

Championing what matters to you

Healthwatch Kirklees and Healthwatch Calderdale
Annual Report 2021–22



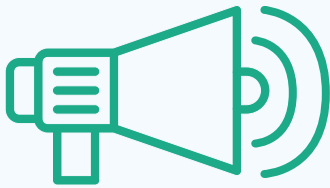
Contents

Highlights from our year	3
Message from our Chair	4
About us	6
How we've made a difference	7
Listening to your experiences	11
Advice and information	16
Volunteers	17
Finances & Statutory Statements	20

Our year in review

Find out how we have engaged and supported people.

Reaching out



2,187 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

816 people

came to us for clear advice and information about topics such as mental health and COVID-19.

Kirklees - 464

Calderdale - 282

Advocacy Calderdale - 70 cases

Health and care that works for you



We're lucky to have

29

outstanding volunteers, who gave up **18 days** to make care better for our community.

We're funded by our local authority. In 2021-22 we received

£185,000 Healthwatch Kirklees

£132,500 Healthwatch Calderdale & NHS Advocacy Service

We also employ

11 staff

most of whom work on a part-time basis, who help us carry out this work.

Message from our Chair

This year, in the absence of a permanent chair, the responsibility for introducing our Annual Report falls to me, as Treasurer for Healthwatch Kirklees and Healthwatch Calderdale.

I am very proud of the work of Healthwatch Kirklees and Healthwatch Calderdale during the past year. There have been a number of changes within our staff team at the end of the year.

In December 2021, we said farewell to our Chief Executive, Helen Hunter, who left our organisation for pastures new. We give our sincere thanks and gratitude to her for the effort, time, energy and commitment she invested over the past eight years, in both Healthwatch Kirklees and Healthwatch Calderdale. On behalf of our Trustee Board and staff, we wish Helen the best of luck in her new role. On Helen's departure, our Trustee Board and staff agreed that some restructuring was necessary for our organisation and this took place in late 2021.

We now have two Directors; Stacey Appleyard as Director for Healthwatch Kirklees and Karen Huntley as Director for Healthwatch Calderdale. Both Directors already have considerable Healthwatch experience and knowledge of the local areas. We have merged our staff teams to facilitate collaborative working across both localities. This has improved communication between all colleagues at all levels in the organisation. The restructure has enabled Healthwatch Kirklees and Healthwatch Calderdale to look further into the skills and strengths of our current employees and to put these to better use with staff working increasingly in a strength's base manner.

A single Operations Manager now manages all staff members, replacing the previous Team Manager positions. Additionally, we have introduced a new post specifically responsible for data management, analysis and reporting. Our aim in introducing this data post is to refine and develop the way we use the data we collect from the public and as a result, we have now the capability within our organisation to understand our data and intelligence in a much more meaningful way. These improvements in our data also mean that live data can be fed to our key partners across the system about their services and our work plan can be purely driven by public voice and experience insights.

At our Annual General Meeting (AGM) in February 2022, our staff and volunteers presented huge amounts of their work from the past 12 months. The work of our Healthwatch team is inspiring as it showcased their dedication, and their ability to work in flexible and diverse ways. As Trustees, we are truly grateful to our staff and volunteers for their adaptability, interest, drive, tenacity and the strength and commitment they have demonstrated in how keeping the organisation running very smoothly through times of change and challenge. This annual report gives you a flavour of the wide range of activities undertaken by our staff team and volunteers, and how we share what people tell us about their experiences to influence organisations and services to improve the care they provide.



Nick Whittingham

**Healthwatch Kirklees &
Healthwatch Calderdale Treasurer**

We are pleased that since the Covid-19 restrictions were lifted, our team has been venturing back out into the local areas to meet with local people face-to-face. During the Covid-19 pandemic, when restrictions were in place, we explored new ways of communicating with people. We were able to reach new people using innovative ways and we continue to use this learning to engage with members of the public. Recently our staff team have talked to members of the public in outdoor spaces, community group settings, online and in their homes. We will continue to adapt our engagement and project work to suit the different needs of the people of Kirklees and Calderdale.

In 2022/23 the main aim of the Trustee Board will be to recruit a Chairperson and bring new representatives onto our Board so that we can continue to build the skills, experience and guidance Trustees can offer our organisation.

We understand that the landscape of health and care provision will change in the next few months and at Healthwatch, it is our job to see how service integration and changes to commissioning bodies will impact and influence people. We work to ensure that the voices of the residents of Kirklees and Calderdale are heard and considered in decisions about health and care services. We will continue to encourage this joined up working with the public through our facilitative role in the health and care system in 2022/23.

Nick Whittingham

**Healthwatch Kirklees &
Healthwatch Calderdale Treasurer**

Message from our Directors

It has been a year full of internal changes for Healthwatch Kirklees and Healthwatch Calderdale and we are excited and committed to expanding upon the firm foundation to which our predecessor, Helen Hunter, contributed greatly.

As always, our staff team and volunteers are continually passionate and dedicated to making sure that people's voices and experiences are at the heart of our organisation. We are a small team but we also work in partnership with other organisations and with our excellent and dedicated volunteers. This allows us to achieve much more than we could on our own. This year we are incredibly proud of our volunteers who have completed a project for Overgate Hospice, not only helping us expand our capacity, but also learning new skills, which they can use in their personal and working lives.

We both would like to say a huge thank you to everyone who has supported Healthwatch Kirklees and Healthwatch Calderdale, for all of your hard work.

We are aware that many people continue to experience challenges with health and care services, especially those with long term or complex conditions. Our work for the next 12 months will ensure that your voices are heard not only by local NHS and care managers but on a regional West Yorkshire footprint too.

Our carers lanyard project has showcased how small and collective changes across all health and care services locally can have a significant impact for people who dedicate their time looking after a family member or friend. We look forward to expanding this initiative to Calderdale and maybe even across West Yorkshire.

Stacey Appleyard

Director of Healthwatch Kirklees

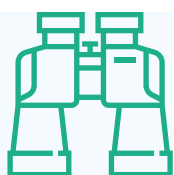
Karen Huntley

Director of Healthwatch Calderdale

About us

Your health and social care champion

Healthwatch Kirklees and Healthwatch Calderdale are your local health and social care champions. From Todmorden to Denby Dale and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice on health and social care.



Our vision

A world where we can all get the health and care we need.



Our mission

To understand your needs, experiences and concerns regarding health and social care services and to speak out on your behalf.



Our values

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

'See me and support me' – Helping carers feel supported in health care settings

One of our Healthwatch Kirklees volunteers, who is also an unpaid carer, talked to us about the difficulties she was having when accompanying the people she cares for to hospital appointments. She's often asked 'who are you and why are you here?' and doesn't feel that her role as a carer is recognised or understood.

Her idea of having a carer lanyard, for use across all health and care settings, is due to be launched in Kirklees during Carers Week, June 2022.

Healthwatch Kirklees talked to partners including local hospital Trusts, Kirklees Council, Locala and local carer support organisations; all were in favour of developing this idea. It is hoped that the idea will be adopted across the whole of West Yorkshire eventually (and maybe even further afield) so that carers can be easily recognised and supported.



The Kirkwood Hospice: Caring for people with life-limiting illness A Volunteer-led project

The Kirkwood contacted Healthwatch Kirklees to ask if we could support them to gather feedback about their services. They had recently rebranded and had new plans for the service. The Kirkwood felt that working in partnership with Healthwatch Kirklees, would help them to reach more people and, as Healthwatch Kirklees is an independent organisation, people would feel comfortable giving us their views and we could ask questions that The Kirkwood might find difficult to ask.

For this project, two surveys were designed, one for current service users and the other for the general public and professionals to get a full picture of how services were running and what people thought about proposed new services.

All of the recommendations suggested by Healthwatch Kirklees were taken on board and followed up by The Kirkwood where necessary.

Ethnic minority carers – making their voice heard

Healthwatch Kirklees helped support our local Councils' Carers Strategy Group to understand the experience of ethnic minority carers as it was felt their voice was under-represented.

The Healthwatch team engaged with ethnic minority carers in the community and in local support groups, asking about their experience as unpaid carers, how this impacted their lives and whether anything could be done differently to better support them in their role. We also asked if faith, culture, gender or ethnicity impacted peoples experience as a carer.

One key finding from our engagement was that carers from different communities across Kirklees experience barriers faced by many other unpaid carers but they also have additional barriers, which negatively impact on their lives and caring role. Also, carers from different ethnic backgrounds are less likely to identify as carers than white British carers which may mean they access less support leading to negative impacts on their health, wellbeing and financial situation.

How delays to planned care during the Covid-19 pandemic affected people in Kirklees and Calderdale

Since March 2020, we have received a lot of feedback from the public telling us about delays, difficulties and changes in NHS and social care services, due to the Covid-19 pandemic affecting how services were run. Healthwatch Kirklees and Healthwatch Calderdale worked collaboratively during 2021 to collect the experiences of people living in Calderdale and Kirklees. We spoke to people about their experiences of delays to health and social care for non Covid-19 related conditions.

The pressure on services in the health and care sector during the Covid-19 pandemic led to unprecedented delays to planned and routine care and treatment. Plans to address the 5.8 million patients currently on a waiting list for planned procedures are once again hanging in the balance as pressure on emergency services continues.

Our engagement pinpointed current barriers for people seeking medical help, outlined the kind of support they received or would like to have received during the delays to their care, and explains the impact that delays to support have had on local people.

We also received feedback on people's appointments and consultations, and on particular difficulties that people might have if they were asked to receive NHS treatment further away from home. Both of these issues have specific implications for people with protected characteristics.

"I still need my medication, even in a pandemic!" – Feedback from people in Kirklees and Calderdale about their medication in challenging times

Health and care services changed dramatically and with little or no prior notice during the Covid-19 pandemic. In an unprecedented and constantly changing situation, services had to respond and adapt rapidly. From the start of the pandemic, Healthwatch Kirklees and Healthwatch Calderdale have worked to understand people's experiences, to help identify where things have been working well and where things could be improved.

We started to receive feedback that indicated that people were having difficulties with ordering, receiving, and reviewing their medication so we set out to understand the issues people were having. Due to the reduction in face-to-face appointments with healthcare staff, some found it more difficult to obtain medication in a timely way.

Key findings included, some people were happy to have a medication review on the phone, whereas others would have preferred a face-to-face appointment and there was some frustration around the limited amount of communication regarding medication reviews.

People were generally impressed with the way pharmacies adapted their services in response to challenges presented by the pandemic with some starting to offer home deliveries for the first time. Some people now find it easier to order medication online and have medication delivered.

Periods of shielding and self-isolation meant that people who were previously managing their own medications suddenly had to start requesting and relying on support from other sources such as family, friends, neighbours and volunteers. South Asian people were twice as likely to rely on family and friends to collect medication, which they hadn't done previously. The pandemic often brought out the very best in people; a great deal of compassion and good will was extended towards others who might be struggling but some people, understandably, did not like being dependent on others for things like medication ordering and collection.

Engaging with parents of children with speech & language needs in Calderdale

Healthwatch Calderdale engaged with families who had children with additional speech, language and communication needs. We spoke to people over video calls rather than face-to-face due to the Government Covid-19 restrictions, which were in place at the time. We reported our findings into the Calderdale Starting Well Board to help with their assessment of the Calderdale Speech Language and Communication Pathway.

Wellbeing workshops for teenage pupils

Over 2021/22 Healthwatch Calderdale visited wellbeing workshops for teenage school pupils where students were asked to describe colours to define their moods. We spoke about the use of technology in healthcare. Their feedback was very informative as they discussed their interest in using Apps or video calls for non-urgent health needs.

Medequip

Medequip is the largest provider of Integrated Community Equipment Service (ICES) in the UK. Using a co-production model, Medequip wanted to work with Healthwatch Kirklees and other local partners to improve their approach to collecting and acting on people's feedback. They were looking to establish a service user forum as one of the ways to maximise opportunities to gather the views and lived experience of local people accessing their services and asked Healthwatch Kirklees, as an independent organisation, to facilitate this.

The forum is a place for people to give feedback on Medequip's services and also where people could find information and support available to help themselves or others stay independent.

In addition to planning and delivering the forum, Healthwatch Kirklees have promoted the opportunity for people to give feedback on Medequip's services by leaving a review on Healthwatch Kirklees' website, and Medequip have responded to those reviews to show they are listening to feedback.

Engagement & Information Officers have also been out with a Medequip driver to gather feedback directly from service users and carers in their homes. These interactions have proved invaluable; feedback is gathered but there's also opportunity to provide information and signposting, such as telling people about support that's available to carers. This has worked so well that going out with a Medequip driver is now a regular, monthly activity for Healthwatch Kirklees.

Information packs delivered by Home Library Service to reach vulnerable people during the pandemic

In Summer 2021, Healthwatch Kirklees developed information packs to deliver to people's homes after speaking to a lovely man from the home library service in Kirklees. The Home Library Service provides a free service for individuals who find getting to the library difficult; it may be they are visually impaired, shielding, disabled, elderly, infirm, or have other reasons for not being able to access their local library. The home library service can provide access to books in hardcopy, audio or CD and MP3 formats and a selection of jigsaws. It is a free service, delivered to service users' homes every 4 weeks.

The home library agreed to deliver our information packs to their service users, of which they have 500. The pack included, a friendly introduction letter explaining who Healthwatch Kirklees are, cards, a pen, a mini-survey plus a teabag and biscuit to 'have a drink on us'. It enabled us to engage with people and ask their opinions about their experiences of health and care services during the Covid-19 pandemic. At this time we were unable to go out and talk to people with our normal outreach sessions and we were concerned that people who could not access social media were not being listened to. We were looking for different ways to engage with groups that were not leaving the house or digitally enabled. This was perfect, and the home library service also agreed to pick up the completed surveys 4 weeks later. We also were able to signpost some service users to the services they needed. We will continue to develop our new relationship with this excellent service.

These information packs worked so well we are now using them in our regular outreach and for our 'Time to Talk' days in February. Following on from the success of our work with the Home Library Service in Kirklees to reach people, we also worked with the Home Library Service in Calderdale for the Overgate Hospice Project.

Example of impact from our outreach information packs

One of our team received a call from an individual who had spoken to another team member at an event. Not only were they pleased with the Healthwatch information pack, they wanted to say how lovely our team member was spending her time talking to them, at the event, when it was most needed. We were able to signpost the individual to the Access Bus Service as their loved one needed help getting around in a wheelchair. The driver will assist passengers from door to door, who would struggle using a standard bus service. The buses are fully accessible, fitted with seatbelts and the most up-to-date wheelchair restraints.

The individual was very pleased with the outcome and called us back to tell us how it went. This felt like a perfect outcome as we had had several calls helping them to arrange and plan this service. It is always great to have positive feedback on our services.

Online talent show for Learning Disabilities Week

Our Healthwatch team and members from our community got together on Zoom to celebrate the talents of our friends for Learning Disabilities week 2021. Watch here on our YouTube channel. <https://youtu.be/22Tdn0R9Km0>



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve.



Case Study

from April 2021 to March 2022

Supporting Jack & family, with listening and signposting, after a difficult cancer diagnosis

We would like to share Jack's story with you, which was told to us by a concerned member of his family.

"He was given a big horrible diagnosis and just left to get on with it"

Jack was diagnosed with prostate cancer just before the Covid-19 pandemic. Jack's family talked to us about their concerns with regard to communication and ongoing support.

"He was given blood test results and leaflets with a list of support services and dates for groups but these were all cancelled because of the pandemic".

"Jack was also offered an appointment for 6 months' time but we felt this was just too far away and asked for a 3-month appointment instead. The information we were given at the time about his condition was very limited and he's had very little support since."

In the summer of 2021, Jack had a telephone appointment with the consultant and an MRI and pelvic scan but the family doesn't know when he will get his results as no follow-up appointment has been scheduled. "Communication seems lapse [sic] and limited, I have to chase things up on his behalf, I shouldn't have to, it's terrible."

Jack's family described how he went through a lot of worry and stress. He had many questions as the weeks progressed following his diagnosis but didn't feel he had been able to get these answered or discussed.

"When you get this type of diagnosis you should be offered more support from someone who will sit down with you, talk and guide you through the stages and explain things more thoroughly."

Jack wanted to have had the opportunity to talk through his diagnosis on a face-to-face basis. This wasn't offered as an option with a professional who had in-depth knowledge and trained in supporting someone emotionally with a diagnosis of prostate cancer.

"I think he would have been able to deal with it better if he'd had more emotional support in the beginning from the hospital staff or being able to see someone face to face after he had been given the diagnosis but these were all cancelled."

His family believes that the lack of emotional support from professionals has negatively affected his mental health and how he is coping with everyday matters. His family suggested that if he had been given continued emotional support it would have helped him have a clearer understanding of his condition and he would have possibly come to terms with his diagnosis better. Our team were able to listen to Jack and his family and signposted Jack's family to the relevant services.

Local Covid-19 vaccines arranged for Fazila's family

"My parents were very reluctant to have the vaccine but I felt sure that I could persuade them to go with me if an appointment could be arranged locally at a place they were familiar with.

I asked Healthwatch Kirklees if anything could be done to arrange local Covid-19 vaccination appointments. I'd already tried my GP practice but they were unable to help.

Healthwatch Kirklees contacted Curo Health who delivers Covid-19 vaccines in North Kirklees.

They called me directly and within 48-hours myself and my family had been vaccinated at the Al Hikmah Centre in Batley."

Case study

from April 2021 to March 2022

Regular check-in's through Covid-19, supported Mary with her dietary issues

Mary has Coeliac disease, Osteoporosis, and Arthritis. At the beginning of the pandemic she struggled getting supplies because 'regular shoppers' were buying the milk, flour, and bread that was specific for people with her dietary needs.

Since the pandemic she hasn't been able to see a dietician face to face or be weighed and doesn't know when she will be able to go back to seeing them in person, "it's been phone calls only", "we seem short of dieticians in this area as they seem to come and go and don't stay when I have spoken to one they are very good and give me enough time, don't rush me but I wasn't able to see the dietician face to face for her to weigh me and I do think I have lost weight." Seeing a dietician face to face has other benefits for Mary too as previously she was given samples of any new puddings or drinks to try.

Mary is entitled to a few free hours a week of carer assistance, but felt that during lockdown it would have been helpful if she had been given additional free hours with a carer who had access to a car and who could help with isolation, personal care, jobs around the home and shopping as friends and family were unable to visit.

Mary kept in touch with Healthwatch and she kindly let us know that she has attended her GP practice and had her weight checked, she is pleased to report she has not lost weight as originally feared.

Helping Overgate Hospice understand the needs and opinions of their patients and to make improvements for future services

In 2021, Overgate Hospice contacted Healthwatch Calderdale to ask if we could support them to gather feedback about their current services and the services they would like to provide in the future. Overgate Hospice felt that working in partnership would help them to reach more people and, as Healthwatch Calderdale is an independent organisation, people would feel comfortable giving us their views.

Overgate Hospice provides expert care, support, advice and information for patients and their families, carers and loved ones. Overgate Hospice began caring for the Calderdale Community in 1981.



98% of people

- patients, service users, their carers, family and friends told us that they would recommend the hospice to others.

Living with a life-limiting illness can affect a person in many ways. After being referred to Overgate Hospice, the service works in partnership with the patient to provide the care and support depending on their individual needs.

We have worked previously with Overgate Hospice so when they contacted us to ask for our support with this feedback, we wanted to help. These are some of the things that Overgate Hospice wanted us to find out – what current patients and their families and friends feel about the hospice services, the awareness the general public has of the hospice services and any barriers people have to accessing care.

Our findings were overwhelmingly positive for Overgate Hospice, in terms of quality of care and treatment, support given and how people feel their opinions and ideas are listened to in relation to their own or loved one's health & wellbeing. Over 98% of patients, service users, their carers, family and friends would recommend The Overgate Hospice to others.

What difference did this make

Our engagement has highlighted that some improvements are needed around the referral pathway so that information about and access to Overgate's services is as straightforward as possible.



There is some work to be done on raising awareness of hospice services so that people know more about the range of care, treatment and support on offer and don't just think of the hospice as a place where people die.



Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



Getting to the heart of the issue

It's important for the NHS and social care to hear experiences people have with their local services as this provides a deeper understanding than using data alone.

During the pandemic many people got in touch to tell us that access to mental health services was confusing and challenging. We provided (and continue to provide) live intelligence to local partners including mental health services so that they can understand how patients are experiencing their service on a monthly basis and make changes locally.



Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We gave advice to a local independent Myalgic Encephalopathy (M.E) support group on how to liaise with commissioners and Hospital Trusts to raise awareness of M.E and enable services and their staff to learn more about this condition and the impact it has on peoples lives.



Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

We have known about dental problems for a long time. Since 2013 we have published numerous reports highlighting that people were struggling to access dental care.

Over the years we have continued to hear from the public about dental access problems. Last year we called for reform of NHS dentistry, co-signing a letter to the Chancellor of the Exchequer calling for NHS dentistry to be accessible and affordable for everyone.

We are also working closely with our regional partners to ensure that the new legislation can help with access to dentistry.

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Gaining access to NHS dental appointments
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



Volunteers

Healthwatch Kirklees and Healthwatch Calderdale would like to say a massive thank you to all of our volunteers past and present for their contributions.

Our volunteers always play a vital role in supporting people to have their say about health and social care services, and this year has been no different. With yet another challenging year our volunteering has adapted to the new ways of working in our organisation. Learning new skills and finding inventive ways of working while still making sure we hear the voices of all.

- During April 2021– 22 Healthwatch Kirklees and Healthwatch Calderdale have been supported by 29 Volunteers. Our volunteers contributed an amazing 424 hours of their own time to help our organisations. This equates to having one additional full time member of staff each month.
- Did you know we still have four of our original volunteers who started with us at the beginning in 2014? Thanks for putting up with us gang!
- Our Trustee Board comprises nine lay people and volunteers who are responsible for the governance of the organisations. Five are taken from our member organisations, and we have an additional four community representatives. All members are full trustees of the charity and directors of our limited company Healthwatch Kirklees.

Are you feeling inspired? We are always on the lookout for new volunteers from Kirklees and Calderdale. If you are interested in volunteering, please get in touch with our volunteer officer, Katherine. Email: katherine.sharp@healthwatchkirklees.co.uk



Volunteers

This year our volunteers:

- Carried out website and telephone reviews for local services on the information they provide and their accessibility
- Contacted dental practices and care homes to help inform patients about appointment availability and visiting during Government restrictions
- Two volunteer-led projects from start to finish; website checking, planning questions, sharing surveys, collecting information, analysing data, summarising information, proofreading and report writing. See projects on our website:
 - [The Kirkwood project \(Kirklees\)](#)
 - [Overgate Hospice project \(Calderdale\)](#)
- Sharing surveys far and wide to get the best reach for all our projects as well as coding and analysing data
- For 'Mental Health Awareness Week' – sharing their photos, poems, recipes for social media
- Researching information, website and leaflet checking
- Voice-overs for project work and case studies, plus data input for our NHS complaints service in Calderdale
- Mini interviews for presentations & making engagement information packs





Shania

"I volunteer at Healthwatch because it allows me to give everyone a voice and communicate their opinions, in order to create better services for an entire community, where every person can feel happy and comfortable. One thing I have enjoyed at Healthwatch has definitely been collecting feedback as I have been able to talk to a wide range of people from different areas and different backgrounds, which is amazing."



Lynne

"I have enjoyed being part of the Healthwatch led community partner team that has enabled a lanyard scheme, for unpaid carers, to be developed."

Salma

"I get to develop new skills as part of my professional development by working on interesting and exciting projects in my local community."



Rayne

"I volunteer because I want to make a difference and so every voice is heard before decisions are made!

I like getting involved in reading and checking content on services websites, giving feedback and directing people to give feedback on a whole host of services under the health umbrella. Now that restrictions are lifted actually seeing people face to face for their feedback."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today with Katherine, our Volunteer Co-ordinator across Kirklees and Calderdale.



[Healthwatch Kirklees Website](#)



01924 450 379



katherine.sharp@healthwatchkirklees.co.uk

Finances & Statutory Statements

Healthwatch Kirklees and Healthwatch Calderdale are statutory bodies. This means that by law, there has to be a Healthwatch in each local authority, and we have to report back on the way that we work, and how we are organised. This section covers the issues we are required by law to report on.

We use the Healthwatch brand under licence from Healthwatch England. Healthwatch Kirklees is a limited company Healthwatch Kirklees (08456146) and charity (1156338). Healthwatch Calderdale exists as a project delivered under contract with Calderdale Council.



Finance and Statutory Statements

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our full contact details:

Healthwatch Kirklees, The Elsie Whiteley Innovation Centre, Hopwood Lane, Halifax, HX1 5ER

Tel: 01924 450379 Email: info@healthwatchkirklees.co.uk

Web: www.healthwatchkirklees.co.uk

Healthwatch Calderdale, The Elsie Whiteley Innovation Centre, Hopwood Lane, Halifax, HX1 5ER

Tel: 01422 412141 Email: info@healthwatchcalderdale.co.uk

Web: www.healthwatchcalderdale.co.uk

How we will share our annual report with the public

Our annual report will be made available through our website after our annual general meeting. We will share it with stakeholders and advertise it in the press. As we strive to be environmentally friendly, we do not print copies of the annual report, and produce an online copy. This can be made available as a paper copy on request.

Working with the Care Quality Commission

In 2021-2022 we have had involvement with the Care Quality Commission (CQC) by contributing our intelligence to their social care provider inspections. Each time the CQC representatives inspect a local health or social care facility we provide any feedback we hold about that service.

Our work with volunteers

Our Trustee Board comprises 9 lay people and volunteers who are responsible for the governance of the organisations. 5 are taken from our member organisations, and we have an additional 4 community representatives. All members are full trustees of the charity and directors of our limited company Healthwatch Kirklees.

Volunteers provide valuable support and guidance to Healthwatch Kirklees and Healthwatch Calderdale by sitting on our board as trustees, helping us visit care homes, hospitals and daycare services as authorised representatives to see what services look like, work with us in the office on specific projects or pieces of work and act as our eyes and ears in the community as "Healthwatchers" feeding back comments that they hear every day from patients and carers.

Finance and Statutory Statements Continued

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our funding

Healthwatch Kirklees received a core grant of £185,000 from Kirklees Council in 2020/21. We paid Kirklees Citizens Advice about 5% of these monies to buy payroll, financial management and office services over the year. We spent over three quarters of our funding on staff, with the rest spent on the cost of renting an office and running a small charity.

Healthwatch Calderdale received a grant of £132,500 from Calderdale Council to deliver a Healthwatch service and an NHS advocacy service.

Sometimes we are commissioned to provide independent reviews, or to design and deliver work that helps NHS and Council managers understand what people think of health and social care services.

Our accounts

Our annual accounts for 2020/21 containing all of our financial information are available on the company's house website. Our accounts for 2021-2022 will be available by November 2022.

Escalating issues to Healthwatch England

We continue to provide Healthwatch England with anonymous feedback from our databases. We have also escalated issues around access to NHS dentistry in Kirklees and Calderdale. Healthwatch England have initiated a national work stream to explore how access to NHS dentistry can be improved in the future.

healthwatch

Kirklees

Healthwatch Kirklees
The Elsie Whiteley Innovation Centre
Hopwood lane
Halifax
HX1 5ER

www.healthwatchkirklees.co.uk
t: 01924 450379
e: info@healthwatchkirklees.co.uk

 [Twitter.com/HWKirklees](https://twitter.com/HWKirklees)

 [Facebook.com/HealthwatchKirklees](https://facebook.com/HealthwatchKirklees)

 [Instagram.com/hwkirklees](https://instagram.com/hwkirklees)

 [Linkedin.com/company/healthwatch-kirklees](https://linkedin.com/company/healthwatch-kirklees)

healthwatch

Calderdale

Healthwatch Calderdale
The Elsie Whiteley Innovation Centre
Hopwood lane
Halifax
HX1 5ER

www.healthwatchcalderdale.co.uk
t: 01422 412141
e: info@healthwatchcalderdale.co.uk

 [Twitter.com/hwcalderdale](https://twitter.com/hwcalderdale)

 [Facebook.com/HealthwatchCalderdale](https://facebook.com/HealthwatchCalderdale)

 [Instagram.com/hwkirklees](https://instagram.com/hwkirklees)