



Annual Report 2024–2025

**Unlocking the power of
people-driven care**

Healthwatch Bury

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“The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it’s like to use health and care services nationwide. Local people’s experiences help us understand where we – and decision makers – must focus, and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation.”

Louise Ansari, Chief Executive, Healthwatch England



A message from our Chair

Healthwatch Bury 2024–25: A Year of Meaningful Advocacy

In 2024–25, Healthwatch Bury continued to engage with local people and communities —ensuring that lived experience helps shape health and social care services across the borough. Amid growing pressures on the NHS and deepening inequalities, our staff, board, and volunteers remained committed to listening, amplifying, and influencing, particularly on behalf of those too often unheard.

We've maintained a strong and visible presence, from Bury Pride and local health centre listening events to informal "park bench surgeries." Through projects such as Women's Health, Prescriptions, and Clearer Communications, we enabled people to speak up about the issues that mattered to them—from barriers to accessing contraception, to concerns about medication delays and the clarity of information from service providers. These initiatives offered safe and inclusive spaces for diverse voices to be heard and shaped our recommendations for system improvements. Inclusion and accessibility have been central—meeting people where they are, particularly those who might not otherwise seek us out.

Tackling health inequalities has remained a core focus. We've deepened our engagement with communities who are seldom heard and amplified the voices of marginalised people, supporting those unsure of their rights, rebuilding trust after poor care experiences, and helping people navigate a complex system.

As a statutory body, Healthwatch Bury brings insight from these conversations directly into decision-making forums, ensuring local voices are heard and acted upon by those with the power to make changes. We've shared detailed feedback with system leaders, commissioners, and regulators like the CQC, highlighting both service gaps and examples of excellence.

Our priorities for the coming year are clear: expand our reach—particularly through platforms like Healthwatch Bury Live—while maintaining strong face-to-face engagement in neighbourhoods and local spaces. We'll support more people to understand their rights and navigate services with confidence. And we'll ensure real-life experiences continue to inform decision-making at every level, keeping the patient voice central to system reform.

This year's report reflects not just the challenges people face in accessing care, but also the vital role Healthwatch Bury plays in listening, responding, and driving improvement.



A message from our Chair



Looking ahead and building for 2025-26 with energy and renewed focus, we are enjoying our new, more accessible office which strengthens our community presence and enhances opportunities for collaboration. We have welcomed Andrew Holland as our new Chief Officer, bringing fresh insight and passion for making our organisation financially sustainable and broadening our reach—ensuring more people across all Bury communities know who we are and how we can help.

Ruth Passman, Chair of Healthwatch Bury

A message from our new Chief Officer



“First of all, let me start by saying how excited I am to lead Healthwatch Bury.

Having only been in role a very short time, one thing is clear and that is the team are incredibly keen to ensure the voices of the people of Bury are heard loud and clear.

I have been taken aback by the passion and enthusiasm within this team, and I’m looking forward to us all working together to ensure that we make Healthwatch Bury famous by making sure that we are seen and heard in all of our localities and that we continue to champion our people and be their voice wherever and whenever they need us.”

Andrew Holland, Chief Officer of Healthwatch Bury

About us

Healthwatch Bury is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

A world where people who live, work, volunteer, study and use services in Bury can all get the health and care they need.



Our mission

To make sure Bury 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.

Our year in numbers

We've supported more than 400 people to have their say and get information about their care. We currently employ 6 (3.8 full time equivalent) staff and, our work is supported by 9 volunteers.

Reaching out:



Over 400 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care. We engaged with nearly **1300** people via our drop ins, park bench surgeries and community events.

5,435 people came to our website for clear advice and information on topics such as **mental health support, food banks** and **finding an NHS dentist**.

Championing your voice:



We published **4** reports about the improvements people would like to see in areas like **Women's Health, Prescriptions, Clearer Communications and CAMHS Enter and View Report**.

Our most popular report was **Women's Health Report**, highlighting people's experiences of accessing support for menopause, sexual health and any other health concerns.

In addition to above we published 4 activity reports showcasing what we have been up to and highlighting issues to the health and care commissioners and services. We also contributed towards Healthwatch England reports around **Pharmacy Services** and **Eye Care services**.

Statutory funding:



We're funded by **Bury Local Authority**. In 2024/25 we received **£122,000** which is the same as the previous 11 years.

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 Bury. Here are a few highlights.

Spring

We highlighted concerns of people in Bury around access to dementia services and changes in provision



Our team actively kept track of all vacancies to register with NHS dentists to help people that were struggling to get one themselves



Summer

Healthwatch Bury participated in Healthwatch England's eye care research by conducting in-depth local engagement at eye clinics, and the findings have now been submitted and published in the final reports.



We explored women's health issues in Bury, focusing on menopause awareness, and published a report based on community feedback and group engagement.



Autumn

We gathered patient feedback on prescription issues, shared findings with key stakeholders, and supported clearer communication on patient-led prescribing.



We raised safeguarding concerns about patient belongings at the hospital, prompting policy review with the Northern Care Alliance and action to improve patient safety and staff accountability.



Winter

We supported Rock Healthcare's patient engagement, gathering feedback on the proposed Radcliffe branch relocation and reporting insights to ensure patient voices informed decision-making.



We supported Public Health's Community Pharmacy Services Survey by promoting it, gathering community feedback through local group visits, and reporting insights to inform the upcoming Pharmaceutical Needs Assessment.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Greater Manchester are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Greater Manchester ICS

This year, we've worked with 9 Healthwatch across Greater Manchester to achieve the following:

A collaborative network of local Healthwatch:



We have progressed into the second year of our partnership agreement with the ICS, as part of a network of 10 local Healthwatch to amplify the voices of people across the region. We've contributed to regional strategies, produced GM-wide reporting, and launched shared platforms to strengthen our insight. Our representative ensures lived experience is heard and influences decisions across the ICS.

Voices from our communities:



We listened to thousands of people across Greater Manchester on topics like ADHD, Menopause, Pharmacy, Urgent Care and CAMHS. These insights were shared with the ICS and used to inform strategy, consultations, and influence service design. By working together across the region, we've made sure the experiences of individuals and communities are central to how health and care services are planned and delivered.

Building strong relationships to achieve more:



In November, Healthwatch in Greater Manchester hosted a conference, bringing together ICS leaders, Healthwatch staff, the VCSE sector and communities. We presented our work across the network, the importance of Healthwatch work and explored new ways of working, including stronger patient representation and co-production at ICS level.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

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 **Bury** this year:

Creating empathy by bringing experiences to life



Hearing personal experiences on dementia and their impact on people's lives helps services better understand the issues people face.

Healthwatch Bury gathered experiences from dementia patients and carers, highlighting challenges in diagnosis and support. Our 2024/25 report identified inconsistencies and provided recommendations, leading to the re-establishment of a Dementia Steering Group and a new strategy aligned with 'The Well Pathway for Dementia.' Greater Manchester developed a Dementia Care Pathway with quality standards for diagnosis, community support, and end-of-life care. Bury reviewed services against these standards, identifying key improvements. A delivery plan, created with Voluntary Community and Faith Alliance members, aims to improve care and support for those affected by dementia.

Getting services to involve the public



By involving local people, services help improve care for everyone.

Earlier this year we supported Rock Healthcare with patient engagement regarding the proposed relocation of their Radcliffe branch to Moorgate Primary Care Centre. We actively contributed to the consultation process, helping ensure patients' views were heard. By collecting and summarising feedback, we provided Rock Healthcare with a clear and concise overview of local perspectives to inform their next steps. This support helped promote inclusive decision-making and strengthened the involvement of local people in shaping service changes.

Improving care over time



Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

Over the years, we have steadily pushed for meaningful change in children and young people's mental health services. Our 2019 report laid the groundwork, highlighting key challenges. Greater Manchester CAMHS report amplified regional voices, exposing systemic barriers. Most recently our Enter and View visit to Bury CAMHS captured current experiences and best practices. Together, those pieces of work reflect on our ongoing commitment to listening, learning and influencing improvements.

New Office Launch

We are delighted to share the successful launch of our new town centre office, developed in partnership with Irwell Valley Housing in 2024/25.

- This new space has become a community hub for local residents, offering regular drop-in sessions and making it easier for people to access the support they need.
- We began by welcoming the public to a lively open event in October that brought together residents, local partners, and new faces. With wellbeing-focused activities and an inviting atmosphere, the day helped introduce our services to a wider audience and laid the foundation for ongoing community involvement.
- Soon after in November, we brought together representatives from a wide range of local organisations to celebrate our new space. This event sparked new relationships and strengthened existing ones, highlighting the importance of collaboration in addressing local needs.
- Additionally, in collaboration with Bury Live Well Service, we delivered a Menopause Awareness session that offered useful insights and signposted further support. More sessions are planned to meet growing interest.
- Overall, this year has been one of growth and connection—expanding our reach, improving partnerships, and opening more doors to meaningful engagement across the community



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.

This year we have reached different communities by:

- Attending events in our local community including Collabor8 and Bury Pride
- Holding park bench surgeries across all townships and parks to widen our reach.
- Holding regular drop-in sessions/visiting groups for the seldom heard, vulnerable and facing stark inequalities in the community including homeless people, carers, veterans, asylum seekers, refugees and people with sensory impairment.
- Publishing information and advice articles on our website for topics such as arthritis, floating support and carers groups.
- Publishing videos on our YouTube channel in regards to various topic including gambling awareness, cancer support, smell and taste disorders and hate crime



Listening to your experiences

Championing community voices to improve women's health

Last year, we listened to experiences of local women and highlighted their concerns about accessing health and social care services.

Through direct engagement and research, we uncovered barriers in adolescent, reproductive, and post-reproductive healthcare that needed urgent attention. Women, clinicians, and community leaders emphasised the importance of clear information, choice, and being heard when seeking care. This feedback shaped our Women's Health Project Report, driving action to improve services and awareness across Bury.

What did we do?

We engaged with local women to understand their experiences with health and social care services throughout different life stages. This work was driven by concerns raised in the Women's Health Strategy (Department of Health & Social Care, 2022). A report published in May 2024 outlined key findings and recommendations.

Key things we heard:



34%

of women reported they were satisfied or very satisfied with the help and support they had received

88%

of women rely on GP practices for health care advice and support

A number of women reported having their symptoms dismissed as 'too young for menopause' or it's normal for your age' or diagnosed with anxiety with little or inappropriate treatment offered

Our work highlighted how fragmented communication and complex healthcare processes can prevent women from accessing essential health and social care services. By engaging with local women, we identified key challenges in adolescent, reproductive, and post-reproductive care.

What difference did this make?

Our work raised vital awareness of gaps in women's healthcare, influencing local decision-makers to improve training, access, and communication. The GM Women's Health Steering Group has been established, three GPs are now training in women's health across Bury, and four local staff are becoming Menopause Coaches. Boroughwide menopause drop-in sessions are underway. Healthwatch Bury also hosted a session attended by 18 women, offering a space for open discussion and shared experiences.

Listening to your experiences

Improving hospital communication by making patient letters clearer and more accessible.

Healthwatch Bury ran a research project to explore the methods of communications sent to patients from the Northern Care Alliance (NCA).

We spoke with over 140 local patients to gather feedback on existing NCA letter templates. Patients emphasised the need for clear, consistent, and easily understandable communication. Many also expressed that information about alternative communication options would greatly improve accessibility. Their insights have helped shape recommendations for enhancing patient letters, ensuring they provide essential details in a more inclusive and user-friendly format.

Key things we heard:



47%

of respondents told us they had a choice of their preferred method of contact.

59%

of respondents preferred to receive a letter about their appointment.

'Too much information on the letter, not relevant to me about the car park, non-smoking policy and the Trust policy information. It was just for an MRI Scan'



As a result, NCA patients now receive standardised, clear, and concise letters that provide all the essential information for their appointments, ensuring better understanding and engagement with healthcare services.

What difference did this make?

Our report played a key role in the Northern Care Alliance (NCA) project to streamline and standardise letter templates across Bury, Rochdale, and Oldham. By improving communication and consistency, the initiative has enhanced patient experience and reduced appointment nonattendance. It also helped address inequalities by directing patients to better communication tools when needed. The report was shared with the NCA Outpatient Excellence Programme Steering Group (OPex), and we have been assured that its recommendations will inform ongoing improvements to outpatient services.

Listening to your experiences

Gathering patient insights on prescription experiences

We carried out a research project to examine patient experiences with the prescription process, aiming to highlight key challenges, identify local best practices, and assess the usability of digital platforms like the NHS App.

Through community group visits, engagement activities, and one-on-one interviews, we gathered insights from over 120 people. In addition, questionnaire responses were collected, providing valuable data to shape improvements in accessibility and support within prescription services.

Key things we heard:



54%

of respondents told us they were very satisfied, experiencing no problems in collecting their prescriptions

39%

of respondents said they used the NHS app for ordering repeat prescriptions



“It took me three days and numerous attempts to get in touch with a GP. Then I had to do an over the phone appointment only to be told by the GP that they needed to see me before prescribing, so had to wait a further two days to get in for a face to face. One week later I was able to get the medication I needed.”

We've worked with patients and social prescribers in the community to support patients with signing up to the NHS App to enable better and quicker access to prescriptions.

What difference did this make?

Through this project, we have strengthened our relationship with Bury Integrated Care Partnership, enabling regular collaboration to keep patients informed about key health initiatives. As a result, we are now conducting a follow-up project on Prescriptions, assessing the impact of the patient-led prescribing pilot in Bury North. Additionally, we are working closely with the local social prescribing team to support patients in accessing digital healthcare by helping them sign up for the NHS App, improving engagement and ease of access to essential services.

Hearing from all communities

We're here for all residents of Bury. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Listening to those with visual impairment to understand the barriers they face in getting an appropriate eye care services.
- Provided hands-on support to individuals facing digital exclusion by assisting them with registering for the NHS App and connecting them with local health services.
- Working with asylum seekers, refugees, Hong Kong and South Asian communities (such as ADAB ladies' group) to ensure they can understand their rights and what care is available to them.
- Attended Bury Red Door to support homeless people with any queries related to health and care services and registering with the GP practices.



Hearing from all communities

Supporting the National Eye Care Project

We listened to eye care patients to improve services

Healthwatch Bury was selected to support Healthwatch England's national eye care research. We secured funding to carry out in depth local engagement and held drop-in sessions at Fairfield General Hospital and Rochdale Infirmary eye clinics. We also worked with Bury Society for the Blind to reach people with lived experience. All survey responses contributed valuable local insight to the national evidence base.

What difference did this make?

Our engagement ensured that the voices of local patients—especially those waiting for or recently treated in secondary eye care—were heard at a national level. By gathering real stories from clinics and community groups, we helped highlight the emotional, physical, and practical impact of long waits. Our findings fed into Healthwatch England's report *A Strain on Sight*, which calls for better use of community optometrists and improved patient support. The report's recommendations aim to reduce waiting times, improve communication, and ensure patients with the most urgent needs are prioritised—changes that could significantly improve outcomes for people in Bury and beyond.

Helping refugees and asylum seekers understand and access NHS care

Supporting asylum seekers and refugees to navigate the health and social care system

Healthwatch Bury continued with monthly drop-in sessions for asylum seekers and refugees. These sessions provide vital support with GP appointments, housing, women's health, and interpreter bookings. Recognising broader community needs, we've expanded access to other vulnerable groups on an ad hoc basis like homeless groups. Our commitment ensures continuity of care and support for those who need it most.

What difference did this make?

By continuing these sessions, we've created a trusted space for vulnerable individuals to access vital services and support. We've helped people navigate complex systems, such as booking hospital interpreters for non-English speakers and clarifying surgery waiting times for a child, while sharing updated NHS dental care information. Expanding the sessions to engage wider community groups has reduced isolation and strengthened local support networks. Our ongoing presence has built lasting trust, ensuring those most in need receive accurate information and support to access healthcare, housing, and other essential services with greater ease and confidence.

Information and signposting

Healthwatch Bury provides free, confidential support to help people navigate health and social care services. Whether it's finding an NHS dentist, raising a concern, or choosing a care home, we're here to listen, guide, and empower individuals to make informed decisions.

"We're now based in the town centre, offering weekly drop-in sessions that make it easy for people to access our support. Over the past year, we've supported individuals by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services like housing, food banks and mental health support.



Information and signposting

Helping a Carer Navigate Delays in Healthcare Decisions

Healthwatch Bury supported a carer awaiting a Continuing Healthcare decision, helping secure an outcome and connecting him with financial advice—bringing clarity during a difficult time.

A carer contacted Healthwatch Bury after months of waiting for a Continuing Healthcare decision for his wife, who has dementia and complex health needs. The delay and lack of communication caused significant stress. We contacted the Complex Care Team, who acknowledged the delay and agreed to follow up. We referred the carer to Age UK Bury for financial advice. The patient was granted CHC, and the carer expressed deep gratitude for our support. The outcome brought much-needed clarity, reduced stress, and empowered the carer to plan ahead with confidence.



“Healthwatch Bury’s involvement has made so much difference going forward with this for my wife”

Supporting a Patient in Crisis to Access Follow-Up Care

Healthwatch Bury helped a domestic violence survivor update hospital records, ensuring safe communication and access to follow-up care without compromising her new location.

A patient, recently relocated to a women’s refuge after fleeing domestic violence, was concerned about missing a hospital follow-up. She had no appointment details and couldn’t access her old phone or address. Healthwatch Bury contacted the Northern Care Alliance, eventually reaching the relevant department. We provided her new contact details and a safe postal address. Her records were updated, including removal of her former partner as next of kin, and a local follow-up appointment was arranged. This ensured her safety, restored access to care, and gave her control over her healthcare journey.



“I am so relieved that Healthwatch Bury has helped me to sort this out. I was worried about missing my appointment and my ex-partner finding out my new details.”

Information and signposting

Supporting people with unmet social care needs

Thanks to Tanya's experience, a spotlight has been shone on the real-life impact of unmet social care needs for disabled adults.

Tanya, who lives with multiple physical and emotional health conditions, lost her care package due to rising costs, leaving her without vital support. Her home still has unsuitable adaptations, leading to repeated falls and a growing sense of fear and isolation. Despite exploring local options, Tanya emphasised the need for tailored home adaptations and hands-on care. With her consent, we contacted Adult Social Care and referred her to Healthwatch England, who were collecting stories for their campaign on unmet social care needs. Tanya's experience is now part of their "Exposing the unmet need in social care" series.



"I'm isolated because I can't get help. Ask yourself something; would you want one of your relatives to live like that?"

Supporting a Family to navigate the system and access accurate information

Thanks to support from Healthwatch Bury, a family's long wait for their daughter's surgery was resolved.

The family, whose first language is not English, had waited nine months for hernia surgery at Royal Bolton Hospital, affecting the child's development and making toilet training difficult. Healthwatch Bury contacted the GP and discovered a referral had been made to Manchester Children's Hospital with a shorter wait time. Using an interpreter, we updated the family and advised follow-up if needed. At six weeks, they received an appointment for the next day, and their daughter has since had successful surgery, bringing relief and reassurance.



We're so grateful to Healthwatch Bury for following up and keeping us informed about our daughter's surgery wait times. It brought such relief during a very worrying time, and we really appreciated the reassurance and support.

Showcasing volunteer impact

Our fantastic volunteers have given up their time 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:

- Visited communities to promote our work and what we have on offer.
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

My experience in hands-on support and leadership equips me with empathy and strategic insight to drive positive change. As Director at Healthwatch Bury, living with sight loss empowers me to lead with compassion, understanding, and a deep commitment to inclusion and accessibility. I want to bring a strong, compassionate voice to Healthwatch Bury, one that represents the lived experiences of individuals navigating health and social care services, particularly those affected by neurological conditions and sight loss.

Katie



When I retired, I wanted to be involved in health and social care similar to my work role. With Healthwatch I can put in as many or as few hours as I wish to fit around other commitments. My involvement with Healthwatch has been interesting and varied ranging from reviewing national reports, contributing to panel meetings and taking part in face-to-face data collection. It's been really nice to meet and work with fellow volunteers.

Caroline



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchbury.co.uk



0161 253 6300



info@healthwatchbury.co.uk

Enter and View authorised representatives

These are our Healthwatch Bury volunteers that have gone through our thorough Enter & View training processes and have passed the relevant Disclosure and Barring checks, enabling them to conduct visits on behalf of Healthwatch Bury.

- **Caroline Sutcliffe**
- **Florence Sokol**
- **Alison Slater**
- **Alan Norton**

In addition to the above, our staff team have also undergone the training and checks and are authorised to conduct Enter & View visits.



Our Board

Healthwatch Bury is proud to be guided by a dynamic and diverse Board, whose members generously volunteer their time and expertise to strengthen our mission. Each brings a wealth of lived experience and professional insight that shapes our work and impact:

- **Tan Ahmed** has over a decade of leadership at ADAB, with deep expertise engaging Black, Asian, and minority ethnic communities, refugees, and asylum seekers.
- **Gita Bhutani**, an NHS clinical psychologist with more than 30 years of experience, has led national initiatives around workforce and staff wellbeing, championing inclusive access to healthcare.
- **Alan Norton** is a nationally recognised advocate for disabled people and a respected leader in accessible living, drawing on a successful business background to drive systemic change.
- **Ruth Passman** brings over 20 years of high-level experience in the Department of Health and NHS. She is passionate about making Healthwatch Bury an accessible and trusted voice for all communities.
- **Katie Price**, Healthwatch Bury's Director, combines front-line experience with strategic leadership. Living with sight loss, she leads with empathy and a strong commitment to accessibility and inclusion.
- **Masoud Sanii** provides the invaluable perspective of a service user and sits on national NHS reference groups representing lived experience. He brings expertise in equality, diversity, and inclusion, particularly around race and disability in the public sector.
- **Alison Slater**, a retired NHS professional, ensured high-quality environments for patient care throughout her career and brings that same dedication to our work.
- **Florence Sokol** has a rich background in both paid and voluntary roles across social care—from frontline support to training future professionals—and brings detailed knowledge of CQC standards and policies.



Finance and future priorities

We receive funding from Bury 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	£122,000	Expenditure on pay	£117,470
Additional income	£12,700	Non-pay expenditure	£22,784
		Office and management fee	£16,321
Total income	£134,700	Total Expenditure	£156,575

Additional income is broken down into:

- £1,000 received from Healthwatch England for work on a project
- £2,000 received from the GM Healthwatch network rebate
- £7,000 received from the GM Healthwatch network for hosting the function
- £2700 from the Irwell Valley Foundation Grant

Integrated Care System (ICS) funding:

Healthwatch across Greater Manchester also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Greater Manchester Network funding for single point of contact and administrative hub.	£99,000

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are

1. Tackling inequalities – Helping improve the outcomes for those that the system isn't working well for even further.
2. Uncovering unmet needs – Amplifying the voices of those who are missing out on vital support by engaging with veterans and ensuring they are able to access the support and services they require.
3. Improving navigation – Helping people find their way around the complex world of health and social care to get the help they need.

Underpinning these key priorities is one main theme – visibility. We will strive this year to build on the number of people supported last year, increasing those numbers and doing as much as we can to reach more of our local community. This will make us more visible, increase our demand, and ensure that our community get the best out of the services available to them.

Statutory statements

Healthwatch Bury CIC, 56–58 Bolton Street, Bury, Greater Manchester, BL9 0LL

Healthwatch Bury 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 7 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. 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 6 times and made decisions on matters such as our future public engagement plans, our contract with Bury Council and its specifications as well as the future of our premises. In addition, the Board hosted three drop-in sessions, including a public event that welcomed local councillors and the MP, an opportunity to strengthen relationships and explore collaborative ways of working..

We ensure wider public involvement in deciding our work priorities by using public feedback, consulting with representatives and patient groups, involving volunteers and lay people in our Enter & View panel and inviting participation in our AGM.

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 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 will also have copies available at our engagement events as well as our AGM.

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.

Statutory statements

Taking people's experiences to decision-makers

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

In our local authority area, for example, we take information to Health Scrutiny Committee, Social Care Risk Escalation Group, the System Assurance Committee, Public Health Delivery Partnership, Elective Care and Cancer Recovery Board and several more.

We also take insight and experiences to decision-makers in the Greater Manchester Integrated Care System. For example, we have a representative on the GM System Quality group. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Bury is represented on the Bury Health and Wellbeing Board by Ruth Passman, Chair of Healthwatch Bury.

During 2024/25, our representative has effectively carried out this role by providing strategic input, constructive challenge and using influencing skills to ensure that the voice of services users, carers, patients and the public is heard. Working in collaboration with leaders from the healthcare system, the public, voluntary and community sector and a range of local stakeholders, this has enhanced our strategic impact last year, in close alignment with our input into the broader Greater Manchester (GM) programme of work to secure Healthwatch representation at all levels as we moved to an Integrated Health System.

Healthwatch Bury is represented on Healthwatch Bury is represented on Greater Manchester Integrated Care Partnerships by Danielle Ruane – Chief Coordinating Officer of the Healthwatch in Greater Manchester Network, and Greater Manchester Integrated Care Boards by Heather Etheridge – Independent Chair of the Healthwatch in Greater Manchester Network. Ruth Passman represents Healthwatch in Greater Manchester on the Population Health Committee; a committee of the NHS Greater Manchester Integrated Care Board. In addition to being responsible for discharging the statutory organisational responsibilities of NHS GM, the Committee provides wider system leadership in relation to population health in Greater Manchester, with a primary focus on improving health outcomes and reducing health inequalities.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Bury Children and Adolescent Mental Health Service	Responding to complaints and wider work of Greater Manchester around Childrens mental health services.	Created report and associated recommendations to feed into future planning work.

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Dementia Project	Recommendations from the Dementia project report are being used to design the local dementia strategy and to shape the future services.
Women’s Health Project	Improved engagement, menopause event, women’s health clinic
Prescriptions Project	Regular ongoing conversation with the Integrated Care Partnership. Conducting a follow up project to explore how patient led prescribing has impacted people’s experiences. Raising awareness of the pilot locally.
Clearer Communications Project	Assisted in redesign and standardising of patient letters from hospital trust, ensuring accessibility and comprehension of many groups.
Dentistry	Monitored availability of places on NHS dentist patient lists and helped people get registered with an NHS dentist when they have not been able to themselves
Pharmaceutical Needs Assessment survey	Engaged with people who are digitally excluded to support patients to have their say about future pharmacy services.

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