

Together

healthwatch
Sefton

**we're making health
and social care better**

Annual Report 2022–23



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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

The year began with a very welcome restoration of human contact as we adjusted to the Covid recovery plan.

- More face to face meetings for Healthwatch champions and ambassadors, a return to live and lively meetings of the Healthwatch Steering Group, increased member interaction and better networking.
 - In a momentous year of NHS stresses and strains, the establishing of the Mersey and Cheshire Integrated Care Services offers long awaited opportunities for more effective cooperation between health and social care.
 - The development of Sefton Place as one of nine localities is designed to empower local decision making, with Healthwatch Sefton playing an important role in shaping change and accountability.
 - A big thanks to all our volunteers who make such a difference to individual lives in all their diversity.
- We welcomed Clare who heads up communications, Kate as our advocacy officer and Angela, who joins the board as Equalities Director. The website, newsletters and social media have been transformed, giving Healthwatch Sefton, a clearer and more effective independent voice.



John Turner, Chair



“Listening to people’s experiences provides the vital feedback that allows us to press for improved local services and to work with Healthwatch England to influence national policy.”

John Turner, Chair

About us

Healthwatch Sefton is your local health and social care champion.

We make sure NHS leaders and 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.



Our vision

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



Our mission

To make sure people's experiences help make health and care better.

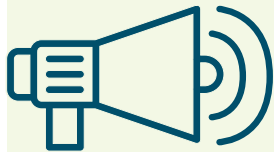


Our values are:

- **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.

Year in review

Reaching out to



1882 people

with **1306** people sharing their in depth stories and experiences of health and social care services with us, which have been used to raise awareness of issues and improve care.

Making a difference to care

537 people

came to us for clear advice and information about topics such as accessing an NHS Dentist, urgent dental care, support for long term conditions and mental health.



We signposted to 764

organisations and local groups to support people to be empowered about their health and care and make informed choices.

Health and care that works for you



We're lucky to have

38

outstanding volunteers who gave up 119 days to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£143,273

which is **the same** amount of funding from the previous year.

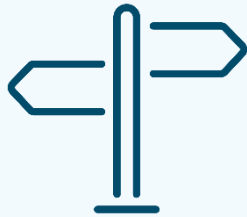
We currently employ

5 members of staff

who help us carry out our work.

How we've made a difference this year

Spring



From highlighting questions raised by patients about the transaction process which Southport & Ormskirk Hospital NHS Trust are involved in, a 'Frequently Asked Questions' leaflet was produced



When our community champions told us that loneliness was an issue for residents, we matched them up with 'Community Connectors' who support people to get out and about and they are now in regular contact.

Summer



To help understand the different clinical roles within GP practices, our Champion networks have held sessions to educate local organisations.



To promote Patient Participation Groups (PPGs), our Maghull Locality Representative asked NHS commissioners to create an A5 leaflet which was handed out at Maghull fest and other events

Autumn



After sharing feedback about GP access, the Adult Social Care & Health Overview & Scrutiny Committee work programme was updated to include an informal briefing on the issue for members.



We worked with Sefton Young Advisors to support GP practice managers to encourage younger patients to join their Patient Participation Groups (PPGs).

Winter



After sharing a patient safety concern about North Park Health Centre with the commissioner and the Care Quality Commission (CQC), we were able to share further reviews about the service which helped to plan the

Inspection activity. Following a rating of 'Inadequate', a new provider PC24 has taken over the running of the practice and have already developed an improvement plan and taken immediate actions to improve services for patients.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes who have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Access improvements



Disabled and older people in Maghull told us of the difficulty they faced getting in and out of their local health centre, so we took up this issue and now they are enjoying easy access thanks to automatic doors being fitted.



Improved disabled parking

Previously there were 5 disabled bays but after our intervention, work carried out during 2018 meant there were 15 bays suitable for patients with disabilities outside the Sid Watkins building at The Walton Centre NHS Foundation Trust.

Patient transport



We influenced North West Ambulance Service NHS Trust to review the questions they ask patients in line with the eligibility criteria for Patient Transport Services to make it more accessible.



Accessing Appointments

After receiving feedback from us about their booking system, Mersey Care NHS Foundation Trust introduced 'Single Point of Access' to improve administrative processes and reduce delays for patients contacting their services.

Young Onset Dementia



We asked commissioners and providers to focus on this issue and this now features in the Sefton Place Plan 2023- 2025 as a local priority.



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 feed this back to services and help them improve.

Care at home (local feedback shaped its future!)

This year we worked with Sefton Council so that we could talk to people receiving care at home, independently gain their feedback and ensure that this important insight, together with that of community members shaped its future.

With people receiving care in their own homes, having an opportunity to talk to them about their experiences has been a long standing priority for us. Finding out that Sefton Council were planning work within a different commissioning approach to ensure decisions can be made to meet local needs and manage the local market, we agreed to partner up!

During the winter of 2022, we spoke with 85 residents receiving their care at home, talking with them over the phone/ completing a survey to share what their care was like.

Changes to the local service specification

Our findings and feedback were listened to, achieving positive changes to how care at home should be provided in the future to meet the needs of those requiring care:



- Ensure that the specification is clear about the need for independent feedback and that any feedback is 'safe'.
- Section included about the importance of Informal/Unpaid Carers.
- Explicitly included the need for Service Users to be directly contacted when calls are going to be late.

What difference will this make?

This partnership approach shows the power of people's feedback with decision makers listening to your voice and taking action.



"Healthwatch Sefton and Sefton Council have worked closely in the development of the Domiciliary Care Tender during the recent re-commission, specifically with the development of the specification, so that it reflects the needs, aspirations and desired outcomes of Service Users and their Families/Advocates and Healthwatch Sefton have also been a member of the panel for the evaluation of tender submissions by Providers, in order to ensure that there is an ongoing focus on commissioning person-centred services."

Pippa McHaffie, Commissioning Officer.

Patient Story leads to changes in Podiatry (Foot Care)

Accessing healthcare appointments can be difficult for people with a learning disability. Not having the ability, skills or computer access needed to book an appointment using the systems in place, can be costly and confusing.

It was during a meeting of our South & Central Community Champion network meeting in February that a member of People First Merseyside shared their experiences of accessing the Podiatry service in South Sefton provided by Mersey Care NHS Foundation Trust. When it works it's great but when it doesn't this can have massive impacts on health and wellbeing.

Feedback shared and the difference this has made:

"The system does not allow a Podiatrist to book my follow-up appointment. I was told to ring and book my own"

The service has considered how to improve the process for booking a follow up appointment for people with a learning disability to ensure equal and fair access. If a follow up appointment is longer than 4 weeks, the team will give the patient the option for the service to contact them by phone instead of asking the patient to make contact with the service. This is followed up in writing and an appointment letter is sent to the patient before the appointment and where appropriate a text reminder.

"Because of the lack of understanding of my issues, I found myself in need of adaptations to support my walking, walking frame, stick"

On reflection and because of concerns raised, the service acknowledges that there are not sufficient support mechanisms in place to support people with a learning disability to obtain appointments. We will ensure that patient information is recorded accurately and people with a learning disability get fair and inclusive access to services.

"I am undoubtedly, not the only patient that has experienced issues around booking of appointments"

Following the concerns raised, the service is undertaking a full review of service advice leaflets and appointment letters with the support from specialist staff from the trust's learning disability and patient experience teams.

“I would like to apologise for any upset this may have caused any patients and I would like to thank you for taking the time to make the service aware of a number of areas of improvement to ensure people with a learning disability are able to get fair and equal access to appointments.”

Prof. Joe Rafferty, Chief Executive, Mersey Care NHS Foundation Trust.

Parking now easier for patients at The Walton Centre

During an engagement visit at 'The Walton Centre NHS Foundation Trust', Healthwatch Sefton spoke with patients and staff, and found that there was no disabled access to the pay and display machine at the Sid Watkins building car park.

Healthwatch Sefton spoke with patients and staff, and found that there was no disabled access to the pay and display machine at the Sid Watkins building car park. The machine was inaccessible due to a curb and hidden from view, distressing patients visiting the specialist Trust for an appointment or treatment.

Changes to access and parking facilities:

1. The Trust did make adjustments to the existing pay machine by improving accessibility via a ramp, but Healthwatch still felt it would support all patients and visitors to have a more visible and accessible pay machine within or closer to the Sid Watkins building.
2. The Walton Centre took positive action and have fitted the new pay and display machine in the entrance of the Sid Watkins building.
3. The machine is card payment only for security reasons and is now easily accessible for all.

What difference will this make?

Positive outcomes like this highlight why our work is so important, we work closely with NHS providers, to make sure NHS leaders and other decision makers listen to feedback and improve standards of care.

“We are immensely grateful to Healthwatch Sefton for raising important patient feedback to us about the parking here at The Walton Centre. We worked closely with the team at Healthwatch on this, to not only ensure that all of our patient needs are met in this regard, but to minimise anxiety about paying for parking during visits.”

Lisa Judge, Head of Patient & Family Experience.

Improvements in Accident & Emergency

During August we visited the Accident & Emergency Department at Aintree University Hospital as feedback from Sefton people & communities made it clear that they were not happy with their experience when accessing the service.

We noted issues with access to refreshments and nutrition during long waits with no clear instructions of where and how they can be accessed. There was no clear communication relating to waiting times and updates were not audible. No information was provided detailing what to expect/ advising patients / family what they should do if waiting for prolonged periods and they require support, hydration, nutrition, pain relief etc. We also witnessed staff smoking outside the department.

Actions taken from our recommendations:

1. Two additional digital screens were installed in waiting areas, displaying the different expected waiting times for different parts of the department.
2. Review of the tannoy system, volume adjusted so it can be heard throughout the main waiting area.
3. Whiteboards outside Triage rooms are now updated 2 hourly with current waiting times.
4. Updated signage showing directions to access water and where to obtain cups and instructions for patients on how to access food/drink.
5. All patients provided with pain relief are asked to present at triage if their pain is not relieved.
6. Senior nurse reviews the waiting area every 2 hours throughout the day/night to identify any areas of concern.
7. No smoking signage displayed, staff reminded that Aintree Hospital is a No smoking hospital.

What difference will this make?

The feedback and insight provided by you has been used as an integral part of the extensive improvement work by Liverpool University Hospitals NHS Foundation Trust to support their work with the regulator, the Care Quality Commission (CQC) to address their 'inadequate' rating for urgent & emergency services.



“May I reiterate our sincere gratitude for the support provided by Healthwatch Sefton, the observational event provided learning for us on how to best capture and improve the experiences of patients and families.”

Mark McKenna, Head of Patient and Family Experience.

GP Access. What you told us.

Access to GPs is a longstanding public concern. GPs are usually the first port of call and gateway to being referred for specialist support. Unfortunately, GP access has been the most common issue people talk to us about. Throughout the year local people and communities have continued to share their stories and feedback about accessing appointments at their GP practice. We have also spent time working with a number of residents to capture their in depth patient stories.

The issues you told us about:

- Having to ring at 8:00 am to try to get an appointment.
- Long times spent on hold while waiting to be put through to the reception team. This causes particular problems for people who rely on pay-as-you-go phones who can end up paying several pounds to wait in a queue.
- Only same-day appointments being available when the issue isn't urgent.
- Being unable to have a face-to-face appointment when they feel it is needed.
- Not being given a reasonable time frame for a telephone call/appointment, so having to wait all day just in case the doctor rings.
- Being expected to take a call when they cannot ensure privacy; for example, while they are at work.
- On a positive note, when people do see a clinician, they are satisfied with the quality of care.

What we have done:

- We have ensured that the key themes from feedback are fed into local forums and committees including the Sefton Primary Care Forum ensuring that local GP providers and those working for NHS Cheshire & Merseyside listen and act.
- We have dedicated time to work with residents and record their in depth stories, which provide services and commissioners not only with details about the patient journey from start to finish but the wider implications and impact it has on individuals, carers and family members.
- We have been able to engage with local people who have offered their solutions for improving access at their local practices.
- We have brought together key stakeholders across Sefton from NHS Cheshire & Merseyside, Sefton MBC, Sefton CVS and the Care Quality Commission to look at how we can improve the Accessible Information Standard in GP practices to ensure that the communication needs of patients are met and they are empowered in understanding and making decisions about their health.

Our position on NHS dentistry

You will recall that prior to the Covid pandemic, we were asking for a review on access to NHS dentistry for residents across Southport and Formby. Following the pandemic and amid escalating living costs, we have been working to advocate for fairer access to NHS Dentistry across Sefton and the country!

NHS dentistry is in desperate need for reform and this year Healthwatch has successfully moved NHS dentistry up the political agenda. You have made it clear that NHS dentistry needs to be fixed so it is affordable and accessible.

What we have done:

- We have supported over 300 people with dental enquires.
- Regularly fed back concerns about the lack of available NHS dentist registrations and appointments to NHS England.
- Mapped local dental provision by contacting all Sefton based dentists to find out their current registration availability and shared this on our website.
- Ensured we have contact with the regional team from NHS England to keep them updated on what is happening in Sefton and the impact this is having on your dental care.

What difference will this make?

In November 2022, MPs debated the dentistry crisis again. Using evidence from Healthwatch and other bodies to highlight ongoing problems. During the debate, Peter Dowd, Labour MP for Bootle, described how dentistry access was one of the top issues reported by the public to Healthwatch.

Healthwatch evidence helped persuade the Committee to act. The House of Commons cross-party Health and Social Care Committee announced a new inquiry into NHS dentistry, Healthwatch evidence helping persuade the committee to act. Launching the inquiry on 8 December, committee chair. MP Steve Brine, referenced Healthwatch analysis and a BBC survey, suggesting that seven of the 42 Integrated Care Systems (ICS) had no dental practices in their regions which were accepting new NHS patients.

From our local and regional work, NHS Cheshire & Merseyside Integrated Care Board (ICB) has agreed to implement a dental recovery plan. We will continue to share your feedback to support improvements and keep you updated.



“I am facing £2,500 private dental fees. I am disabled following a spinal injury. There is no fairness in a system where not all can access an NHS dentist. This needs to change.”

Sefton Resident



Hearing from our communities

Over the past year we have continued to work with our Healthwatch Community Champions, supporting our two networks to ensure that we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

We ensure our champions have up to date information and offer providers the opportunity to engage with local organisations. We have received updates which have included: 7-day GP access, adult social care provision, Crisis Café support for mental health and an update on the new NHS Cheshire & Merseyside Integrated Care Board (ICB) and local place based structures.

Southport & Formby Community Champion Network

Making parking at NHS Trusts more accessible.

Disabled parking at NHS Hospital Trusts was investigated after a community champion member shared NHS car parking guidance 2022 for NHS Trusts. Blue badge holders can legally park for free in accordance with the guidance and this should be accessible. When Healthwatch investigated, it was found that local NHS Trusts have different procedures and provision, some systems working better than others. Healthwatch asked for clear communication on appointment letters, text messages and websites to tell patients and their families how to access free blue badge parking.



Support for broken hearing aids.

Thanks to our Healthwatch Locality Representative for Central Southport, improvements to communication at Southport and Ormskirk Hospital were actioned. The network was updated on the impact of broken hearing aids for patients staying in hospital, and delays to them being repaired.

From raising the concerns with the provider, they listened and acted by including contact details for the Audiology department in the communication box for each ward to ensure aids can be repaired during an inpatient stay. They also spoke with the Dementia and delirium team who advised that they had also successfully requested audiology support for hearing aids.



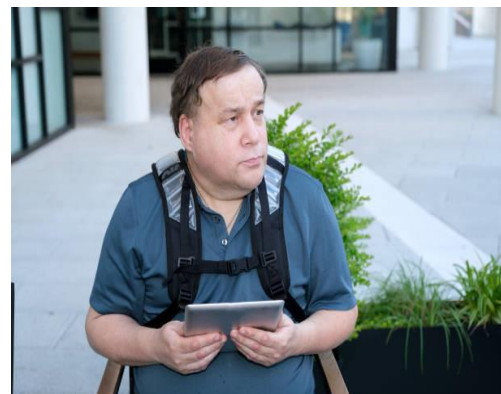
“Attending the Champions meeting was a hugely valuable opportunity. The attendees of the meeting were so diverse, these are multiple disciplines that come together to share and update their service offers, so to be given the opportunity to get involved and present to such a group was extremely worthwhile.”

**Sharifa Begum-Miah. Health & Wellbeing Coach,
The Life Rooms, Mersey Care NHS Foundation Trust.**

South & central Sefton Community Champion Network

Ensuring self referrals are accepted for the Asperger's service.

The network shared feedback that residents were unaware/ being told by health professionals that there was a lack of provision for those looking for an assessment for Asperger's. With Healthwatch being a member of the Sefton Autism Steering Group, we also became aware that the provider had taken the decision to withdraw the ability to self refer into the service. We signed a joint letter with the Chair of the steering group and the provider reinstated the ability to self refer into the service for Sefton residents. This was fed back to network members to ensure local people were aware of how to access support.



Improvements to urgent care.



Inviting North West Ambulance to our November meeting led to People First Merseyside sharing feedback on not being heard properly when phoning 999, operators often thinking the person calling was drunk. Listening to feedback, the trust agreed to work with People First Merseyside to review their system so it identifies addresses and communication issues. People First members were invited to work with call handlers to improve this issue and the provider also offered to provide CPR training for free, something members had been asking to be trained in.

“Last month's meeting (June) was one of the best we have held. It was very appreciated. Great groups of people presented, new information was shared. A thank you to J Elliott for all her support and help to the network and the presentation she pulled together on 'Clinician Roles within Primary Care'. The meeting was fantastic, it flowed, lots of useful information and shows that we are doing something right as a network.”

**Barbara Rouse, Chair
South & Central Sefton Community Champion network.**



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've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost of living crisis

Bev couldn't get through to her GP to order a repeat prescription

Bev had been trying to contact her GP surgery by 'phone to request a repeat prescription for a number of days, but it was constantly engaged and then ringing off. She was getting worried about when she would be able to get her medication.

We tried over 2 days to contact the surgery by 'phone at different times, and by email too, but again, we received no response. We contacted local NHS colleagues for support, and made contact with a practice manager, who confirmed the telephone number for a group of practices had changed. We were able to share this with NHS colleagues, our residents, and Bev who was very relieved to be able to sort out her prescription and medication.



“I would just like to thank you from the bottom of my heart for your help. You have been amazing help. Thank you so much”

Bev, Sefton resident

Phil had been discharged from hospital and was worried about a follow-up appointment

Phil had been in hospital a few months earlier and had a pressure sore. Doctors had discussed that he may need surgery on it, perhaps 6 weeks later.

Following discharge though, he didn't hear anything and was trying to find out what was happening so he contacted us. Phil said there was no mention of this in his discharge notes, so we discussed contacting his GP and the PALS team at the hospital to try and get some information.



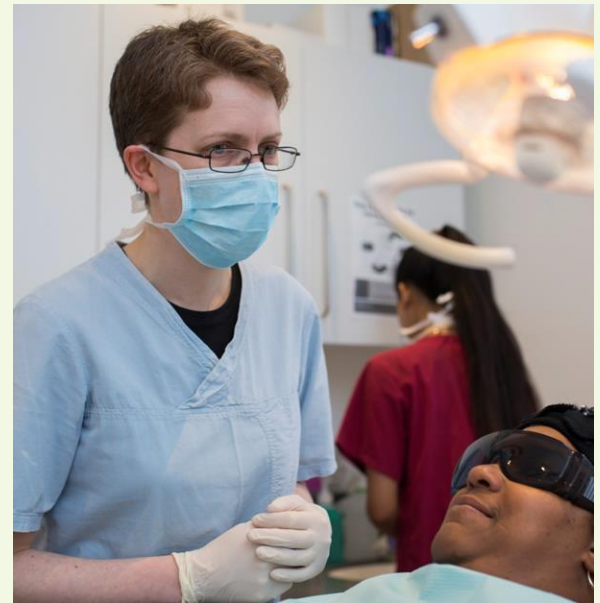
“My social worker shared your number, you listened to me, took note of what I said, and spoke to PALS on my behalf. I now have had contact from my GP and an appointment in March at the hospital. I got a result!”

Phil, Sefton resident

David needed a dental check so he could start cancer treatment

David is 85 and had been having chemotherapy treatment for myeloma. He needed a dental check so that he could start bone injection treatment. He didn't have an NHS dentist and had tried to get an appointment with the local urgent care team, but they could only offer an appointment on the day.

As David's son has to travel from an hour away to care for David's wife who has Alzheimer's, while he can attend appointments, this wasn't workable. We contacted local NHS dental team colleagues who were able to arrange an appointment in advance so David could attend.



“I am very grateful to you, this was such a worry not being able to start cancer treatment. I was going around in circles, but now I have been to the dentist, so I can have the necessary checks done, thank you.”

David, Sefton resident

Chris struggling to get continence supplies for her adult daughter

Chris's adult daughter has disabilities and since moving over from the child's team was struggling to get adequate supplies from the adult continence team. A daily quota allocated was not sufficient for her needs and she had resorted to buying additional supplies.

She felt strongly that her daughter's individual needs were not being considered. We advised Chris to contact the Patient Advice and Liaison Service (PALS) team at Mersey Care to see if they could assist with her concern.



“Great result! Spoke to one of the managers who is sorting a reassessment and extra pads in the meantime. Great example of PALS working well. My sincere thanks again.”

Chris, Sefton resident



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Continued to be an integral part of our governance process.
- Visited communities to promote Healthwatch and what we have to offer.
- Volunteered as our Healthwatch Ambassadors, representing us at key stakeholder meetings.
- Supported our planning for recommencing enter and view visits.
- Supported NHS Patient Led Assessments of the Care Environment (PLACE) visits of local hospital providers and Maternity walk-about.

Patricie (Bootle Locality Representative)

"I am volunteering with Healthwatch Sefton because I feel like the help that they are giving is incredible, little things matter and the work experience is also great for my course."



Anne (Healthwatch Sefton Ambassador & Central Southport Locality Representative)

"As an Ambassador for Healthwatch Sefton, I can independently help to describe the journey patients take within health and social care. The aim is to share that feedback from Sefton residents with commissioners and providers to support them to review their service and improve that journey if necessary. The Ambassador's role enables me to feed back to regional services too."



Will Mullen (Transforming Care Board)

"I was invited to attend the steering group because of my work as co-chair of the 'Transforming Care Board' with Cllr Paul Cummings. I say very little but don't hold back when I have a question or point to make, I always feel listened to. The work I do helps people with learning disabilities and everybody in Sefton to improve lives and gives people a voice. I have been working in Sefton for many years and I learn something new every meeting."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

👉 <https://healthwatchsefton.co.uk/get-involved/volunteer-with-us/>

☎ 0800 206 1304

✉ info@healthwatchsefton.co.uk

Finance and future priorities

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

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£143,273	Expenditure on pay	£111,271
Additional income	£7,986	Non-pay expenditure	£12,386
		Office and management fee	£17,718
Total income	£151,259	Total expenditure	£141,375

Additional income is broken down by:

£1,500 received from Healthwatch England (retirement of CIVI CRM)

£2,986.08 received from Kickstart

£3,500 received from NHS Cheshire & Merseyside Integrated Care Board. Commission for support with planning and facilitating engagement strategy work.

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

Top three priorities for 2023-24

1. Enter and View visits to care homes to ensure independent scrutiny.
2. Continue to advocate changes for fair and accessible services (particularly for primary care (GP/NHS Dentistry))
3. Engage with our members, key stakeholders and the public to gain feedback on how we perform and what priorities they would like us to focus on.



Statutory statements

Healthwatch Sefton. Healthwatch Sefton Registered Office: Sefton Council for Voluntary Service (CVS), 3rd Floor, Suite 3B, North Wing, Burlington House, Crosby Road North, Waterloo, L22 0LG.

Healthwatch Sefton uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board and Steering Group consist of 19 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Steering Group ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 4 times and the Steering Group met 6 times and made decisions on matters such as restarting our enter and view process and plans to support the engagement of the NHS Cheshire and Merseyside Integrated Care Board's engagement framework

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a feedback form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it directly with our community members, community champions and key stakeholders.

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.



"I was able to provide some clarity on the newly formed Cheshire and Merseyside Integrated Care Board (ICB) and how the Sefton Partnership between the local health system and local authority named Sefton Place will work together for the future health and social needs of Sefton."

**Angela McMahon, Locality Manager,
Southport & Formby, Sefton Place.**


Taking people's experiences to decision makers continued...

We take your feedback and information to various committees including the Sefton Quality & Performance Committee and the Primary Care Forum sharing this with decision makers across Sefton. We also share our data with Healthwatch England to help address health and care issues at a national level.

We also take insight and experiences to decision makers in NHS Cheshire & Merseyside. The nine Healthwatch organisations working across Cheshire & Merseyside are members of committees and sub-groups at the Integrated Care Board, having a seat on the main board attending both the private and public meetings which take place. We continue to work together to ensure the public voice is represented, and heard, at both the regional and local levels.

We have a trusted and effective relationship of over ten years. The processes, which we designed ourselves, combined with our local knowledge, has allowed us to work reactively, and proactively, to gather feedback much quicker than other sources. The data we share is primarily based on lived experience and is a driver for change. We are also committed, and able, to support people at a time when they are at their most vulnerable and may not know about the non-clinical support they can access.

A 'Memorandum of Understanding' has been written, and endorsed, by all nine Healthwatch organisations and it promotes openness, honesty and flexibility to allow the gathering and sharing of information between the public and decision makers to ensure services are provided at the right time, right place.

 'During the first year our Healthwatch partners have engaged and supported the work of the Integrated Care System. They have worked with us and provided the right level of scrutiny and challenge on behalf of the population, asking probing questions and seeking assurance to ensure that the board and wider system partners always put the resident at the centre of our strategic and operational priorities. I'm very grateful for their contribution and advice and look forward to continuing our close working in the future'.

**Clare Watson, Assistant Chief Executive,
NHS Cheshire & Merseyside.**

Healthwatch representatives

Healthwatch Sefton is represented on the Sefton Health and Wellbeing Board by John Turner, Healthwatch Chair. During 2022/23 our representative has effectively carried out this role by attending both formal and informal meetings, ensuring that feedback from Sefton residents is considered.

Healthwatch Sefton

Sefton Council for Voluntary Service (CVS),
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