



**healthwatch**  
Cheshire East



**Annual Report 2024–2025**

# Unlocking the power of people-driven care

Healthwatch Cheshire East

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# Joint Message from the CEO and Board



We are hugely proud to present our Annual Report for 2024 to 2025 which showcases our considerable reach and interaction with the diverse population of Cheshire.

As in recent years, our work has highlighted the increasing pressure on health and care services. The team has thoroughly assessed how this impacts people's experiences in Cheshire East and reported findings to those responsible for commissioning and planning.

During the last twelve months, we have spoken to thousands of people on many issues, assisting the research for the 20 reports we have produced on a wide variety of subjects, including:

- Experiences of Hospital A&E and Same Day Emergency Care (SDEC) Departments
- The accessibility and services of GPs
- Experiences of Dental and Pharmacy services
- Effective discharge from hospitals

Whenever we engage with local people to learn about their experiences, both good and bad, we aim to signpost them to relevant support services to improve their health and wellbeing. All of the work of Healthwatch would not be possible without the support of our volunteers.



To recognise them, a successful Volunteer Development Day was held in April, which outlined and celebrated the varied work undertaken by our volunteers, with one commenting:

*"Thank you and your team for recognising and celebrating us. It gave me a sense of fulfilment and encouraged me to keep pushing and be part of a cause that significantly impacts society."*

The beginning of the year also saw us strengthening our Board by recruiting five new Directors, one of whom had become a volunteer with us in 2020. Whilst maintaining good governance, the Board are keen to make their mark and to fully understand the workings of a Local Healthwatch, engaging in training and project work alongside staff and volunteers.

In September, after 11 years of commitment as the Healthwatch Cheshire Chair, Lynne Turnbull, stood down. We thank her for her unstinting efforts.

We take this opportunity to celebrate and thank our team of staff, volunteers and board members for their considerable support and hard work."

**Healthwatch Cheshire Chief Executive and Board of Directors**

## Message from our Partners



*"On behalf of the NHS Cheshire and Merseyside Integrated Care Board, I would like to extend my heartfelt thanks to each of our nine Healthwatch organisations for your challenge, insight, and advocacy on behalf of our residents.*

*Your work has been instrumental in ensuring that the voices of people across our communities—particularly those who are seldom heard—are not only listened to but acted upon. Whether through your detailed reports, community engagement, or your presence at our Board and Committee meetings, you have consistently brought forward the lived experiences that will help to shape better, fairer, and more responsive services.*

*Over the past year, your contributions have helped us navigate complex challenges—from recovery planning and service redesign to addressing health inequalities and improving access. Your role as a critical friend has strengthened our accountability and sharpened our focus on what matters most to the people we serve.*

*As we move forward into a period of transformation resulting from the national changes to ICBs, the impending publication of the 10 Year Plan, the development of Neighbourhood focussed health partnerships and the financial challenges the local system faces, your continued partnership will be vital.*

*We look forward to deepening our collaboration as we work together to improve outcomes and reduce inequalities across Cheshire and Merseyside.*

*Thank you for your dedication, your professionalism, and your commitment to the people of our region."*

*Raj Jain, Chair, Integrated Care Board*



*"We have been incredibly grateful to the Healthwatch team for supporting us by sharing their insights from a wide range of local residents regarding health and wellbeing issues. This information has been invaluable in steering and prioritising our collaborative public health approaches and has directly influenced our Joint Strategic Needs Assessment and our Pharmaceutical Needs Assessment. It continues to be a pleasure working with the Healthwatch team, and we are grateful for their support in reaching out to our residents, advocating on their behalf, and helping us all work together to have a positive impact on the health and wellbeing of everyone across Cheshire East."*

*Dr Susan Roberts, Consultant in Public Health, Cheshire East Council*



## Message from our Partners



*Healthwatch Cheshire East plays an important role in shaping and improving local health and social care services by acting as the independent voice for residents across the borough. Through its engagement with the community, gathering feedback, conducting surveys, and performing "Enter and View" visits to health and care settings, Healthwatch has provided valuable insights into the lived experiences of service users to the local authority and NHS partners. For example, their report on the Cheshire East Community Reablement service highlighted the positive impact this service has in improving residents' independence and confidence. By continuing to share the voices of local people and working closely with partners, Healthwatch Cheshire East is helping to shape a more responsive and person-centred health and care system across the Cheshire East Place.*

*Helen Charlesworth-May, Executive Director Adults,  
Health and Integration*



## About us

# Healthwatch Cheshire East 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 find reliable and trustworthy information and advice.



### Our purpose

To be an independent voice with the people of Cheshire, helping to shape and improve local health and care services.



### Our principles

- Work in partnership to act as a strong, local consumer voice, making a difference to health and care provision for the people of Cheshire
- Gather the views of the people of Cheshire
- Provide a platform from which diverse and seldom heard voices from across Cheshire can be heard
- Set the standard for excellent public engagement
- Ensure that all people have timely and good quality information and advice
- Establish and use networks and public engagement to gather meaningful and robust local insight and intelligence
- Provide constructive checks, balances and challenge to service planners and providers
- Provide Independent Complaints Advocacy Service (ICAS) using feedback for insight and intelligence regarding patient choices and concerns.

# Our year in numbers

We've supported more than **10,551** people to have their say and get information about their care. We currently employ a **small team of** staff and our work is supported by **49** volunteers.

## Reaching out:



**9,024** people engaged with us, sought information and advice to assist their decision making and shared their experiences.

**1,527** people responded to our surveys giving insight for our projects and reports, including A&E watch, Reablement and GP Access.

**132** groups and events attended across Cheshire East, connecting with people from a range of diverse communities and backgrounds.

## Championing your voice:



We published **20** reports about the improvements people would like to see in health and care.

Our reports which received most attention were our range of Enter and View reports and our Macclesfield and Leighton A&E Watches.

## Statutory funding:

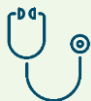


We are funded by Cheshire East Local Authority. In 2024/25, we received £151,127, which is the same as last year.

# 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 Cheshire East. Here are a few highlights.

An independent review of the Community Reablement Service praised personalised goal-setting but highlighted the need for better scheduling, communication, and clearer information for users and families.



We gathered and analysed resident feedback on local pharmacy services—highlighting issues, Pharmacy First initiatives, improvements in walk-in consultations and minor-ailment management.



All nine Healthwatch organisations in Cheshire and Merseyside undertook a survey to review people's experiences of accessing their GP services. Early findings are already helping to shape future delivery.



The annual Enter and View and A&E Watch at Leighton and Macclesfield Hospitals compared patient experiences year-on-year and we were pleased to see the positive impacts of our previous recommendations during our visits.



Our insights helped the Cheshire and Merseyside Endoscopy Network reduce the number of missed appointments within endoscopy units across the area.



We visited 10 Care Homes as part of our Enter and View program to identify what is working well and what could be improved. Our recommendations were based on the visit and feedback from over 70 residents, friends and family.



We supported the Cheshire and Merseyside "Altogether Smoke Free" project by engaging with the local community in Crewe, promoting 'Stop Smoking' services and gathering people's experiences and views of health and social care.



Our dental access report highlighted the challenges people are facing when trying to access a dentist. Concerns included long waits and lack of NHS dentists, especially affecting low-income families, pregnant women, older adults, and the disabled.





# Working together for change

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

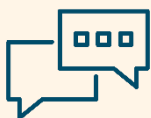
This year, we've worked with Healthwatch across Cheshire and Merseyside to achieve the following:

## A collaborative network of local Healthwatch:



Cheshire & Merseyside (C&M) is the third largest Integrated Care Board in England, serving 2.5 million residents. The nine C&M Healthwatch Organisations (HWO) collaborate to ensure local voices are heard. We have established agreements for better cooperation and hold weekly meetings to update each other and share information with ICB, CQC, and partners.

## The big conversation:



Following on from information shared at regular intervals by Healthwatch, the C&M ICB recognised the value of a collaborative approach to gathering feedback in relation to Primary Care Access Recovery (PCARP) and commissioned C&M HWOs to engage with the 2.5m people across the area. All nine HWOs took part in designing and distributing the survey – with Healthwatch Cheshire taking the lead on analysing and drafting the individual and combined reports. The impact of this report will be recognised locally and on a C&M footprint.

## Building strong relationships to achieve more:



We continue to build relationships within the wider ICB structure and attend the Board and various sub-groups, as well as maintaining already established relationships and seats at Place. We share, and rotate, attendances at C&M ICB meetings. In November 2024, we met with the Chair of the ICB Quality & Performance Committee, commencing a discussion about how the patient feedback we collect can be better incorporated into the discussions of the Committee.

*"Healthwatch Cheshire continues to be a patient champion and critical friend to C&M ICB. Along with their colleagues across the other C&M Healthwatch organisations, they have undertaken a vital survey with our population on how they perceive access in our GP practices. This is a temperature check on whether the investment and new ways of working are meeting the needs of the residents. The ICB is using the information to inform future plans to make care more responsive and accessible for those who need it.*

*Thanks, as ever, to the Healthwatch team who support and offer constructive challenge to our work, and ensure we listen to the patient voice at all times."*

*- Clare Watson, Assistant Chief Executive, NHS Cheshire and Merseyside*

# 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 Cheshire East this year:

## Improving lives through effective signposting



**By using our knowledge of local services, we were able to support a woman to get the hearing aids she was in need of.**

We met a woman who was worried after being told by her GP she wasn't entitled to free hearing aids on the NHS. She had previously purchased some privately but was no longer in a position to do so, and her existing ones were broken. We signposted her to Age UK and Specsavers, where she made an appointment and was given new free hearing aids within a week. She contacted us to say how grateful she was and was delighted with the service she received.

## Getting services to involve the public



**We helped local services involve the public in shaping care**

Healthwatch supported Mid Cheshire Hospitals NHS Foundation Trust to involve the public in The Big Conversation – a major engagement programme focused on shaping future healthcare services, including ambitious plans for the new Leighton Hospital. We promoted the programme locally and encouraged people to share their views and influence future developments.

## Improving care over time



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

We partnered with East Cheshire Trust and Cheshire East Council to refine the discharge process. Between September 2024 and January 2025, Healthwatch Cheshire East surveyed patients on their journey from hospital to home. Their insights highlighted the need for clearer communication, timely transport, and coordinated follow-up care. These patient-led recommendations are driving improvements in resource planning and service delivery.

# 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.

To share your experiences, visit:

[Find a service Healthwatch Cheshire East](#)



# Listening to your experiences

## Championing community concerns by assessing the reablement service

**Early in 2024, Healthwatch Cheshire East conducted an independent review of the Community Reablement Service.**

Funded jointly by Cheshire East Council and the Integrated Care Board, the service provides support to adults discharged from local hospitals to maximise their independence and provide support to aid their recovery to avoid dependence on longer-term services.

### What did we do?

Healthwatch Cheshire met with people who had been discharged from hospital in their own homes, to learn about how the service had worked for them. This approach captured first-hand experiences and included family viewpoints to ensure consistency in understanding how the service is experienced across the community.

### Key things we heard:



**71%**

**of reablement users rated the service "outstanding."**

**100%**

**felt treated with dignity and respect.**

**86%**

**reported a boost in confidence when undertaking daily tasks.**

“Healthwatch carried out an independent review of the Community Reablement service which is being delivered to people being discharged from Macclesfield District General Hospital and Mid Cheshire Hospital Foundation Trust. It has validated the belief that positive outcomes for people's health and wellbeing are being delivered, which continue to promote and enable people's strengths, whilst working in a person-centred way.”

*– Daniel McCabe, Head of Integrated Urgent and Emergency Care, NHS Cheshire and Merseyside Integrated Care Board & Cheshire East Council*



# Listening to your experiences

## Improving A&E Services after Healthwatch A&E Watch and Enter & View visit

In November 2024, Healthwatch Cheshire conducted an A&E Watch at Macclesfield Hospital to see how people's experiences of A&E have changed from last year. The findings provide additional rich and detailed information beyond NHS Trust data, helping decision-makers improve emergency care services.

### Key things we heard:



**83%**

**of respondents who came by ambulance were waiting less than 2 hours for it to arrive.**

**98%**

**of respondents felt that they had been treated with dignity and respect.**

**92%**

**Of respondents thought the service they received in A&E was good or excellent. This is an increase from 79% last year.**



"We would like to thank Healthwatch for undertaking their review and thank our patients and service users for feedback regarding their experience in our Emergency Department. This feedback enables us to celebrate good practice and to address things that we could do better. We look forward to sharing our improvement objectives with patients and the public in the coming weeks and commit to ensuring that our objectives are progressed through our Patient Experience Group."

*– Paul Devlin, Deputy Chief Nurse, East Cheshire NHS Trust*

### What difference did this make?

Based on the insight and intelligence gathered by Healthwatch Cheshire East, the Trust has developed an action plan. A follow-up visit has been scheduled for early in 2025 – 2026 to monitor progress against the targets set, ensuring that the changes are on track and having a tangible positive impact.



# Hearing from all communities

We're here for all residents of **Cheshire East**. 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:**

- Attending community forums to empower voices that are often unheard
- Attending outreach events for those facing socio-economic challenges
- Facilitating direct dialogues with local NHS leaders and the Integrated Care System.



# Hearing from all communities

## Ongoing support for Crewe's East Timor Community

**We've continued to work closely with our partners and representatives of the East Timor community to increase access to services and strengthen local connections.**

We've attended regular meetings, engaging with East Timorese people and collaborating with local authority teams at promotional events, to improve knowledge and target resources.

### What difference did this make?

Through our partnership work, members of the East Timor community have improved access to health and care services which are specific to their needs, improving their wellbeing and raising awareness of available support.

## Connecting rural communities

**Working together with partners to tackle loneliness and poverty issues.**

Hearing directly from farming communities and those living in isolated areas has further raised our awareness, increased our knowledge, and enabled us to have more understanding of local issues.

### What difference did this make?

Engaging with these communities helped individuals make contact with services they were previously unaware of that could support them with their specific needs.

These additional insights have helped Healthwatch Cheshire East put a spotlight on the wellbeing of people within rural communities, informing decision making around areas such as transport and social isolation, which can be barriers to accessing health and care.

# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year **9,024** people have reached out to us for advice, support or help finding services.

**This year, we've helped people 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





## Too painful for ten month wait

**Healthwatch swiftly intervened when a desperate father sought help for his daughter's severe dental nerve pain.**

A man called Healthwatch about his daughter who was suffering from debilitating headaches and insomnia and facing a ten-month wait for dental surgery at Halton Hospital. With her permission, Healthwatch contacted the ICB Dental Team, who arranged an emergency appointment at a local surgery under local anaesthetic. Her treatment options were thoroughly discussed, and a date for extraction is now set, offering hope and relief.

*We are keeping in touch. We hear that a date has been set for her to have the extraction carried out by the emergency dental surgery. We wish her a speedy recovery.*

## IOU (I owe you) Expired!

**A woman missed vital eye medication due to confusion over a prescription that the pharmacy owed her. Healthwatch clarified the rules and shared advice with her community.**

A woman with an autoimmune eye condition missed medication for three months as her pharmacy ran out of stock. The IOU that they had given her expired, and conflicting advice from her GP and pharmacy added to the confusion.

Healthwatch checked out her query with the ICB's Pharmacy Team, who clarified that the duration of a prescription IOU depends on the type of drug prescribed. We passed this information back to the coffee group the woman attended together with general advice about getting the most from medicines, accessing emergency prescriptions and home deliveries, where it was well received.

*She was very thankful for the information Healthwatch had provided and went on to discuss alternative medication with consultants at Leighton Hospital.*

# Showcasing volunteer impact

Our fantastic volunteers have given **201 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:

- Carried out Enter and View visits to care homes and Accident and Emergency (A&E) Watches, and supported with engagements with the public
- Reviewed a range of health and care documentation as well as Healthwatch reports
- Supported various consultations related to Leighton Hospital and Macclesfield Hospital, local bus services, and initiatives aimed at achieving carbon neutrality





# 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.

"I have been privileged to take part in around a dozen surveys with Healthwatch over the last year on a wide range of subjects. Demographic change, matching need to provision and 'future proofing' have all given me food for thought and action.

I am proud to be associated with Healthwatch and value its key position in our community. This has encouraged me to take part in other local initiatives enhancing wellbeing and benevolent empathy."

Andrew



"My time volunteering with Healthwatch Cheshire East has been totally enjoyable, varied, and educational.

I have relished each opportunity, and the support offered. I, particularly, have been part of the readers' panel and Enter and View.

I look forward to future engagement."

Joan



### 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.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)



0300 323 0006



[info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)

# NHS Independent Complaints Advocacy Service (ICAS)

ICAS offers telephone, online, and face-to-face support to help the people of Cheshire to progress complaints in relation to any NHS service provision provided at hospitals, GP Practices, dentists, pharmacies, opticians and nursing homes.

## This year, we've helped people by:

- Giving in-depth practical support to help them access the NHS Complaints Procedure.
- Providing information to help them find out what stage their complaint is at within the process.
- Signposting to other organisations that can help.

Part of our Independent NHS Complaint Advocate's role is to support clients at resolution meetings, which aim to analyse where things went wrong and to change processes to ensure that these mistakes do not happen again. Our Advocate said the following about a particular hospital resolution meeting she attended with a client.

*"From arranging the meeting to arrival, staff were responsive and helpful. Mark\* and I had a good understanding of how the meeting would proceed and were able to have the confidence that the correct professionals would be in attendance. Mark has access needs, and he was supported on arrival and shown through to the room with myself and given the time needed to complete the resolution meeting. My understanding is that extensive changes have been made to areas of the hospital since Mark's experience and these were explained to us and a tour offered. The individuals within the meeting had empathy, understanding and compassion for the patient. I felt it important to share this as having been an advocate for six years this was one of the best experiences and really helped Mark."*

Mark had the following to say:

*"I wanted to say a huge thank you for all your kind help and input and [for] supporting me to make the points of view, it is so very important to me to make on behalf of myself and other patients. Your support was greatly appreciated. Thank you."*

*\*Name changed*



## Looking for support with a complaint?

If you need help through the complaints process, or would like to explore your options, you can find out more about ICAS on our website: [www.healthwatchcheshireeast.org.uk](http://www.healthwatchcheshireeast.org.uk)

# Finance and future priorities

We receive funding from **Cheshire East** under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£151,127	Expenditure on pay	£127,112
Additional income	£4,166	Non-pay expenditure including engagement	£16,883
		Office and management fee	£7,900
<b>Total income</b>	<b>£155,293</b>	<b>Total Expenditure</b>	<b>£151,896</b>

## Additional income is broken down into:

- £2,500 received from Public Health for Smoke Free engagement
- £1,666 received from C&M for work on the GP Access Survey

## Integrated Care System (ICS) funding:

Healthwatch across **Cheshire and Merseyside** 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
£15,000* for our Healthwatch Cheshire & Merseyside collaborative to undertake a substantial survey of our population around Access to GP Services	£15,000

The share of this allocated to Healthwatch Cheshire East (£1,666) is included within our additional income above.

# 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. Primary Care access
2. Enter and View programme to include Trust's 'Corridor Walks'
3. Access to care services and support closer to home – Community Partnerships and Care Communities

# Statutory statements

Healthwatch Cheshire, Sension House, Denton Drive, Northwich, CW9 7LU.

Healthwatch **Cheshire East** 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 **eight** members who work voluntarily 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 **five** times and made decisions on matters such as **governance and maintaining the independence of Healthwatch Cheshire East**. We ensure wider public involvement in deciding our work priorities.

## 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, email, and social media; provided a web form on our website; 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 websites **and share it on our social media channels**.



# Statutory statements

## Responses to recommendations

We had **two** providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were 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 insights and experiences shared with us.

For example, in our local authority area, we take information to the Health and Wellbeing Board, Cheshire East Health Care Partnership, Joint Strategic Needs Analysis Working Groups, Patient Experience Groups, Care Home Oversight Group and all eight Cheshire East Care Communities.

We also take insight and experiences to decision-makers in **Cheshire and Merseyside Integrated Care System**. The nine Cheshire & Merseyside Healthwatch Organisations are represented on the Integrated Care Board (ICB), the Primary Care Commissioning Committee, the Quality and Performance Committee, the Transformation Committee, the Women's Services Committee, subcommittees and Task and Finish groups and the Health Care Partnership to ensure public voice is represented and heard.

Individually we are each active partners of ICB groups at our own 'Place' level (Cheshire East in our case).

## Healthwatch representatives

Healthwatch **Cheshire East** is represented on the **Cheshire East** Health and Wellbeing Board by the Healthwatch Cheshire Chief Executive, **Louise Barry**.

During 2024/25, our representative has effectively carried out this role by **using the insight and intelligence gathered by Healthwatch staff and volunteers, and submitted by the public, to help shape and inform discussions and decisions. Of particular interest this year have been reports on our A&E Watch, GP Survey, and care home Enter and View visits.**

Healthwatch **Cheshire East** is represented on **Cheshire and Merseyside Integrated Care Partnerships** by **Healthwatch Cheshire CEO** and on Integrated Care Boards by **Cheshire and Merseyside Healthwatch CEO representatives**.

# Statutory statements

## Enter and View

This year, we've enhanced our Enter and View Programme, incorporating the views and experiences of the people accessing the services we visit. As well as giving a broader perspective, it has enabled us to give more specific recommendations in our reports to help improve the services they offer.

This year, we conducted **13** Enter and View visits across Cheshire East. We made 10 Enter and View visits to care homes, gathering the views and experiences of 70 residents and their friends and family. Reports included Congleton Memorial Hospital, Richmond Village, Telford Court, and Clarendon Court.

Our local hospitals remain a focus for us, with **two** Enter and View visits made to Macclesfield and Leighton Hospital and its Same Day Emergency Care (SDEC) unit. Our subsequent reports and recommendations were welcomed and have been a catalyst for future changes and improvements.



## Thank You from the Healthwatch Cheshire Team

"We would like to thank all the people who have shared their experiences, views and suggestions over the past year. It is our privilege to be your independent voice, ensuring that you are heard and that your opinions influence the heart of decision making.

Thanks also go to our partners across health and care, for welcoming and acting on the richness of these insights, making changes which have lasting impacts on the health and wellbeing of our residents.

As a small team, we are passionate about what we do; appreciating that people have individual experiences and wish to share these in ways that make sense for them. Healthwatch Cheshire continue to work with compassion, understanding the needs of our varied neighbourhoods, proactively reaching out to people and committed to reducing inequalities within our communities."



# healthwatch

Cheshire East

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