



**Annual Report 2024–2025**

# Unlocking the power of people-driven care

Healthwatch Cheshire West

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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
- The Impact of Drugs and Alcohol Misuse
- 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*



## Message from our Partners



*This year, Healthwatch's work has highlighted a number of pressing challenges. Access to NHS dental care remains a significant concern, with many residents struggling to register with a dentist or facing long waiting times for appointments. Similarly, local pharmacies have experienced mounting pressures due to medicine shortages, staff constraints, and increased demand. Through the work of Healthwatch, our residents have also highlighted the ongoing need for better coordination between healthcare providers, especially between GPs and pharmacies. In rural areas, temporary closures and limited service availability have further exacerbated health inequalities.*

*Despite the challenges, there has been resilience and innovation across the system. Initiatives like Pharmacy First have shown promise in improving access to care, and many residents have praised the professionalism and dedication of frontline staff.*

*Healthwatch's ground-breaking report on residents who have been impacted by drugs and/or alcohol shed light on the ripple effect that can happen, how one person's use of substances may not only impact those closest to them, but the community as a whole. This insightful report has had a profound impact on the way we think about services. I would like to personally thank everyone who contributed to the report and to Healthwatch Cheshire West, for their unwavering commitment, passion, and enthusiasm in amplifying the voices of those impacted by drug and alcohol use in our borough.*

*Healthwatch continues to help set the strategic direction of Cheshire West Place, which oversees local NHS and care services, by attending the Place Partnership Committee and contributing to its working groups. Healthwatch is also one of the key partners on our statutory Health and Wellbeing Board, the body which leads on improving health and wellbeing in our Borough.*

*The impact of Healthwatch Cheshire West's engagement, and their commitment to driving improvements is demonstrated through their work and their reports. Looking ahead, I know that Healthwatch will remain committed to championing the needs of our communities and strive for a health and care system that is compassionate, inclusive, and responsive to all.*

*Helen Bromley, Director of Public Health, Cheshire West and Chester Council*

## About us

# Healthwatch Cheshire West 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 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 **9,700** 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 **127** volunteers.

## Reaching out:



**7,747** people engaged with us for advice, information about topics, to share their experiences and to assist their decision making.

**1,953** people responded to our surveys giving insight for our projects and reports including A&E Watch, the Impacts of Drugs and Alcohol Misuse and GP Access.

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

## Championing your voice:



We published **23** 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 report on The Views of Cheshire West and Chester Residents on the Impacts of Drugs and Alcohol Misuse.

## Statutory funding:



We are funded by Cheshire West and Chester 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 Chester West and Chester. Here are a few highlights.

We helped to shape drugs and alcohol services in the area with the findings and recommendations from our Impacts of Drugs and Alcohol report.



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 A&E Watch at the Countess of Chester Hospital compared patient experiences year-on-year, and the accompanying Enter and View report gave recommendations to improve service delivery.



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 local people in Chester, 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 West are heard at the Integrated Care System (ICS) level, and that they influence decisions made about services at Cheshire and Merseyside.**

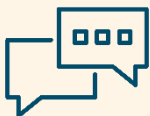
This year, we've worked with Healthwatch across Cheshire and Merseyside to achieve the following:

## 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.

# 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 West and Chester this year:

## Empowering people by sharing their stories



**Listening to people's personal stories and assuring them that their views will reach decision-makers can be incredibly empowering.**

We spent time speaking with people affected by drug and alcohol use, gathering their ideas on how services could be improved. Because we presented our findings directly to the Combatting Drugs Partnership, we could confidently tell people that their voices would be heard. Many thanked us and, feeling reassured, opened up even more—sharing deeper experiences and thoughtful suggestions, knowing they could help bring about real change.

## Getting services to involve the public



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

Healthwatch Cheshire 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.**

In 2024, we began working with Cheshire and Merseyside Endoscopy Network on a project to understand why people do not attend their appointments (known as DNA). By speaking to stakeholders within the services, patients who attended their appointments and those who did not, we were able to give feedback to the network which has reduced the number of DNAs recorded.

# 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:

[Feedback Centre Healthwatch Cheshire West](#)



# Listening to your experiences

## Local voices shape drugs and alcohol services and strategies

Last year we heard the experiences of people who had been impacted by drugs and/or alcohol, not only the person using, but their friends, family and local community.

### What did we do?

We shared a survey across Cheshire West and Chester to gather views, experiences and ideas on what could be done to reduce the harm caused by drugs and alcohol use. We also spoke to a variety of people face to face, including those accessing support services and friends and family who had been affected by other's use.

### Key themes and trends:



- The link between mental health and drug and alcohol issues
- That every case is individual – what works for one person won't necessarily work for another
- Friends and family of the drug and/or alcohol user are often impacted before the individual themselves and feel ill equipped to support them effectively

### What difference did this make?

The report directly influenced decision making, with Healthwatch actively contributing to action planning workshops led by the Combatting Drugs Partnership. Recommendations from the report influenced the launch of a new 'Renew' programme from Via, aimed at those who are starting to feel the impacts of drug or alcohol use, before they reach crisis point.



*As the local provider of drug and alcohol support services, we're thankful for Healthwatch's work on better understanding the views of Cheshire West and Chester residents. Healthwatch's approach to generating this report was a positive and collaborative experience and we were very happy to be a part of it. The report provides valuable insights into the needs of people and will help us to focus on the support that will mean the most to them. Thank you Healthwatch, I look forward to working together again."*

*- David Targett, Area Director, Via*



# Listening to your experiences

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

In November 2024, Healthwatch Cheshire West conducted an Enter and View and A&E Watch at the Countess of Chester Hospital to see how people's experiences of A&E have changed from last year. In addition, we observed and spoke with patients being cared for in corridors, using the 'Care and Comfort' section of the Cheshire and Merseyside Corridor Care Red Lines Toolkit.

The findings provide additional rich and detailed information beyond NHS Trust data, helping decision-makers improve emergency care services.

### Key things we heard:



71%

of respondents thought the service they received in A&E was good or excellent. This is the same as last year.

+

**Positive** themes included the service they received from the **staff** and the **speed of being seen by triage**.

-

**Negative** themes included **long wait times, general facilities, staff communication and corridor care**.

### What difference did this make?

Based on the insight and intelligence gathered by Healthwatch Cheshire West, the Trust has developed an action plan. A follow-up visit has been scheduled for early in 2025 – 26 to monitor progress against the targets set, ensuring that the changes are on track and having a tangible positive impact.

*"The Countess of Chester NHS Foundation Trust would like to thank Healthwatch Cheshire West for their visit. As a result of the Healthwatch visit and feedback, the ED improvement plan has been reviewed and further strengthened. We welcome the contribution that Healthwatch makes to enabling improvements for our patients and look forward to welcoming them back to see the progress made since this visit."*

*- Jane Tomkinson, Chief Executive, Countess of Chester Hospital NHS Foundation Trust.*



## Hearing from all communities

We're here for all residents of **Cheshire West and Chester**. 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.



# Chester Disability Pride Parade

# Hearing from all communities

## Improved GP access for asylum seekers and refugees

**By working collaboratively with local support services, Healthwatch were able to help asylum seekers and refugees to register at their local GP Practice.**

We discovered asylum seekers and refugees were struggling to register themselves at their local GP Practice due to language barriers.

### What difference did this make?

After discussions with local support workers, the Primary Care Network, the Refugee & Asylum Seeker Team at Cheshire West and Chester and Healthbox, a laptop was donated to a local church. This popular local drop in for asylum seekers and refugees were then able to assist individuals with registering, with the help of the Move On Support Officers, gaining access to GP Services.

## Connecting rural communities

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

Hearing directly from the 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 West 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 **7,747** 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



## Advising on dental benefits

**The thought of a costly dentistry bill was worrying Michael\*. A call to Healthwatch Cheshire West helped him gain valuable information to get him on the road to recovery.**

An accident at work caused a lot of damage to Michael's teeth resulting in treatment he was concerned he wouldn't be able to afford.

We signposted him to NHSBSA (NHS Business Services Authority) and an exemption check tool so he could be assessed for any benefits rights. We also sent him additional information via email, linking him with services which could help him get the treatment he needed.

*Michael said he was relieved and grateful for our help – a quick call to Healthwatch Cheshire West stopped weeks of worry and enabled him to take the action he needed to improve his health and wellbeing.*

## Supporting people to have their say

**Tom\* a ninety-year-old resident, was concerned about the closure of the local branch of his GP Practice and the impact it may have on the local community.**

He contacted Healthwatch Cheshire West for advice. After sharing his comments with the GP Practice via our feedback centre, we were able to accompany him to a meeting with an ICB representative and the Practice Manager who listened to his concerns.

We ensured the correct process was being followed and the GP Practice made assurances to the local community that home visits would still take place in the area, for those patients who needed support.

Following the meeting, drop-in sessions were scheduled for locals to have their say and patients were given the opportunity to share their views.

Although the decision was eventually made to close the branch, Healthwatch were able to give assurance that home visits would still take place should a patient be housebound. Links were also made with the Living Well bus service, who provide immunisations and health checks, to add a stop at the rural location in the future.

\*Names changed



# Showcasing volunteer impact

Our fantastic volunteers have given **269.5 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 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 fed back 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.healthwatchcwac.org.uk](http://www.healthwatchcwac.org.uk)

# Finance and future priorities

We receive funding from **Cheshire West** 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 West (£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 West** 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 West**. 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 **one** provider 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 seven Cheshire West Community Partnerships.

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 West in our case).

## Healthwatch representatives

Healthwatch **Cheshire West** is represented on the **Cheshire West** 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 West** 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 **14** Enter and View visits across Cheshire West and Chester. We made 12 Enter and View visits to care homes, gathering the views and experiences of 60 residents and their friends and family. These included Ellesmere Port Hospital, Belong Chester, Deewater Grange, Grosvenor Manor, and Hillcrest.

Our local hospitals remain a focus for us, with **three** Enter and View visits made to Countess of Chester 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."

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