



Annual Report 2024–2025

Listening, Learning and Improving Services Together

Healthwatch Cornwall

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"It has been an honour to chair Healthwatch Cornwall this year. My heartfelt thanks go to all who have contributed, particularly those engaging for the first time through our Partnership Boards. Despite the challenges facing services, we remain steadfast in our mission to ensure your voices are not just heard but drive real change. Together, we're shaping the future of health and social care across Cornwall."

Dr Keith Judkins, Board Chair, Healthwatch Cornwall

A message from our CEO

This year has been one of growth, collaboration and meaningful impact. Healthwatch Cornwall continues to play a pivotal role in amplifying the voices of people across the county – ensuring lived experiences help shape and improve health and social care services. I want to sincerely thank everyone who shared their stories, concerns and ideas with us. Your voices are at the heart of everything we do, and I'm proud that we've been able to take them directly to decision-makers and key stakeholders to influence real change.

I'm also incredibly proud to lead such a dedicated, skilled and compassionate team. Their commitment to making a difference, even through times of challenge and transition, has been nothing short of inspiring. Together, we've strengthened our relationships, increased our visibility and helped lay the foundations for a stronger, more inclusive future.

This year saw the publication of key reports on Dentistry, Mental Health, and the Cost of Living – each drawing attention to critical issues and driving conversations around care, support, and access. We also launched our Listening Hubs, creating safe, welcoming spaces for people who are often underrepresented in rural areas, to share their experiences and be heard.

A major milestone this year was the launch of the new Mental Health Partnership Board, which now sits alongside our four existing boards: Carers, Autism, Learning Disability and Ageing Well. Facilitated in collaboration with Cornwall Council, these forums bring together people with lived experience and decision-makers to co-design better services. They reflect a strong commitment to partnership and listening, and we remain focused on driving forward action and impact – ensuring that the voices shared through these boards lead to meaningful and lasting change. As we move into a new contract year, I feel confident that we are not only ready for the challenges ahead—we are ready to lead the way in showing what true impact looks like.



"This year has been one of growth, collaboration and meaningful impact. Healthwatch Cornwall continues to play a pivotal role in amplifying the voices of people across the county."

**Debbie Gilbert, CEO/Executive Director
Healthwatch Cornwall**

About us

Healthwatch Cornwall is your local health and social care champion.

Healthwatch Cornwall is the independent champion for residents, ensuring their voices shape health and social care. We actively engage with communities, gathering feedback to identify areas for improvement and drive meaningful change. By bridging the gap between the public and decision-makers, we support for reforms that enhance service quality and accessibility. Through collaboration with local organisations, health authorities and policymakers, we work to ensure that health and social care services truly reflect the needs and experiences of the people they serve.



Our vision

A future where everyone has access to the care they need, when they need it, empowering individuals to live healthier, fuller lives.



Our mission

To amplify the voices of Cornwall's communities, ensuring their experiences shape health and social care services for the better."



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We supported more than 1,500 to have their say and get information about their care. We currently employ 11 staff and, our work is supported by 7 volunteers.

Listening to your stories to make services better



We gathered a total of 4,931 responses from the public sharing their experiences of health and social care services with us, helping to raise awareness of issues and improve care. This included 2,311 Have Your Says, and 159 responses from our Listening Hubs.

Shining a spotlight on key issues in Cornwall



We published **3** research reports about the **Cost of Living**, **Dentistry** and **Mental health**.

Our most popular report was **Dentistry**.

We also reviewed our past reports and recommendations to produce **6 impact reviews**.

Engaging Cornwall in health services research



We gathered **2,443** survey responses outlining experiences of health and social care services for our research and other activities, helping to raise awareness of issues and improve care.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Cornwall. Here are a few highlights – further details for all our work is outlined later in the report.

Spring

- Facilitated meaningful collaboration and change through our Partnership Boards, with ongoing influence into 2024–25.



Summer

- 1,500+ responses shaped key findings and recommendations in the dentistry report, amplifying patient voices.
- 6 Enter & View visits provided direct insights, leading to improvements in care environments.



Autumn

- Cost of Living Report spurred action to reduce health inequalities.
- Mental Health Partnership Board empowered lived experience voices in decision-making.
- 8 Enter & View visits led to improvements in care.



Winter

- 7 Listening Hubs amplified voices in underserved areas.
- Mental Health Report shaped service priorities.
- 8 Enter & View visits drove health and social care improvements.



Working together for change

This year, we expanded our reach across Cornwall, ensuring more people's voices are heard in health and social care.

Through our Listening Hubs, we created inclusive spaces for residents – particularly those in rural and underserved and underrepresented communities – to share their experiences. Alongside this, our published research captured vital insights on key issues like dentistry and the cost of living. These efforts are driving meaningful change, shaping the future of local services and amplifying the concerns of Cornwall's communities at every level.

Establishing Listening Hubs



We established Listening Hubs across Cornwall in underserved areas, creating inclusive spaces for people to share their health and social care experiences, especially in rural and underrepresented areas. With support from partners, these hubs provided opportunities for residents to discuss key issues, access local support and influence service improvements. Insights gathered now shape our work activities, ensuring decision-makers hear and respond to community concerns.

Amplifying Cornish Voices Through Research



We gathered 2,019 research responses from individuals across Cornwall in our studies on dentistry and the cost of living, ensuring their experiences and concerns were captured. Through surveys, interviews, and focused research activities, we gathered vital insights into the challenges people face. These findings are now shaping our work, driving meaningful improvements in health and social care services.

Throughout this report, we've highlighted the key outcomes we've achieved this year across all areas of our work, demonstrating the difference we've made for people in Cornwall.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Cornwall this year:

Tackling long waits by understanding real-life impact



Following our recommendation to improve the dental waiting list, the local NHS decision-makers are now taking active steps to manage it more effectively.

Nearly 100,000 people are on the list in Devon and Cornwall, and the ICB is validating entries and trialling patient allocation through the Lostwithiel site. They are also developing a new set of principles to guide fair and efficient management of the list across the region.

Creating change by hearing service providers



We heard from dental professionals about the growing pressure they face and the difficulties in attracting and keeping NHS dentists in Cornwall.

In response, the local NHS decision-makers have introduced a package of measures to support recruitment and retention, including higher UDA payments and the "Golden Hello" incentive. They are also supporting new roles like Practice-Based Champions and exploring apprenticeship routes to build a stronger, more stable dental workforce for the future.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Cost of Living Report

Last year, we listened to the people of Cornwall as they faced rising living costs that put their health at risk.

With many struggling to afford travel, prescriptions, and essential care, our research revealed how financial pressures are forcing people to delay or avoid treatment – worsening health inequalities across the region.

What did we do?

Healthwatch Cornwall surveyed over 400 people to assess how rising living costs impact healthcare access. Engaging communities through surveys and support groups, we found many were forced to cut back on care due to cost pressures. These insights guide our recommendations within the report, published in June 2024, for improving access to vital services.

Key things we heard:



20%

have delayed or avoided a health appointment due to unaffordable travel costs

50+%

more than half of people with a mental health condition have avoided or delayed appointments because they can't afford private healthcare

50%

with a disability or health condition say it has been hard to manage their health

Our work showed how rising living costs, combined with limited financial support and inaccessible healthcare services, are forcing people to delay or avoid essential medical care.

What difference did this make?

Our report provided critical evidence on the financial barriers to healthcare in Cornwall, influencing NHS/ICB planning and emphasising the need for improved support, information, and targeted assistance.

Listening to your experiences

Report: The Dental Crisis in Cornwall

Residents in Cornwall say more information and support are needed to navigate NHS dental care and address the challenges of accessing treatment.

We surveyed over 1,115 residents in Cornwall about their experiences with dental care. Their stories highlighted significant barriers to accessing NHS dentistry, the financial strain of private treatment and the urgent need for systemic reforms to improve dental services in the region.

Key things we heard:



100%

of NHS dental practices in Cornwall were not accepting new adult NHS patients at the time of research

61%

of survey respondents did not know how to access NHS dental care

We gathered residents' experiences to highlight challenges in accessing NHS dental care. Now, more people are aware of the issues with the waiting list and the difficulties of finding an NHS dentist in Cornwall.

What difference did this make?

Our report contributed to discussions on improving access to NHS dental care in Cornwall. Our work with local health authorities and policymakers is driving efforts to enhance dental services, reduce waiting times and support vulnerable residents. We are also collaborating with public health teams to improve awareness of NHS dental options and develop community-based initiatives to address the growing dental care crisis.

More specifically, the recommendations from this report have been directly included and responded to in NHS Cornwall and Isles of Scilly's – the integrated care board for Cornwall and the Isle of Scilly's – Primary Care Strategy, demonstrating the real-world impact of our work.

Listening to your experiences

Report: Evolving Voices in Mental Health

Residents in Cornwall say more accessible, responsive, and person-centred support is needed to navigate mental health services and reduce the barriers to treatment.

We heard from over 500 people across the region about their experiences with mental health care. Many shared concerns about long waits, limited flexibility in treatment options, and the challenges of accessing support before reaching a crisis point. Respondents spoke about the emotional strain of being passed between services, difficulties accessing timely care and confusion around referral processes – especially in rural areas. These insights underscore the importance of ongoing efforts to build a more inclusive, coordinated, and accessible mental health system for everyone in Cornwall.

Key things we heard:



67%

of survey respondents said they were not able to access the mental support they needed in Cornwall

91%

of survey respondents felt that mental health services don't communicate well with each other

82%

of survey respondents felt that there is not enough mental health awareness and support within the community

We've gathered residents' experiences to highlight challenges in accessing mental health support in Cornwall. Now, more people are aware of the long waiting times for assessments, the lack of tailored treatment options, and the struggles many face just to be heard or taken seriously by services.

What difference did this make?

As the report will be published at the start of the next financial year, it is currently too early to assess its full impact. However, we hope that the insights shared will help inform ongoing discussions around mental health provision in Cornwall. By highlighting the lived experiences of residents and service providers, we aim to support constructive dialogue, raise awareness of key challenges and contribute to longer-term improvements in access, coordination, and person-centred care across the county.

Listening to your experiences

Healthwatch Cornwall Partnership Boards

These Boards bring together individuals with lived experience of health and social care, unpaid carers and representatives from key organisations, including Cornwall Council, the Integrated Care Board, Royal Cornwall Hospitals NHS Trust, Cornwall Partnership NHS Foundation Trust and voluntary sector organisations with relevant expertise.

We Facilitate Five Partnership Boards



- **Carers**
- **Learning Disability**
- **Autism**
- **Ageing Well (formerly the Older Persons Partnership Board)**
- **Mental Health (launched in Autumn 2024)**

The Boards meet quarterly, with additional workshops, to ensure that people with direct experience help shape health and social care services in Cornwall.

What difference does this make?

The Partnership Boards ensure that people with lived experience influence health and social care in Cornwall. By raising critical issues, shaping local strategies, and holding services to account, they drive improvements in policy and delivery. Their collaboration with Cornwall Council, the NHS, and voluntary organisations strengthens support for residents, while hybrid meetings make participation more accessible. Through these efforts, the Boards help create a more responsive and inclusive health and social care system.

Hearing from all communities

Listening Hubs

In 2025, Healthwatch Cornwall launched the Listening Hubs initiative, which aim to provide a welcoming and inclusive spaces to amplify the voices of people across Cornwall, particularly those in rural, isolated and underserved communities. These hubs provided an opportunity for individuals to share their experiences with health and social care services, ensuring that their feedback helped shape improvements and drive positive change. This initiative was in line with last year's priority of understanding and enhancing healthcare services for diverse communities in Cornwall.

The Impact of Listening Hubs

Understanding local health and social care challenges is at the heart of what we do. Since launching in January, the Listening Hubs have enabled us to hear directly from over 160 people—voices that might otherwise have gone unheard. These firsthand accounts have allowed us to identify key issues, influence service improvement, and advocate for better care. The Hubs have also fostered community connection, offering spaces for meaningful discussion, access to local support, and opportunities to get involved in volunteering



Hearing from all communities

Insights Gained from Listening Hubs

Throughout the year, attendees at the Listening Hubs:

- Shared their experiences of health and social care services in an open and welcoming environment.
- Engaged in discussions on key topics that mattered most to them and their communities.
- Connected with others in their area and learned about ways to get involved with Healthwatch Cornwall.
- Provided valuable feedback that contributed to lasting improvements in local services.

Our Listening Hubs highlighted a range of important issues, including:

- Challenges in accessing healthcare in rural Cornwall.
- Experiences with GPs and healthcare professionals.
- The impact of mental health services.
- How the cost-of-living crisis is affecting individuals and families.

Community Engagement and Participation

We are very encouraged by the level of participation in the Listening Hubs, with people from various backgrounds coming together to share their views. These discussions play a vital role in shaping our recommendations and strengthening our work to support improved health and social care services.

Where Listening Hubs took Place

Listening Hubs were held at various locations across Cornwall, including St Dennis Clay TAWC, St Just Library, Helston Library, Bugle Village Hall, Bude Library, The Haven Community Hub in Looe and Camelford Library. By hosting sessions in different areas, we aim to capture perspectives from communities across the county, ensuring that diverse voices are heard and represented. For example, in Bude we have gathered insights related to geographical barriers impacting access to hospital care.

“Bude is a long distance from hospitals. Without a car it’s very difficult and expensive to get access to NHS appointments.”

As we continue to build on the success of our Listening Hubs, we remain committed to ensuring that every voice is heard. The insights gathered will help inform future initiatives, ensuring that the needs of Cornwall’s communities are at the forefront of decision-making in health and social care.

Hearing from all communities

Enter and View

Enter and View allows Healthwatch representatives to visit health and care services sites to observe care and gather feedback from patients and staff, helping to inform improvements.

This year, we made **28** Enter and View visits across primary, secondary and social care sites in Cornwall, including GP surgeries, hospital wards and nursing homes. We have made over 95 recommendations to date, with further recommendations due to be published in upcoming reports. The below table provides an overview of some of our recommendations and the actions taken by service providers.

Location	Our recommendation	Response from provider
Smile Together (Penzance)	Fostering open and transparent communication with patients around accessing emergency dental appointments could be beneficial.	We have now drafted correspondence detailing our current situation and providing details on the process to follow if patients have a dental emergency. This will be sent in due course. Moving forward we will provide regular updates.
Portscatho Surgery (Roseland Surgeries)	Ensure that a hearing loop is accessible, fully charged and clearly signposted.	We have purchased a hearing loop for reception desks and the front desk team have now been instructed in its use.
Helston Medical	Display safeguarding information clearly though out the practice , guiding patients where to go if they have concerns	We will review current information on TV waiting screens and posters regarding safeguarding information as guidance for patients
Petroc Group Practice (St Columb Major)	Enhance accessibility by providing easy-read materials, including forms for requesting appointments, to support patients who may struggle with literacy.	We will continue to make ease of access a priority within the practice. We will work on providing more easy-read materials and are exploring with our local ICB an in-practice portal for patients without internet access.

Hearing from all communities



Enter and View

Location	Our recommendation	Response from provider
Launceston Medical Centre	Although the hub is by referral only, increasing awareness of the hub and other activities run by the psychology team may encourage more patients to seek the help they need if they know there is support available.	We acknowledge the need to increase patient awareness of the HUB. To this end, we have recently created a dedicated Facebook page and are sharing posters about the various services available. Additionally, our new website, which is set to launch in early April, will feature a section dedicated to the HUB, further improving accessibility for our patients.

Our Enter and View visits give a voice to patients, residents, and staff – ensuring that real experiences shape the way services are delivered and improved. As an independent champion for people using health and care services, Healthwatch Cornwall plays a vital role in promoting transparency, accountability and better outcomes through the Enter and View programme.



Information and signposting

This year, we've been a trusted source of advice, support, and information for people navigating health and care services in Cornwall.

Whether answering questions, signposting to vital services, or helping individuals access the care they need, we've been here to listen and help.

At least 205 people have reached out to us directly for support so far this year—each one a reminder of the importance of having somewhere to turn when facing health and care challenges.





Signposting & Information Case study:

Thanks to feedback from Margaret*, local health leaders are reviewing hospital discharge processes to better protect vulnerable patients returning home.

Margaret contacted her MP after a close family friend, a 94-year-old woman, was discharged from hospital without adequate support in place. Although her care in hospital had been good, she was transported home alone and left without the necessary equipment or help. She was unsure how and when to take her medication and had no downstairs bed or commode, despite being advised not to use the stairs.

Fortunately, friends and neighbours rallied to move a bed, find equipment, and provide immediate care – but the experience left her distressed and at risk. Healthwatch Cornwall received this feedback through the MP's office and has since escalated the concerns to local system leaders.

We have confirmed that this case will be raised in upcoming meetings as part of wider discussions on hospital discharge and post-care planning. The aim is to improve how hospitals ensure safe, supported discharges – especially for those who live alone or have limited family nearby.

* Pseudonym used to protect privacy

“Thank you for ensuring these concerns are listened to and these people have a voice..”

This case highlights the critical role of public feedback in driving system-wide improvements. By listening to individual experiences and working with decision-makers, Healthwatch Cornwall helps ensure that policies and services better reflect the needs and realities of the people they serve.



Showcasing volunteer impact

Our fantastic volunteers have given 73 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Supported Healthwatch Cornwall at **23** events including Listening Hubs, Hospitals and the Health & Wellbeing Fayre
- Collected experiences and supported their communities to share their views



Showcasing volunteer impact

At the heart of what we do

From building confidence and workplace skills to supporting local voices, our volunteers have gained valuable experience while helping to improve care in Cornwall.

Ben's story

Ben joined Healthwatch Cornwall through a volunteering placement organised by the Job Centre, looking for a way to support people behind the scenes using his skills in finance and administration:

"I looked at the skills I do have and decided I could support those who are [on the front lines]... I kept hitting a wall due to lack of experience. Then I heard about the Healthwatch Cornwall placement... It was the kind of behind-the-scenes opportunity I'd been looking for."

During his placement, Ben improved his teamwork and administrative skills and made a meaningful contribution:

"Healthwatch gave me a chance to improve my skills and contribute something meaningful to Cornwall. Having the skills that I have learned helped me to move from being a volunteer during work experience to successfully applying for the Administrative Support Officer within Healthwatch Cornwall."

Reflecting on the impact of his volunteering, Ben said:

"One of the things that I am happiest doing is helping members of staff. I felt proud knowing that I was making a meaningful difference whether through small tasks or being part of changes that are still in use today."

Ben, Healthwatch Cornwall

Ben's journey reflects how volunteering with Healthwatch Cornwall can create lasting personal and professional opportunities - transforming lived experience into employment, purpose and community contribution. By supporting people into meaningful roles, we not only strengthen our own work but also contribute to the wider health and wellbeing of Cornwall's communities.



Be part of the change.

If you've felt inspired by Ben's story, contact us today and find out how you can volunteer and be part of the change.



www.healthwatchcornwall.co.uk



01872 273501

Finance and future priorities

We receive funding from our local authority under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£415,000.00	Total Expenditure	£420,647.48
Additional income	£1601.44		
Total income	£416,601.44		



Finance and future priorities

Future Priorities

At Healthwatch Cornwall, our work is always driven by the voices of the residents we serve. Moving into the coming year, we will continue to build on the strong foundation we've established in 2024/2025, with a focus on driving positive change based on the feedback we hear from communities across Cornwall.

Building on Our Existing Work

We will reflect on the impact of our work in areas such as Dentistry, Mental Health, and the Cost of Living. This will help us understand where our research and engagement have led to real improvements.

Access to GP Services

Improving access to GP surgeries remains a top concern for local residents. We will work with surgeries and stakeholders to explore challenges and identify ways to enhance access and delivery.

Mental Health and Neurodiversity

We will work with Cornwall Partnership Foundation Trust to better understand local issues around ADHD, Autism, and broader mental health needs. This will support more responsive and effective care.

Local Service Improvements

Concerns about MIUs, care homes, and pharmacy services will guide our focus in the coming year. We will collaborate with partners to ensure the public voice informs improvements in these key services.

Finance and future priorities

Future Priorities

Lived Experience and Partnership Boards

In partnership with Cornwall Council, we will continue to facilitate five Partnership Boards. We will focus on including people with lived experience so that their views shape services directly.

Rural Health and Care Access

Access to care in rural communities remains a challenge, particularly around transport and digital exclusion. We will advocate for long-term solutions that address these barriers and promote equity.

Listening Hubs and Community Engagement

We will grow our network of Listening Hubs to reach more communities, especially those underrepresented. These hubs are vital to gathering insight and ensuring local voices influence change.

Prevention and the VCSE Sector

Prevention will be a key focus, working with the VCSE sector to promote early intervention and community wellbeing. Together, we aim to support proactive, people-centred care.

Digital Presence and Reach

We will enhance our digital presence by improving access to online resources and increasing engagement through social media and user-friendly platforms. This will help us reach a broader audience and share our work more effectively.

Statutory statements

Healthwatch Suite 1, Calenick House, Heron Way, Newham, Truro TR1 2XN

Healthwatch Cornwall 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 consists of 5 members who work voluntarily to provide direction, oversight, and scrutiny of our activities. This includes Debbie Gilbert, Executive Director, and 4 volunteers.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 4 times and made decisions on matters such as preparing an effective and focused strategy to ensure that Healthwatch Cornwall has a clear focus for the future to enable it to achieve growth and that it has a sustainable business model.

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 can provide us with insight into their experience of using services.

During 2024/25, we have been available by freepost, phone and email, provided a web form on our website and through social media, and attended 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 we directly share with Healthwatch England, Cornwall Council and NHS Cornwall and Isles of Scilly ICB.

Statutory statements

Taking people's experiences to decision-makers

In our local authority area for example, we take information to patient experience and quality groups at Royal Cornwall Hospitals NHS Trust, Cornwall Partnership NHS Foundation Trust and University Hospitals, Plymouth NHS Trust, as well as the Health & Wellbeing Board at Cornwall Council.

Our Business Plan, Annual Report and research reports are shared with decision makers to inform commissioning priorities. We present our work to the Cornwall Council Health & Adult Social Care Overview & Scrutiny Committee to inform and shape a work programme based on the service user and carer voice. Relevant research and reports are presented to the Integrated Care Partnership (ICP), its Programme Boards and forums. Data and insight are also shared with the Citizen Engagement Committee (part of the ICP) and with Healthwatch England to help address health and care issues at a national level. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Cornwall ensures that the voices of local people are heard at the highest levels of health and social care decision-making. Our CEO, Debbie Gilbert, represents the organisation on key boards and committees across Cornwall, including the Live Well Steering Group, the Patient and Carer Experience and Engagement Subcommittee, the West Cornwall Hospital Development Group, the NHS Cornwall and Isles of Scilly Integrated Care Board, and Cornwall Council's Quality Assurance Committee. Through this involvement, Debbie champions patient experience, raises awareness of key issues, and influences service improvements across the system.

We maintain regular dialogue with regulatory and oversight bodies, with Debbie holding monthly meetings with the Care Quality Commission (CQC) to ensure local concerns are raised and acted upon. Healthwatch Cornwall is also held accountable to our commissioners through formal quarterly meetings, reporting on progress, impact, and outcomes.

In addition to these roles, we've developed strong, collaborative working relationships with many of Cornwall's Members of Parliament, creating channels to share case studies, local insights, and emerging concerns. These partnerships help us drive forward conversations about health and care challenges at both local and national levels. Healthwatch Cornwall is represented on the Adult Safeguarding Board and Children's Safeguarding Board, bringing insights from the community to help shape safeguarding policy and practice.

Through this wide-ranging representation, Healthwatch Cornwall continues to raise awareness, influence change, and advocate for better health and care services on behalf of the people of Cornwall.

Healthwatch Cornwall
uite 1, Calenick House, Heron Way,
Newham, Truro
R1 2XN



www.healthwatchcornwall.co.uk



01872 273501



enquiries@healthwatchcornwall.co.uk