PALS) Manager at the Norfolk and Norwich University Hospital to come and speak to our staff to help us understand how they work and the types of issues they commonly deal with.

It was very useful to understand the difference between PALS and the complaints team to ensure we deal with enquiries effectively.

Examples of how we've helped...

A lady rang with concerns about her mental health. She had previously been under the care of NSFT and recently felt that her mental health was deteriorating. She had been advised to contact Norwich Mind but had been unable to book an appointment to speak to somebody over the previous 2 weeks. She rang Healthwatch Norfolk for advice on what to do next. We advised her to speak to her GP but she told us that she had tried to do this before and felt she had been brushed off. She asked us to get in touch with her practice on her behalf. I obtained written consent and spoke to the Practice Manager to explain the situation. The Practice Manager then called the lady and arranged an appointment with an appropriate GP. The lady emailed back with her thanks.

A lady was pursuing a complaint about the care her mother received in hospital and wanted some advocacy support. We signposted her to POhWER.

A lady who cares for her disabled and elderly mother had been told by staff at her GP surgery that she may be eligible for a carer's allowance. She was confused about the paperwork and assessment so asked us about it at an engagement event. We signposted her to Carers Matter Norfolk and gave her a Carers Handbook to take away.

A support worker contacted us as he was supporting a single parent family who were having difficulty finding a dentist who would accept new patients in their local area. They wanted to know if we could provide details of any dental practices in close proximity. We looked on NHS Choices and suggested some that indicated they were accepting new patients.

Making a difference together



How your experiences are helping to influence change

This section outlines our priority projects and work we have been asked to do by other organisations. Some of the recommendations and outcomes will be highlighted to show how experiences have helped to influence improvements to local health and social care services.

Deaf Connexions

We've worked in partnership with Deaf Connexions, a local charity that provides a range of services for the deaf community across Norfolk, to engage the deaf community about their experiences of accessing local health and care services and their use of out of hours services and NHS 111 in particular. Deaf Connexions worked with their volunteers, service users and us to effectively gather feedback. They established some questions they wanted to ask the deaf community as well as developing some video scenarios performed in British Sign Language (BSL) showing patients trying to access services out of hours. Deaf connexions then held a workshop with 15 deaf individuals and produced a report and final video demonstrating their main findings.

The video can be viewed on Youtube by searching "[Healthwatch Norfolk deaf community](#)"

General Practice in Norfolk: Working relationships with secondary care providers

We undertook a follow up piece of work focussing on the working relationships of other health and social care services with General Practice. Through this year-long project we engaged with staff from community services, mental health services and hospitals to gain insight into their experiences of working with General Practice. We used a qualitative approach by conducting one-to-one interviews with 31 members of staff across six local NHS provider organisations.

Staff outlined a very mixed picture of working relationships between services. The majority believed they had good working relationships with

General Practice, however it was indicated that relationships were not as strong as they once were. In particular, it was apparent that there were some frustrations in relationships between primary and secondary care services and mental health services described the need to work more closely with General Practice going forward. From the interviews, it was clear that all services were under increasing pressure with stretched resources, high demands and rising patient expectations.

More broadly, staff highlighted that communication with General Practice proved challenging, as a busy GP practice could be difficult to contact. It was emphasized that some practices still relied upon longstanding communication methods such as faxing which caused further difficulties. Linked to this was our key finding of ineffective communication between the IT systems used by health and social care services. This resulted in our report being published in July 2017 with our main recommendation highlighting the need for system leadership to coordinate IT systems across Norfolk. On the whole, staff perceived services could be improved by more joint working across the health and social care system, principally as patients expect services to be communicating effectively and do not want to have to repeat their concerns.

NHS Continuing Healthcare: Discharge to Assess

We worked in partnership with Norwich Clinical Commissioning Group and other partners to gather some feedback from patients on the pilot 'Discharge to Assess' pathway. We developed a feedback form for patients to use following an admission to the Norfolk and Norwich University Hospital. Patients gave some simple feedback on their experiences of the hospital discharge process, the information they had received about their discharge to a residential or community setting and their overall satisfaction.

Our work on NHS Continuing Healthcare is currently ongoing and the Norfolk Health Overview & Scrutiny Committee take a great deal of interest in feedback on this particular service.



Norfolk and Norwich Association for the Blind

The Norfolk and Norwich Association for the Blind (NNAB) wished to undertake a comprehensive review of their services and asked us to perform a customer profile study and conduct a client survey to help inform this service review. We produced a report in April 2017. Throughout the work undertaken for the NNAB, clients, volunteers, telefrends and some staff have raised the issue of needing to reach people with visual impairments who are unaware of the NNAB or not yet known to NNAB services currently, as well as the wider public. This is an important group of the population and potential, future beneficiaries of NNAB's services, who are likely to number many thousands in the county.

Pharmaceutical Needs Assessment

We were pleased to assist Norfolk's Health and Wellbeing Board (HWB) in the development of the county's latest Pharmaceutical Needs Assessment (PNA).

The Health and Social Care Act 2012 requires every Health and Wellbeing Board to undertake this activity every three years to identify any gaps in the provision of pharmaceutical services and with our support, Norfolk delivered the most widely consulted PNA in the country.

It provides a snapshot (taken in September 2017) of the current provision delivered through community pharmacies and dispensing services provided directly by dispensing practices and dispensing appliance contractors (DAC).

The PNA is also informed by a number of strategic documents such as Norfolk's Joint Strategic Needs Assessment (JSNA) and supports the delivery of Norfolk's Living Well: A public health strategy for Norfolk 2016-2020, the Norfolk and Waveney Sustainability and Transformation Partnership (STP) and the NHS Five Year Forward View.

We were actively involved in the PNA Steering Group set up to consult with a wide range of stakeholders including GPs, pharmacists and patients and directly ensured over 2,200 members of the public got to have their say on pharmacy services in our region.

South Norfolk Dementia Care Coach Programme

In May 2017, we published an evaluation of the Dementia Care Coach Programme, run by the Norfolk and Suffolk Dementia Alliance.

Funded by South Norfolk Clinical Commissioning Group, the evaluation gathered feedback from a sample of trainees to assess the effectiveness of the programme using a well established four-step evaluation model.

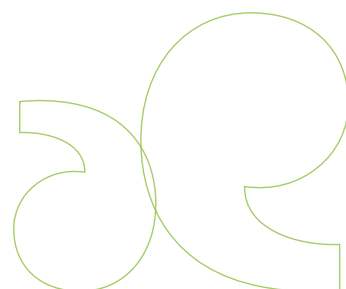
Feedback from trainees was overwhelmingly positive and clearly demonstrated the programme's success.

Swaffham Provider Partnership

We were invited to participate in the Swaffham Provider Partnership which sought to explore new ways of joining up health and care services in the area. Recruitment to the care sector was identified as a clear barrier to the future sustainability of local services, so we performed an exit-survey with school leavers and local people at a careers fair. The exit-survey showed that most attendees hadn't previously considered a career in the care sector but were more open to the possibility after attending the event.

Unpaid carers

In January 2018, we published the results from a survey gathering in-depth feedback from over 300 local unpaid carers about their experiences accessing information and support services. This survey, conducted in partnership with Carers Council for Norfolk, highlighted the importance for more understanding, recognition and reassurance about what it is like to be an unpaid carer, as well as the need to access respite options to have a break from caring. The survey report made five recommendations for Carers Council for Norfolk to take on as part of their role in the new carers service, Carers Matter Norfolk. We completed this piece of work as part of the Living Longer, Living Well strategy, which sets out the plan to provide support for older people and carers from 2016-18.



Urgent and Emergency Care Network

We undertook a project in conjunction with NHS England's East of England Urgent and Emergency Care Network (UECN). The work started in December 2016 and finished in May 2017. The aim was to gather together patient and families experiences of mental health crisis care along with the local wisdom of care providers. The focus was to seek out where services are working well and what needs to be improved, so this learning could be shared with others. We had help from a number of community and voluntary organisations, who offer different types of support to mental health service users and their carers.

We asked people to tell us their views about using urgent and emergency services at times of mental health crisis. At least 686 mental health service users and carers shared their stories through:

- + 199 survey responses from mental health service users and carers
- + An audit of 10,942 calls to a mental health crisis helpline by 498 callers
- + Face to face, one to one and paired interviews with 50 mental health service users and carers
- + Informal discussion groups comprised of 21 service users and carers
- + 33 case stories
- + One to one interviews with 18 stakeholders (executives, senior managers, commissioners, service providers, clinicians and practitioners)

The stories came from adults from all walks of life, including for example; veterans, refugees, asylum seekers, people with dementia, depression, anxiety, bi-polar disorder, people recovering from alcohol and drug addiction and people with lived experience of homelessness and rough sleeping. Family members, friends and mental health carers also shared their experiences. During Mental Health Awareness Week in May 2017, we got together with some of the people who helped us and held a workshop.

Our conclusion was that mental health crisis services are under-resourced and over-stretched and this issue requires urgent attention. Crisis care plans are important and more people want to have one. Messages on who to contact and where to go in a crisis need to be clear and consistent.



Working with other organisations

Clinical Commissioning Group (CCG) - Assurance Meetings

At the invitation of NHS England, we attended the Annual Assurance Meetings for all five Clinical Commissioning Groups in Norfolk.

CCG - Conflict of Interest Committees

Norfolk and Waveney have had to establish "Conflict of Interest" Committees for all five CCGs in the county. We have speaking but non-voting representation at each committee. The purpose of each committee is:

- + To scrutinise the governance and decision making where potential conflicts of interest exist
- + To protect the integrity of the NHS clinical commissioning system and protect CCGs and GP practices from any perceived wrong-doing
- + To provide assurance to the Governing Body, members, external stakeholders, patients and the public that the CCG is dealing appropriately with conflicts of interest
- + To ensure the CCG operates within the legal framework in respect of its statutory duties in relation to managing conflicts of interest

CCG - Delegated Commissioning

All five CCGs in Norfolk have now been granted permission for full delegated commissioning and we continue to be involved with all the delegated commissioning groups.



Healthwatch Norfolk staff and volunteers with their Dementia Friends certificates of completion.

CCG - Local Delivery Groups

All five CCGs across Norfolk and Waveney have established Local Delivery Groups which we have been involved in, in the past 12 months. Local Delivery Groups are accountable to the Sustainability and Transformation Partnership (STP) Primary and Community Care Programme Board and report progress on a monthly basis.

The purpose of the Local Delivery Group is to implement and monitor local delivery of transformational service initiatives identified by the STP Programme including but not limited to new models of care and high impact actions, tailored to meet local patient need, in line with the General Practice Forward View. It also aims to develop relationships between organisations and closer collaborative working to improve local service delivery for patients.

Complaints audit

Each Autumn, a small group of our volunteers undertake an audit of complaints at the Norfolk and Norwich University Hospital (NNUH). The purpose of this is to ensure that the NNUH's own policies have been adhered to in dealing with complaints.

Our volunteers are not qualified to question any clinical practice issues but they look at whether timescales for communication were followed and whether the complaint was answered fully.

The hospital have said they have found the process helpful and subsequently, Norfolk Community Health and Care NHS Trust have asked if we can undertake the same type of audit for them in the forthcoming year.

Dementia Friends session

In September 2017, 11 members of Healthwatch staff and volunteers attended a Dementia Friends awareness session and we joined one of the local Dementia Action Alliances (DAA).

The DAA is made up of organisations who are passionate about raising the profile of Dementia and driving change to make the locality a more inclusive and friendly place for people living with dementia and their families.

Norfolk and Waveney Sustainability and Transformation Partnership (STP)

The NHS and social care system is one of this country's greatest achievements and one on which we all rely at some point in our lives. However, our health and social care services face some huge challenges. Our population is growing, people are generally living longer and the type of care that people need is changing. So, the way health and care organisations work together and the services they provide need to change and adapt too.

This is why STPs have been set-up across England. Their role is to help make our health and care services fit for the future. Our STP is a partnership of health and care organisations from across Norfolk and Waveney, working together to improve the care you receive.

We have organised four public meetings across Norfolk in 2017/18. The purpose of the meetings was to enable members of the public to listen and to question representatives of the STP Executive Board. The first meeting was a general information session held in Norwich and attracted much interest from a range of groups; subsequent meetings dealt with specific issues centred on cardiology, radiology and urology services.

The three acute hospitals have jointly reviewed cardiology, radiology and urology services to see how they can be made more sustainable. The STP Executive Board discussed their proposals for how these services could operate in the future. For each speciality, they are proposing to create a single clinical team across Norfolk. The clinical teams would work across organisational boundaries to ensure the most effective sharing of skills and knowledge across the three hospitals.

We also helped establish an STP Stakeholder Board. This Board has been established in order to assist the development and delivery of the Norfolk and Waveney STP by linking the delivery teams with the appropriate stakeholder groups across Norfolk and Waveney and to advise on, scrutinise and champion the progress of the STP. The Stakeholder Board is critical to fostering the open and transparent two-way communication which will be essential to the successful delivery of the Norfolk and Waveney STP.



Photos from the STP public meetings held across Norfolk in 2017/18.

Patient Led Assessment of the Care Environment (PLACE)

PLACE visits help organisations understand how well they are meeting the needs of their patients and identify where improvements can be made. Patient assessors report how well a setting is performing, looking at non-clinical services and condition of their buildings.

Eight of our volunteers took part in this process and carried out visits to 13 different sites across Norfolk in 2017/18.

Quality Accounts

We were invited to review the annual Quality Accounts of each healthcare provider in Norfolk and submit a statement for inclusion.

Twelve of our trustees, volunteers and staff assisted in the production of these statements for the 2016/17 Quality Accounts published in June 2017. These documents are lengthy and complex and it is all credit to those involved who are able to review the documents effectively to ensure that they include an independent perspective on behalf of health and social care service users.

Quality Assurance visits

Since January 2018, we have been providing volunteers to assist with monthly Quality Assurance visits at the Norfolk and Norwich University Hospital.

So far our volunteers have visited the Day Procedures Unit, The Stroke Unit and the Oncology Department, providing an independent perspective on the quality of the healthcare provided through direct engagement with service users.

Raising concerns and working together with the Care Quality Commission

In the past 12 months, we have improved our relationships with the local Care Quality Commission (CQC) Inspectors and Inspection Managers who regulate the services in our county, from GP services, to hospitals and dental services.

For example, through the project looking at dental services, we made links with the Inspection Manager to understand how inspections in this setting work and were put directly in touch with the Inspector who visits the providers. We built links here and organised sharing intelligence to inform our respective work plans.

These relationships have enabled us to share intelligence, when we identify a need, directly to the Inspectors who plan and carry out the inspections and as a result, this led to two inspections being conducted.

“The information I have received from Fennie and her team has been invaluable for me as an inspector. A lot of people still don't realise we are responsible for inspecting dentists, so don't think to contact us with their concerns.

Patients' views collected by Healthwatch have resulted in me bringing forward two inspections. In both cases requirement notices were served following the visit. Thank you and keep up the good work Healthwatch Norfolk.”

- Janie Buchanan, Inspector Primary Medical Services (Central Region)

Safeguarding

During 2017/18, we forwarded one safeguarding concern to the Norfolk County Council Safeguarding Team, relating to a vulnerable adult. We continue to highlight to all staff, Board of Trustees and volunteers the need to ensure that any issues they become aware of that may constitute a safeguarding issue must be reported to us to ensure information is passed on appropriately.

We are also a member of the Norfolk Safeguarding Adults Board and have begun working with the Board on two initiatives: One relating to the West Norfolk Safeguarding Friends pilot and the other in relation to referrals of safeguarding concerns for prisoners.

As a result of the latter, a staff training session has been arranged to increase our understanding of the safeguarding and health processes within prisons.

Service procurement

This year, at the invitation of NHS England, we were involved in the procurement of two specialist mental health services for veterans, using stories from local veterans and their families to shape national commissioning decisions:

NHS Veterans' Mental Health Transition, Intervention and Liaison Service - a dedicated local community based service for veterans and those transitioning out of the British armed forces with a discharge date.

NHS Veterans' Mental Health Complex Treatment Service - an enhanced local community based service for veterans who have military attributable complex mental health problems that have not improved with earlier care and treatment.

Additionally, we were involved in the procurement of Toftwood Medical Centre and are pleased to be able to offer a patient perspective to the procurement process.

UEA talk to students

We were invited by Dr Paul Linsley, a lecturer in the School of Health Sciences at the University of East Anglia, to talk to approximately 150 second year student nurses. The lecture was about our work as a consumer champion, with a focus on long term conditions. We spoke about our work with GPs, veterans and cardiovascular disease.



Showcasing our work

Annual General Meeting and Showcase

At our AGM and Showcase at the Forum in Norwich in October 2017, we were joined by 60 children from a local primary school to enjoy a hilarious but equally informative Healthy Eating Show performed by the MoMo Theatre.

Additionally, Suzanne Meredith, Deputy Director of Public Health for Norfolk County Council, gave an interesting presentation titled “Norfolk's Living Well” which was about the health prevention agenda and how prevention work is hugely beneficial in reducing health issues and related costs.

Our showcase event involved 15 provider organisations and allowed visiting members of the public to see what services are available and how they can be accessed.

“We had a great time and the children remembered all of the food groups and what they did when we quizzed them later in the day. It was a great show.”

- Year 4 Teacher from the visiting school

Healthwatch England awards

In this past year, our Veterans' Project, (completed May 2016), was celebrated at the Annual Healthwatch Awards.

The project was Highly Commended for two awards: Engagement in Service Improvement and Diversity and Inclusion. These awards follow national recognition that the project received last year, when we were awarded an NHS England 'Celebrating Participation in Healthcare' grant.

We were also Highly Commended for our role in organising a regional conference for local Healthwatch across the East of England and Midlands.

Sonia with our Healthwatch England award: 'Local Healthwatch Working Together' and Ed with our two awards for the Veteran's project: 'Engagement in Service Improvement' and 'Diversity and Inclusion.'

it starts with
YOU



#ItStartsWithYou

Our core objective at Healthwatch Norfolk is to listen to what you have to tell us, to help influence the design of local health and social care services.

We have worked with groups and individuals who have approached us to support them in addressing health and social care issues pertinent to them.

Thyroid Support Group Norfolk

When Thyroid disease is not treated correctly, it can be debilitating, to the extent that patients may be unable to work or care for their families.

To treat underactive Thyroid, patients are routinely prescribed Thyroxine T4, but for some, they are unable to fully convert this hormone into T3 which is needed by the body to enable all its' systems to function properly. Therefore, these patients need to be prescribed T3 (also known as Liothyronine).

Due to problems with the procurement and commissioning of this drug, it has led to patients being unable to access this crucial medication.

We were approached by two members of the Thyroid Support Group Norfolk, as they felt they had little knowledge about what to do next. We have supported them in meetings with the local Clinical Commissioning Group (CCG) and enabled their comments and concerns to reach the Drugs and Therapeutics Commissioning Group

and the Therapeutics Advisory Group. This is what the patient group representatives had to say about how we have helped...

"In October 2017, Healthwatch Norfolk attended a meeting we had requested with representatives from our CCGs. We have met Healthwatch Norfolk several more times and were introduced to their CEO Alex Stewart.

The meetings and many emails we have exchanged with Healthwatch Norfolk have been enormously helpful and they have been insightful with their advice. They have helped us to navigate the health and care system, and the maze of procedures the NHS and CCGs use to decide which medications they will commission and allow to be prescribed. Finally we were being listened to.

They have been encouraging and have steered us around some fairly emotive subjects with great knowledge and humour when we have been lost and frustrated during this process.

Healthwatch Norfolk have generously given us their experience, insight and support for which we are hugely grateful. We know that they are highly regarded and with good cause too. We needed a voice and they gave it to us. We look forward to our continued relationship with Healthwatch Norfolk, and working with them further on this project to bring it to a successful conclusion."

- Tara Riddle and Tracey Buckenham, Thyroid Support Group Norfolk

"Finally, we were being listened to..."

Our plans for next year

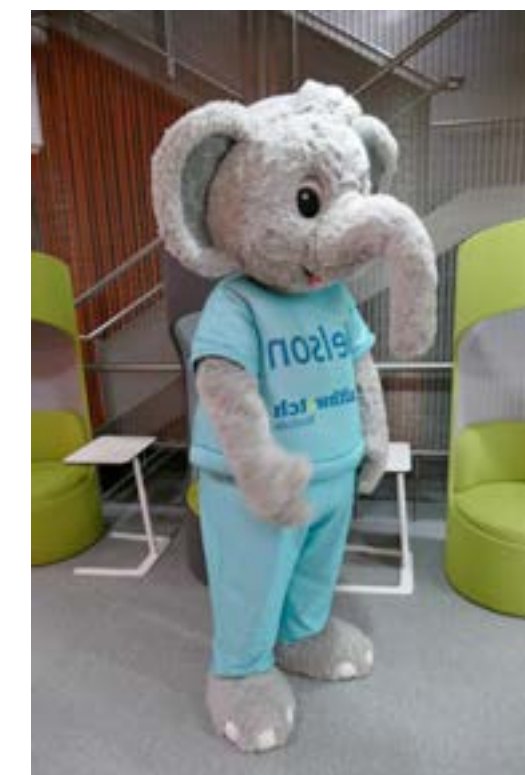


What next?

In our year ahead, we will continue to strengthen our focus on supporting local people to understand any changes that may arise as a result of plans being considered by the Norfolk and Waveney Sustainability and Transformation Partnership (STP).

We will utilise Healthwatch Norfolk's unique position to help challenge and support the health and care system thereby ensuring that peoples' views are at the heart of any decisions affecting health and social care.

Due to our recent funding cuts, we will be piloting a new post of Business Development Manager to try and ensure our financial stability, going forward.



Nelson, the Healthwatch Norfolk mascot.

Our top priorities for the next year

1. Continue to influence the Health and Wellbeing Board and work with the Health Overview and Scrutiny Committee.
2. Continue working with the STP to ensure patient and carer voice is not forgotten. Our Board of Trustees have agreed that this priority is of paramount importance.
3. Increase emphasis on applying for external funding to engage with specific service groups and this will be supported by our new Business Development Manager.
4. Review all of the projects we have completed since our inception and showcase the outcomes.
5. Change the focus of the Enter and View visits we conduct in care homes to be centred around care homes for adults with learning disabilities.

GP kiosk

Over the last 12 months, we have worked closely with a local GP surgery to pilot a patient feedback kiosk which encourages more patients to share their views on the service they received.

We have learnt a lot from this ongoing piece of work and have received some very valuable comments.

We will continue to review the effectiveness of the kiosk as a method of capturing patient feedback, with a view to extending it across other health settings and possibly within community venues too.

Healthwatch Norfolk widget

Late last year, we began trialling a Healthwatch Norfolk widget working with a local GP surgery, to develop a new initiative to encourage more patients to share their views about what it is like to be a patient and accessing their services.

The widget is hosted on the surgery's website to enable patients to leave direct feedback about the service they have received.

The trial is ongoing and if successful, we hope to roll the widget out to other care providers.



GP Kiosk within a local surgery as demonstrated by Steph (left) and one of the surgery's receptionist.

Forthcoming reports

Our work does not always sit neatly within the financial year, so much of our current work will be shared in our 2018/19 report. However, work is currently being undertaken in the following areas.

Autism services in Norfolk

Since October 2017, we have placed a spotlight on local Autism services to understand more about families' experiences of health and social care services in supporting their child's needs with autism/suspected autism. This was one of the three internal priority projects for 2017/18 which has involved engagement with parents, carers and stakeholders. To date, we have had a notable response from parents wanting to speak up and share their stories, often highlighting the difficulties they have faced accessing services. It is clear that autism can affect many individuals and families, and it is apparent that having access to the right help and support at the right time is crucial, particularly as families commonly described it as 'a battle to get help and support'. Upon further analysis, a final report and outputs will be published later this financial year in August.

"My first contact with Healthwatch Norfolk was when I was talking to whoever would listen about the difficulties my family had getting the services we needed to support me and my daughter...Healthwatch not only listened, they listened intelligently and asked the right questions. They understood the utterly confusing local authority system and recognised the absolute right of autistic people to have their needs met."

- Clare, Mother with Asperger's

West Norfolk dental services for children and young people

This project was one of our three priority areas for 2017/18 after local anecdotal intelligence and secondary sources of data highlighted concerns around accessing local NHS services in West Norfolk. From July to October we carried out a scoping exercise which narrowed our focus of the project to children and young people. Norfolk Armed Forces Covenant Board also approached us with similar issues regarding access to services for the families of serving personnel.

We surveyed parents and guardians to understand more about the accessibility of dental services in West Norfolk and their families experiences of using them.

We found that the majority of those who take their children to the dentist, felt their overall experience was positive but there were many barriers such as appointments, availability of services, location and/or transport and information and advice. Particular issues noted by RAF Marham families were replicated in this survey.

We will be conducting a mystery shopping exercise of NHS dental services in West Norfolk to understand the availability of services and accuracy of information presented online, compared to telephoning them directly.

A full report will be produced and we have been asked to present our findings at the Norfolk Health Overview and Scrutiny Committee in May 2018, where councillors will have the opportunity to question NHS England over the findings.

"I found working with Alex, Fennie and the team incredibly useful and great to meet people who were as passionate as we were about getting our project off the ground. We worked collaboratively from start to finish, helping to inform next steps and start the journey to making a real difference in the lives of people living in Norfolk."

- Bev Herron, Norfolk Armed Forces Covenant and Equality Officer

East of England Ambulance Service Trust (EEAST) evaluation

In March and April 2018 we completed a cost-savings analysis of a new initiative to improve outcomes for people who have fallen over, called the Early Intervention Vehicle.

This vehicle, which is piloted by the East of England Ambulance Service, delivers a multi-disciplinary, holistic assessment and looks to link people into appropriate community support instead of transporting them to hospital.

Our independent analysis found that the initiative delivered potential net savings of £284,719 to the local health system over a period of six months. This initiative could help reduce Clinical Commissioning Group spending by reducing unnecessary admissions to hospital. We will be working with the ambulance service and local commissioners to enhance the scheme in the future.

“EEAST found Healthwatch to be fully engaged right from the start, offering advice and guidance on how to approach the analysis and evaluation to achieve the best possible outcome. Healthwatch asked essential questions, wasn't afraid to positively challenge and ultimately ensured that the outputs supported improved patient outcomes.”

- Chris Carberry, Business Development Manager, EEAST

GP services in North Norfolk

In January 2018, we were commissioned by North Norfolk Primary Care (NNPC) to undertake some independent patient engagement about improved access to North Norfolk GP services. This involved giving the wider population of patients a voice, including working with some hard-to-reach communities of interest such as carers, people living with dementia and the deaf community. Particular focus was centred on patients' use of GP services in the future and possible new ways of working within and outside of normal GP practice hours across North Norfolk (extended access).

A mixed methods approach was used to gather a deeper understanding of patient's experiences, encompassing feedback received from a variety of sources. In March 2018, a patient questionnaire was developed and shared across all 19 North Norfolk GP practices which resulted in 320 patients sharing their feedback.

Further face to face and online engagement will be undertaken in the coming months with patients, alongside targeted engagement with specific communities. A final report outlining the key findings from this project will be published in May 2018 to help inform future planning of GP services across North Norfolk.

“We found the Healthwatch Norfolk team to be a pleasure to work with. They created and developed innovative and pragmatic ideas for how to engage with those groups of patients who are often under-represented... They are clearly experts in their field and really care about local patients.”

- Laura Holder, NNPC

North Norfolk care home pilot project

In March 2018, we were commissioned by Acle Medical Practice to undertake some independent staff engagement following a recent care home pilot project. The aim of this engagement was to further understand the impact the pilot has had on care home services locally. A staff survey was developed to gather feedback from all 27 care homes involved in the project in North Norfolk.

At the end of March this survey was made publicly available online and was posted to all care home managers. A final report on care homes feedback will be published in May 2018 and help support a business case for making this pilot project permanent.

South Norfolk CCG dementia friendly GPs

Since February 2018, we have been working with South Norfolk Clinical Commissioning Group to produce a guide detailing some simple ways in which to make GP services more friendly for people with dementia and their carers. The project has involved substantial engagement with local service users and carers as well as primary care staff. A final guide will be published in July 2018 and we will be supporting South Norfolk CCG to promote the guide around GP practices in South and North Norfolk. This project has been commissioned by South Norfolk CCG.

“Healthwatch Norfolk has been and remains a strong local partner in supporting the work of NHS South Norfolk Clinical Commissioning Group, through fulfilling its statutory role as 'critical friend' of commissioning organisations to a high level, as well as delivering projects on behalf of the CCG...Involving Healthwatch and their researchers is a really excellent way to ensure that the patient and carer voice is heard and included when planning service design and development”

- South Norfolk CCG

Stand Easy

Since July 2017, we have been leading on an observational study to measure the effectiveness and acceptability of acupuncture as a treatment for military veterans with Post-Traumatic Stress Disorder (PTSD) in Norfolk. This study is the first of its kind in the country and blends traditional scientific investigation with qualitative methods to explore service user experience.

So far the results have been very promising, with 100% of participants reporting a reliable clinical improvement in PTSD symptoms and common mental distress over a period of six weeks.

We presented the initial results at the British Acupuncture Council's Annual Research Symposium in March 2018 and a final evaluation report, together with some longer-term outcomes, will be published in June. This study has been commissioned by the British Acupuncture Council.

“Working with Edward Fraser has been instrumental in achieving high quality research re veterans experiences with treatments at Stand Easy. His compassion for the subject, his professionalism and ability to get on with me and the veterans proved very very valuable.”

- Naji Malak, Founder of Stand Easy

Our people



Decision making

Our Board of Trustees hold quarterly meetings to review and discuss the work of Healthwatch Norfolk. Three Board sub-groups also meet on a quarterly basis to discuss mental health, finance and quality control with regards to our project work.

Our Board of Trustees

- + Chair: William Armstrong
- + Vice Chair: David Trevanion
- + Trustees: Robert Ashton, Dianne Butterfield, Diane DeBell, Ann Donkin, Graham Dunhill, Helen Jackson, Mary Ledgard

Our volunteers

During 2017/18, our volunteers attended 65 meetings on our behalf to ensure the views of service users and carers are part of all discussions with commissioners and providers.

We have recruited a number of new volunteers and thank all those who have worked with us over the past year.

We currently have 19 volunteers and continue to hold regular volunteer days to keep them informed about our work and give them the opportunity to share information.

A number of volunteers have undertaken Enter and View training over the past year which has enabled them to carry out a programme of visits to care homes across Norfolk.

Additionally, they have undertaken Quality Assurance visits and PLACE assessments. Details of meetings on the next pages.

"I have found what I have been involved in so far both challenging and interesting."
- New Healthwatch Norfolk volunteer



Healthwatch Norfolk volunteer day at our office.

When we're not busy talking to you, we are busy representing your views at a wide range of groups and committees.

National Fora

- + NHS England Armed Forces Patient and Public Participation and Involvement Group

Regional and County Fora

- + Children and Adolescent Mental Health Services (CAMHS) Forum
- + East Anglia Local Dental Network
- + East of England Citizens Senate
- + Health and Wellbeing Strategy Implementation Board
- + Homicide Review Independent Investigation Committee
- + Local Dental Committee
- + Local Medical Committee
- + Local Pharmaceutical Committee

- + NHS England Quality Surveillance Group
- + Norfolk and Suffolk Palliative Care Forum
- + Norfolk and Waveney Sustainability and Transformation Partnership (STP)
- + Norfolk and Waveney STP Communications and Engagement Group
- + Norfolk and Suffolk Foundation Trust Improvement Board
- + Norfolk and Waveney STP Stakeholder Board
- + Norfolk Child Bereavement Practice
- + Norfolk County Council Adult Social Care Committee
- + Norfolk County Council and CQC Information Sharing Group (Care Homes)
- + Norfolk Health and Wellbeing Board
- + Norfolk Health Overview and Scrutiny Committee
- + Norfolk Men's Wellbeing Network
- + Norfolk Older People's Strategic Implementation Group
- + Norfolk Pharmaceutical Needs Assessment Steering Group
- + Norfolk Public Involvement Forum



- + Norfolk Public Sector Communications Group
- + Norfolk Safeguarding Adults Board
- + Norfolk Sexual Health Network
- + Norfolk's Suicide Prevention Strategic Implementation Group
- + Primary and Community Care Local Delivery Board
- + Regional Healthwatch Network

Provider Fora

- + East of England Ambulance Service Quarterly Quality Meetings
- + IC24 Call Review Meetings for NHS 111 & OOH
- + James Paget University Hospital Library Stakeholder Group
- + Norfolk Community Health and Care (NCHC) Equality and Diversity Steering Group
- + NCHC Bid/Business Tender Involvement
- + NCHC Patient Experience Steering Group
- + NCHC Quality and Risk Assurance Committee
- + NCHC Quality Champions Programme Committee
- + Norfolk and Norwich University Hospitals (NNUH) Central Locality Safeguarding Adults Partnership
- + NNUH Governing Body
- + NNUH Learning Disability Forum
- + NNUH Steering Group
- + Norfolk and Suffolk Foundation Trust (NSFT) Service Users and Carers Group
- + NSFT Preventing Death by Suicide
- + Queen Elizabeth Hospital (QEH) Patient Experience Steering Group
- + QEH Patient Safety Committee

Commissioning Fora

- + Adult Autism Steering Group
- + All Age Autism Partnership Board
- + Child Health and Maternity Commissioning Board
- + Community Commissioning Network
- + Drugs and Therapeutics Commissioning
- + Joint Commissioning Board for Primary Care (all CCGs)
- + Mental Health and Learning Disabilities Commissioning Network
- + NHS England Evaluation Panel for Veterans Mental Health Services

- + Non-Elective Clinical Network
- + Norfolk Mental Health Strategic Board
- + Norfolk and Wisbech NHS 111 & OOH Stakeholder Project Board
- + Norfolk Child Bereavement Strategic Partnership
- + Quality Leads Network
- + Therapeutics Advisory Group
- + Mental Health and Learning Difficulties Programme Board (GYWCCG)
- + Patient Participation Groups Forum (GYWCCG)
- + System Leadership Health and Wellbeing Partnership (GYWCCG)
- + Community Engagement Panel (NNCCG)
- + Integrated Care Programme Board (NNCCG)
- + Planned/Unplanned Care Clinical Network (NNCCG)
- + Patient Experience Safety and Quality Committee (NNCCG)
- + Engagement Forum (NorCCG)
- + Unplanned Care Clinical Network (NorCCG)
- + Wheelchair Services Task and Finish Group (NorCCG)
- + Your Norwich Programme Board (NorCCG)
- + Engagement Forum (SNCCG)
- + Conflicts of Interest Committee (WNCCG)
- + End of Life Care Programme Board (WNCCG)
- + Engagement Forum (WNCCG)
- + Health Acquired Infections and Public Health Initiative (WNCCG)
- + Mental Health Clinical Quality Review Group (WNCCG)
- + Patient Safety and Clinical Quality Committee (WNCCG)
- + QEH Clinical Quality Review Group (WNCCG)

Other

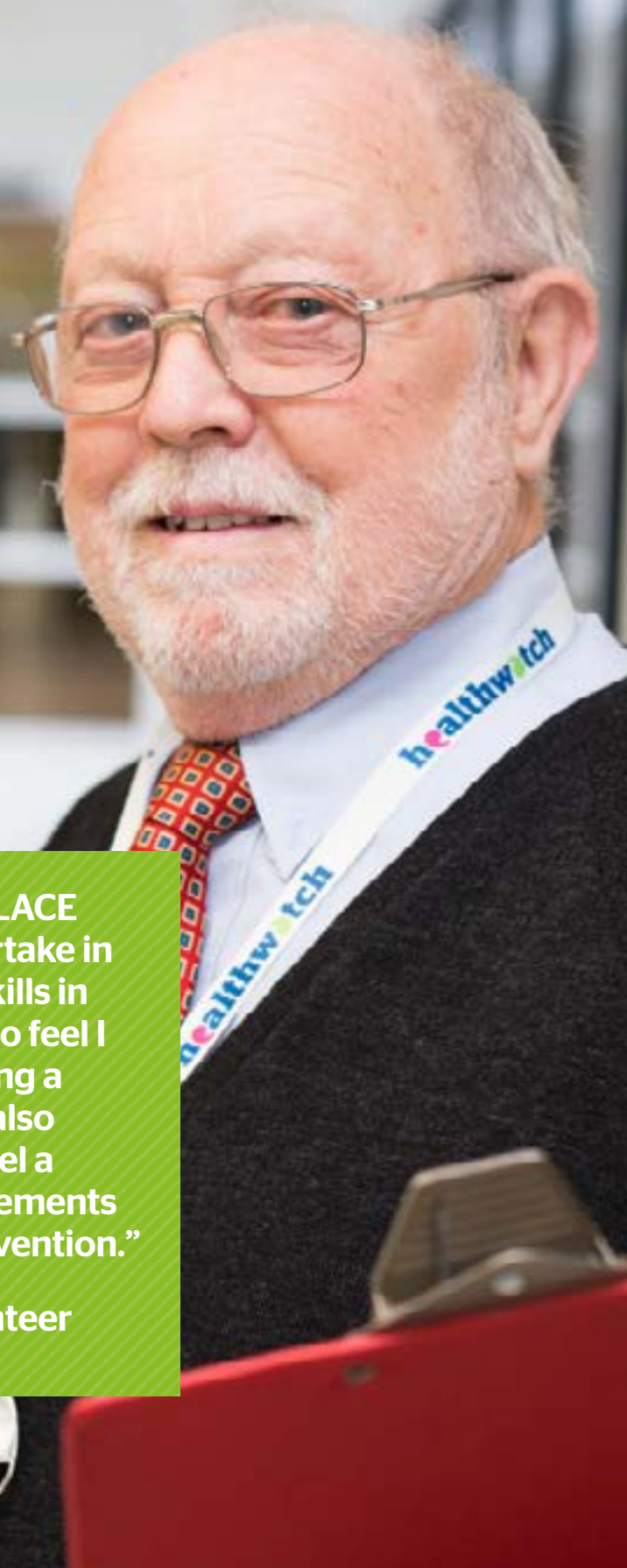
- + Carers Council for Norfolk
- + Complaints Managers Forum
- + DEAL Project Parent/Carer Steering Group
- + Great Yarmouth and Waveney Patient Advisory Group
- + Learning Disabilities Health Checks Project Group
- + Locality Provider Fora (x5)
- + Maternity Services Liaison Committees
- + Birth Voices
- + SEND Reform Steering Group
- + Suicide Prevention Forum
- + Trinity Children's Advisory Board

Our finances



5

Income	
Funding received from local authority to deliver local Healthwatch statutory activities	£458,000
Additional Income	£82,557
Total income	£540,557
Expenditure	
Operational costs	£125,986
Staffing costs	£345,563
Office costs	£37,968
Total expenditure	£509,517
Balance brought forward	£430,902



“I have mainly been involved with PLACE assessments, which I feel able to partake in by using my work experience and skills in this assessment. It also enables me to feel I can still make a difference by ensuring a clean environment is provided and also patients are treated with dignity. I feel a sense of achievement when improvements can be made as a result of that intervention.”

- Current Healthwatch Norfolk volunteer

Contact us

Healthwatch Norfolk is commissioned and funded by Norfolk County Council.

We are a registered charity (charity number: 1153506) and also a charitable company limited by guarantee (company number: 8366440).



Get in touch

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- + Facebook: [@healthwatch.norfolk](https://www.facebook.com/healthwatch.norfolk)
- + Twitter: [@HWNorfolk](https://twitter.com/HWNorfolk)

Share your experience

You can leave a review about any health and social care service in Norfolk, by visiting our website or contacting us on the details above.

Sign up to our mailing list

You can keep up-to-date with our work by signing up to our newsletter using the details above or by visiting our website.

Our annual report will be made publicly available on our website. We will also be sharing it with Healthwatch England, CQC, NHS England, Norfolk Clinical Commissioning Groups, Norfolk Health Overview and Scrutiny Committee and Norfolk County Council.

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.

healthwatch

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