



Annual Report 2024–2025

Unlocking the power of people-driven care

**Healthwatch Bradford
and District**

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chief Exec

This year represents the final time we will report as Healthwatch Bradford and District hosted by Community Action Bradford and District. CABAD have been our host organisation since 2017 and we are indebted for their support. Particular thanks go to Soo Nevison and the team for their help in our transition to a new independent charity. We are excited to build on the foundations we have inherited.

We have a new staff team and board for this exciting chapter, and I am positive about what we can achieve together over the next 12 months.

We have chosen impact as the focus of this report. Although the reporting cycle looks back over twelve months, delivering real change takes time. We undertook several exciting projects in 2023/24, and the last year has shown the value of that work in action.

In particular, we looked at our work with Bradford Council to support their preparation for CQC inspection. It is vital our work does not sit on a shelf but serves as a driver for change. Thanks to our strong relationship with City of Bradford Metropolitan District Council, we were able to follow through and deliver meaningful improvement. This matters not just for those who benefit but for the staff and volunteers who dedicated so much time and can now see the outcomes.

We will continue to build on the strong relationships we enjoy in social care and health, and work collaboratively to drive improvements across the system. The constant change and uncertainty in the structure and funding of the health and care sector continues, and our NHS colleagues face significant challenges. Ensuring the patient voice remains central at this time is vital, and we will continue to press that case.



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Helen Rushworth, Chief Executive, Healthwatch Bradford and District

A message from our Chair

It's with great pride that I write this introduction as the first independent chair of Healthwatch Bradford and District. My journey with Healthwatch is a long, productive, and rewarding one.

I was manager between 2017 and 2020. From this perspective, I saw firsthand the important work Healthwatch does across Bradford District, and I'm passionate about giving our communities a powerful voice in how health and social care is delivered.

I had the pleasure of working with our new Chief Executive, introducing her to Healthwatch and working out how to reach the community during lockdown. I'm excited to support her during this new phase. Health and social care are key pillars of our nation, and many of us rely on them to get on with our lives.

The NHS is one of the few universal services – something that touches us all from cradle to grave. It's vital that people's views and experiences are at the heart of every decision to ensure care meets local needs. Healthwatch is uniquely placed to do this. The road to independence is never easy, and I'd like to thank the staff at Community Action Bradford for their help with the transition. I'd also like to thank the staff at Bradford Council for their support.

Most of all, I'd like to thank our fantastic team who made this happen – even driving across the country to collect signatures! They are our greatest asset. Along with my fellow trustees, I look forward to supporting them to deliver even more for people in our area. It's daunting taking on the responsibility of being the voice of over 600,000 people, in one of the most diverse communities in the country, facing some of the widest inequalities, and with the highest proportion of young people.

We intend to take that challenge head on, and I'm confident we'll succeed in delivering better outcomes for everyone.



"Becoming an independent organisation is no small feat, and I want to thank all the staff at Community Action Bradford for their invaluable support during the transition. "

Sarah Hutchinson, Chair, Healthwatch Bradford and District



About us

Healthwatch Bradford and District 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

To bring closer the day when everyone gets the care they need.



Our mission

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



Our values are:

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

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

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

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

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

Our year in numbers

We've supported more than 2000 people to have their say and get information about their care. We currently employ 4 staff and our work is supported by over 50 volunteers.

Reaching out:



204 people shared their experiences of health and social care services with us or came to us for clear advice and information.

Championing your voice:



We produced 3 reports about the improvements people would like to see in areas like end of life, health screening and mental health services

Statutory funding:



We're funded by City of Bradford Metropolitan District Council. In 2024/25 we received £194,000, which is the same as last year.

A year of making a difference

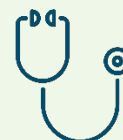
Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Bradford and District. Here are a few highlights.

Diversity

In 2023, we joined the Diversity Task Force, becoming champions for equality, diversity, and inclusion. We've worked alongside others, to drive change and promote inclusion across the health and care system.



The Bradford District and Craven Women's Health Network is a collective that are striving to improve the health and wellbeing of women and their families through effective partnership working.



Comms

Through the Bradford and District Comms and involvement network we work with local community groups and patients to ensure their voices are heard in the planning, design and delivery of services

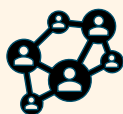


The Comms and Engagement Group is part of the Bradford District Partnership. It brings together organisations to share feedback from service users and improve services through collaboration.



Experience

The Learning Disability and Neurodiversity Forum is a professional-led group that shares updates and collaborates to ensure the needs of LD and ND Communities are central to all service planning.



This year, we joined the Yorkshire and Humber Cancer Patient Experience Group. Hearing the experiences of patients, families, and carers has been incredibly powerful.



Equality

The Citizen Voice Operational Group (CVOG) is part of the Act as One partnership, bringing community insight into health and care strategy while promoting collaboration, prevention, and reducing inequality.



We attended information fairs for people in the Shipley area to provide a range of support to include mental health and wellbeing; elderly care; housing and social activities.



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 Bradford and District. Here are a few highlights.

Healthwatch Bradford District (HWBD) worked closely with the Bradford & District Health & Care Partnership to support and challenge the decision to close Shipley Hospital and relocate services to community settings. This included representing the public voice at meetings and roadshows, and clearly communicating the reasons for the closure to patient groups. HWBD also challenged the proposed relocation sites, offering alternative suggestions based on feedback from patients about accessibility and suitability.

HWBD represents some of our most vulnerable citizens through our role on the Adult Safeguarding Board. This position gives us a vital platform to amplify the voices of those who are often unheard and rely on others to speak up for them. By bringing real experiences and concerns to the table, we help ensure that the views, needs, and rights of vulnerable adults are central to safeguarding decisions and service planning across the district.

HWBD is a member of the Bradford & District Health & Care Partnership, the strategic body responsible for setting and directing the district's health priorities, including the commissioning of frontline health and care services. As a trusted and valued partner, HWBD plays an influential role in shaping local health policy and ensuring that decisions are informed by the experiences and needs of patients and communities. Our involvement helps embed the public voice at the heart of service design and delivery.

HWBD joined Shipley MP Anna Dixon for a roundtable discussion with affected families, local hospices, and pro-assisted dying campaigner Niccola Swan, ahead of the second reading of the Assisted Dying Bill in Parliament.

HWBD supported the Family Fund Information and Support Day, helping families of disabled children access information, advice, and guidance on the range of support services available to them. The event provided an important opportunity to connect with parents and carers, listen to their experiences, and signpost them to the help they need.



Working together for change

This year, we have continued to work with local Healthwatch in West Yorkshire to ensure people's voices influence decision making at the West Yorkshire Integrated Care Board and its wider partnerships.

Some of our highlights of working with Healthwatch across West Yorkshire are:

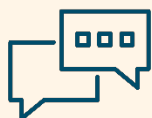
Improving end-of-life care



We helped plan and run an event about end-of-life care following a report we published. The event launched the West Yorkshire Integrated Care Board [End of Life Care Health Needs Assessment](#), which was heavily influenced by our [Healthwatch End of Life report](#).

"The Healthwatch report was instrumental in capturing these insights, forming a vital part of the health needs assessment." Amy Kenyon, Macmillan Transformation Lead for Palliative and End of Life Care, West Yorkshire Integrated Care Board.

Informing the Integrated Care Board



The Integrated Care Board plans and funds NHS services in West Yorkshire. We gathered people's feedback who are at risk of unfair health and care (also called health inequalities). Our reports have helped to evidence unfair access and experiences and provided recommendations for funders and providers.

Report improving Bradford maternity services



We presented our 'before, during and after pregnancy' report to the Maternity Neonatal Voice Partnership and the Bradford and District Partnership Board. This will be used by them to highlight issues and drive improvement across the local services.

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

Working together for change

We've also continued to grow West Yorkshire Voice our brilliant network of individuals and organisations across West Yorkshire who want their voices to be heard in health and care.

In the last year our network within West Yorkshire has used their voice to:

Develop the new Equity and Fairness Strategy



Focus groups across West Yorkshire informed the document, aiming to ensure that equity, diversity, inclusion, and justice are central to all aspects of health and care services. The new strategy reflects what people told us they wanted, including more involvement of people's experiences and clear accountability processes for monitoring change.

Connecting professionals with the community



West Yorkshire Voice involves people in different ways through its newsletter and social media platforms. "Being a part of the West Yorkshire Voice Network keeps our work connected to communities. It has enabled us to be connected to young people and find out more about their experiences of mental health and what they think about the services available to support them." – Project Coordinator, Children and Young People's Mental Health for West Yorkshire.

Hear from all communities



We reached out to organisations supporting people who experience challenges which make it hard for them to stay healthy and access services – such as Gypsy and Traveller communities, Roma communities, sex workers, those with addiction, homelessness and people in the criminal justice system – to improve community-based care.

Join West Yorkshire Voice



Find out more and how you can get involved

Email: info@westyorkshirehealthwatch.co.uk

Call: 0113 898 0035

Text: 07496 403 341

www.wypartnership.co.uk/get-involved/west-Yorkshire-voice

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 Bradford and District this year:

Supporting Better Maternity Services



Maternity Neonatal Voice Partnership Meeting

We're proud to support this partnership of parents and professionals who work together to shape and improve maternity and Neonatal services at Bradford Royal Infirmary and Airedale General Hospital. This Partnership is Chaired by Sarah Hutchonson, Healthwatch Bradford and District's Chair of trustees. By sharing lived experiences and expert knowledge, the group ensures local maternity care reflects the real needs of families.

Bringing Voices into Hospice Care



Sue Ryder Manorlands Service User Group

This year, Healthwatch Bradford and District joined this crucial group of service users, carers, and families with experience of Sue Ryder Manorlands Hospice.

Together, they collaborate with hospice staff to create a welcoming, supportive environment for everyone who uses the service.

Inclusion for People with Learning Disabilities



Championing Inclusion for People with Learning Disabilities Healthier Lives Meeting

This monthly meeting brings together people from across the district with learning disabilities, carers, service providers, and commissioners to discuss key topics that affect the LD community. The group ensures that lived experiences are heard and acted on, and works hard to share information in clear, accessible ways.

(See the work on Annual Health Checks on page 16)

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.



I would like to thank all of the Healthwatch staff across West Yorkshire for the work that they have done and will continue to do. Their work brings additional patient, carer and public voices into decision making, which is both important and valued. Work on issues such as dentistry, digital inclusion, mental health and better communication for people waiting for procedures has helped to inform our work consistently since 2016.

Rob Webster CBE, Chief Executive Officer, NHS West Yorkshire Integrated Care Board and Lead Chief Executive, West Yorkshire Health and Care Partnership



Listening to your experiences

Health Needs in Gypsy, Roma & Traveller Communities

Healthwatch Bradford & District worked in partnership with Public Health Bradford to support a Health Needs Assessment (HNA) focused on inclusion health groups—communities at risk of poor health outcomes due to systemic inequality. This project focused on three underserved populations: Gypsy communities, Roma communities, and Traveller groups. The aim was to gather robust, community-led insight to help reduce health disparities and improve access to services.

Our Approach?

To ensure meaningful engagement, we developed a three-stage model that built trust and encouraged participation over time. This “three-touch” method involved:

- Initial outreach to build relationships with relevant community groups.
- Follow-up conversations to shape our engagement methods collaboratively.
- Co-produced focus groups with each community and key stakeholders working across them.

This approach allowed us to design respectful, informed discussions on key themes, and to surface both individual experiences and systemic barriers. It will also be complemented by a wider stakeholder and partner needs assessment.

Healthwatch and CBMDC will work with organisations to deliver a combination of focus groups and structured one-to-one interviews informing the final report.

Next Steps

Our findings will be shared with Bradford Council’s Public Health team and used to inform their wider inclusion health strategy. This will inform health needs assessments to identify the specific health concerns of Asylum Seekers/Refugees, the Gypsy and Traveller communities, and the Roma communities. Future discussions will explore how to improve access to screenings and health information for each group, grounded in the primary health concerns identified through this process.

Listening to your experiences

Improving Access to Adult Social Care Information

In 2023–24, Healthwatch Bradford & District was commissioned by Bradford Council to review the quality of information and advice available to people who may need adult social care. Our focus was on how information is accessed, whether online, in print, or in person and how well it meets the needs of the general public and specific groups, including those with physical and sensory impairments and people with learning disabilities.

Our Approach:

We carried out a user-centred audit to assess the accessibility, clarity, and usefulness of adult social care information across multiple platforms. We explored how different audiences navigated content and identified barriers for underrepresented groups.

Findings were shared with senior Adult Social Care staff in December 2023, with agreement to implement improvements collaboratively through 2024/25. This began with an action planning meeting in May, where Bradford Council presented early wins and outlined longer-term changes. We have continued to support delivery of the plan throughout the year.

This work also helped shape wider service improvements, including the Adult Social Care Survey (ASCS), a national statutory survey. Between January and February 2025, 522 people in Bradford and District responded—an 18% response rate.

What difference did this make?

All seven key performance measures in the 2024/25 Adult Social Care Survey showed improvement from the previous year. The most notable progress came in two areas: a 7% increase in the number of people who feel safe and a 7% increase in those who find it easy to access information about services.



“The research Healthwatch did for us in assessing our services was invaluable in the work we were doing to improve our performance. It’s testament to the value of that work and the commitment of both the Council and Healthwatch staff that our most improved KPI is around ‘people finding it easy to find information on services.’”

Iain MacBeath, Strategic Director of Adult Social Care & Health, Bradford Council

Hearing from all communities

We're here for all residents of Bradford and District. 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:

- Learning Disability Community – Co-produced a 'Getting Checked Out' document to support annual health checks for people with learning disabilities, rolled out in GP practices.
- Young Women & Girls – Hosted a 'Brilliant Breakfast' event to raise funds for The King's Trust, supporting employment access, training, and school programmes for girls at risk.



"Healthwatch's work has helped amplify voices in our communities that are too often overlooked. Their independence, insight, and respectful approach make a real difference."

Natalie Balaz, BA (Hons) , General Manager and Adult Safeguarding Officer , from Connecting Roma C.I.C





“We have worked closely with Healthwatch to help make services for people with a learning disability work well, they always listen and respect our views.’

Bradford People First Healthy Living Group

Health Checks Transformed for People with Learning Disabilities in Bradford

Healthwatch Bradford and District contributed to the co-produced a “Getting Checked Out” document with the Healthier Lives group.

Designed with people with learning disabilities, it supports better annual health check appointments by helping patients and carers highlight concerns. Piloted in GP practices, it aims to improve communication and outcomes for this underserved community.

What difference did this make?

The “Getting Checked Out” document is making health checks more inclusive and focused. It empowers people with learning disabilities to raise concerns and shape their care. The overall aim is for productive GP appointments, and carers feeling more supported. Most importantly, patients experience care that is more personalised and responsive. This builds trust between health services and learning disability communities, with hopes to expand its use across the district.

Hearing from all communities

Brilliant Breakfast Event Empowers Young Women Across Bradford Communities

In March, Healthwatch Bradford and District hosted a Brilliant Breakfast to raise funds for The King's Trust. The warm, inclusive event featured donated food and space, with adaptations for those observing Ramadan. Funds support job training, employment access, and school programmes—creating real opportunities for girls and young women in Bradford.

What difference did this make?

The Brilliant Breakfast raised funds that help provide training, job placements, and support for young women entering work, and school initiatives for girls at risk. The event fostered a sense of connection and joy, showing the power of local action. Providing for Ramadan observers ensured inclusivity and participation. It's inspired new partnership opportunities and reinforced how simple, thoughtful actions can support real community impact.



Showcasing volunteer impact

Our fantastic volunteers have given over 100 days 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
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Used their professional skills to support focus groups
- Introduced young people to the work environment supporting with admin work



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've really enjoyed supporting the Healthwatch Bradford team as part of my Duke of Edinburgh's Award. As someone who's neurodiverse, I've not always felt confident doing public-facing work, so I was nervous at first about how I could contribute. But helping with admin and data entry has been a really positive experience.

"It's helped me build my confidence and imagine what a job in admin might be like in the future. I've learned a lot about working independently, especially managing my own time and staying focused while working from home. It's made me feel like I can achieve more than I thought I could, and it's been a really valuable part of my DofE journey."

Dee



"I get so much out of volunteering with Healthwatch Bradford. It's given me the chance to meet new people, hear their stories, and feel like I'm making a real difference. I've been able to bring together skills from both my previous careers as a teacher and a police officer.

Whether that's supporting craft activities during focus groups or helping people learn something new. I've also contributed to the Women's Health Network, sharing advice on engaging with sex workers and supporting their physical and mental health, based on best practice from my time on the beat."

Linda



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.healthwatchbradford.co.uk



0300 5610 987



Info@healthwatchbradford.co.uk

Finance and future priorities

We receive funding from City of Bradford Metropolitan District Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£194,000	Expenditure on pay	£121,739
Additional income	£10,632	Non-pay expenditure	£14,308
		Office and management fee	£68,585
Total income	£204,632	Total Expenditure	£204,632

Additional income is broken down into:

- £4,995 received from GRT Project Public Health
- £5,637 received from the local ICS for joint work on a project

Integrated Care System (ICS) funding:

Healthwatch across West Yorkshire 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
General Involvement	£5637

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. To ensure the patient voice is heard and amplified, particularly in light of the proposed closure of the local and national Healthwatch network. We will continue to advocate for a strong and independent patient voice within any new health and care structures, and ensure the health needs and inequalities of our diverse and seldom-heard communities remain a clear priority.
2. To combat digital exclusion by championing accessible health and care services for those without digital access or skills. We will work with partners to ensure that alternative routes to information and advice remain available, so no one is left behind as services move online.
3. To launch a two-year programme of Enter and View visits aimed at gathering first-hand insight into people's experiences of care in a range of health and social care settings. These visits will help identify best practice, highlight concerns, and ensure that patient voices directly inform service improvement.



Statutory statements

Healthwatch England, 2 Redman Place, Stratford, E20 1JQ. Healthwatch Bradford and District, Cardigan House, Ferncliffe Road, BD16 2TA.

Healthwatch Bradford and District 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 3 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.

We ensure wider public involvement in deciding our work priorities. Through our regular community intelligence-gathering we produce monthly insight reports based on the information we receive and share this with our local commissioners, while we work with Healthwatch in Calderdale, Kirklees, Leeds, Wakefield and North Yorkshire to provide insight from across West Yorkshire Integrated Care Board on key issues raised by the public, including NHS dentistry.

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, through our social media channels and our monthly email newsletter.

Statutory statements

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 the Healthwatch England Committee, so there were no resulting reviews or investigations.

Healthwatch representatives

Healthwatch Bradford and District is represented on the Bradford Health and Wellbeing Board by Helen Rushworth, Lead Officer

During 2024/25, our representative has effectively carried out this role by sharing insights about feedback received by Healthwatch about local health and care services and providing information and insights about mental health support in local schools.

Healthwatch Bradford is a member of the Bradford District and Craven Health and care Partnership Board, the decision making mechanism for local health and care provision.

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