



Annual report 2019-20

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**Together we make  
positive change**

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# Message from our chair



This has been my last full year as chair of Healthwatch Sefton as I come to the end of my second term of office.

I am proud of the partnership working we have undertaken during the year with both Clinical Commissioning Groups, the local authority, other local Healthwatch and the Merseyside Safeguarding Adults Board in order to optimise our resources and influence.

We have established ourselves as a "Critical Friend" and been able to feed the views of local people into the Sefton 5 year PLACE plan and the NHS long-term plan.

I am particularly proud of the number of Enter and View visits to hospitals, care homes and NHS facilities. These have resulted in physical improvements for people with disabilities to enable them to access premises more easily, and for people to access appointments.

Volunteers are an integral part of our **Enter and View** teams and, over the year, much has been done to develop and refine the volunteer role of our **locality representatives**, and our **community champions** have also gone from strength to strength after adopting themed meetings.

The end of this year has been very different from the start due to the ongoing threat of Covid 19. I am confident that as an organisation working with and for the public we will develop new ways of engaging and gathering experiences.

As always, our work programme has been determined by the experiences the public have shared with us. It is now even more important that your voices are heard!

**Maureen Kelly**  
Healthwatch Sefton Chair

I want to take this opportunity to thank everyone we have worked with this year. From people sharing their feedback, volunteers giving their time, to partnerships with stakeholders - we could not have achieved what we have without you!

# About us

## Here to make care better

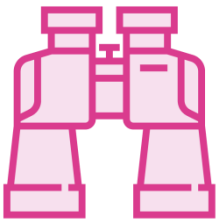
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

**I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.**

**Sir Robert Francis,**  
Healthwatch England Chair





## Our vision is simple

Health and care that works for you. People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what concerns people the most by:

- Visiting services to see how they work
- Running surveys and canvassing views
- Going out in the community and working with other organisations



Find out more about us and the work we do

**Website:** [www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)

**Twitter:** @HWatchSefton

**Facebook:** @HWSefton2013

# Highlights from our year

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Find out about our resources and the way we have engaged and supported more people in 2019-20.



## 'Safeguarding Voices' project

In June 2019 a celebratory community event was held to bring together those who had been involved with Merseyside Safeguarding Adults Board's 'Voice of the Service User and Frontline Worker' project.

The project recorded the experiences of both front-line staff and people who required support through a safeguarding incident, along with family, friends or anyone else who had helped them.

It was delivered in partnership with four local Healthwatch – Knowsley, Liverpool, Sefton and Wirral – and led by Ian Porter, from the Healthwatch Sefton team.

The 'Safeguarding Voices' project has been recognised at local, regional and national levels after being shared with the Local Government Association (LGA). There are plans to feature the work and links to the voice recordings on the LGA 'Making Safeguarding Personal' (MSP) online resource.

Details of the work have also been circulated to the National Safeguarding Adults Board's Independent Chair Network.

**A**part from being of real interest in terms of the content, I think this is a great exercise for building trust across partners and people who may be in need of support and communities. Engaging in a project like this must have really supported that vital partnership and mutual trust and respect that is needed for the 'Making Safeguarding Personal' approach to flourish.

Jane Lawson (Safeguarding Adults Consultant/Adviser, CHIP, Local Government Association/Association of Directors of Adult Social Services) commenting on the outcomes of the 'voices project'

## Access for everyone



Your feedback to us helped shape the improvements made at Prince Street clinic in Waterloo.

**You said:** "The problem is access for my wheelchair. I have to take someone with me as there are two sets of doors, and they don't open."

We liaised with Mersey Care NHS Foundation Trust and NHS South Sefton Clinical Commissioning Group (CCG) about the issues you raised and the good news is that building works have seen automatic doors installed as well as public toilets with disabled access.

## Giving you the information you need

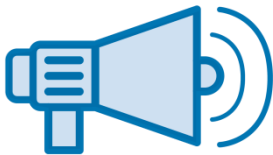


**701 people**

accessed Healthwatch advice and information online or contacted us with questions about local support

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## Reaching out



**3,014 people**

followed us on Twitter with **2,389** mentions and **2,100** profile visits

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## Your feedback counts



**1,048 people**

shared their health and social care story with us from engagement in the community, online feedback or through enter and view visits

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## Making a difference



We published

**25 reports**

about the improvements people would like to see with their health and social care, and from this, we made **103** recommendations for improvement



## Community Champion Networks

Our two Community Champion networks are made up of organisations and centres representing the diverse communities in both north, and south and central Sefton. The new themed meetings of the networks are proving to be very productive and topics have included the NHS five year plan, GP extended hours access and the south Sefton Urgent Care Review.

During this year we have worked in partnership with both of Sefton’s NHS Clinical Commissioning Groups to ensure information was shared with network members, along with the opportunity for members to feed in the views of the community they represent.

In May 2019 we held a joint networks meeting looking at the podiatry service and representatives from Mersey Care and Lancashire Care NHS Foundation Trusts and South Sefton NHS Clinical Commissioning Group updated members on how the service operates now and goals for the future.

As part of our Trust strategy, we’re striving to provide perfect care to the populations we serve. This includes getting the basics right the first time for our patients. We can only do this if we listen to those using our services, and by working with Healthwatch Sefton we have the opportunity to listen to those voices and hear what is being said.

**Claire Ravenscroft, Mersey Care**

Members took full advantage of being able to ask questions about the podiatry service.

As a result of this engagement, Age Concern Crosby arranged for the service providers to update its own members at one of their future meetings. It also raised awareness of the referral pathway which has now been circulated among Sefton’s community groups.



Community Champion Network members with speakers from NHS Trusts and NHS commissioners as well as Healthwatch Sefton staff at the podiatry-themed meeting

For me, as a commissioner, coming along to the champion meetings gives me the opportunity to hear first hand from the local groups and the users they represent. The range of information and questions we are given are really good. They challenge us in our thinking and it helps us to shape our ideas in terms of what we take away from the sessions as well

**Janet Spallen, south Sefton NHS CCG**

# How we've made a difference



## Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Sefton and Merseyside.

### Ensuring the patient voice is heard

The patient voice in Sefton has become a focus of attention for GP practices and both of Sefton’s NHS Clinical Commissioning Groups (CCGs) after our Community Champions raised this as an issue.

Healthwatch Sefton Community Champion Barbara Rouse, of Bootle YMCA, is a strong supporter of Patient Participation Groups (PPGs) but discovered her GP practice did not have one and heard of other practices having difficulty in establishing a group.

Barbara raised this at a Community Champion Network meeting and then things really began to happen.

The Clinical Commissioning Groups in Sefton recognised that building a network of PPGs would help to support patient involvement in other local health care developments, particularly in primary care as practices began developing Primary Care Networks (PCNs) to work collaboratively.

Patient Participation Groups are a requirement in the GP contract and our work with the Community Champions and CCGs highlighted that PPGs within practices vary from very productive groups to no PPGs at all.

To get the ball rolling, in partnership with the CCGs, a meeting was held in May 2019 with practice managers and PPG members to hear what was happening in the borough.

*\*Continued on next page.*



Ainsdale Medical Practice gave an overview of the PPG within its practice

The report following this meeting became part of Healthwatch England’s submission to NHS England demonstrating how local Healthwatch is working around the country on this subject, especially in relation to contract updates and practical support to integrated care.


Despite the wild weather, our two PPG-themed Community Champion Networks events in November, organised in conjunction with the CCGs, brought out more than 100 people interested in learning more about Patient Participation Groups and how they can become involved.


Feedback from practices has been positive and they have asked for support and information on how to set up and run a successful PPG. We will continue to work in partnership with the CCGs and GP practices to develop PPGs across Sefton and to support the development of PCN PPGs.





Plenty of views were shared at the south Sefton PPG event


### What happened after you gave your feedback


- 


The PPG support pack on how to recruit members and help run the groups is being updated by the CCGs
- 

The first meeting of the PPG Development Support Group is being arranged
- 

Healthwatch Sefton is supporting the CCGs by conducting a PPG mapping exercise to identify practices needing additional advice and support to set up and run their groups
- 

The CCGs are working with the patient-led PPG Development Support Group to ensure the views of PPG members are considered
- 

The CCGs are offering and delivering 'Health Activator' training to PPG members and exploring other opportunities to support PPG members to get involved
- 

The CCGs are working with the primary care networks (PCNs) to explore the possibility of developing locality-based PPG networks
- 

The CCGs are exploring how PPG membership can be broadened so it is more representative of the local population, with a particular focus on the involvement of young people



Lack of disabled access to the new pay-as-you-leave machines (above) combined with difficulty in finding it in the first place if the laundry van is parked in front (right) caused car parking confusion at the Sid Watkins site of The Walton Centre



## Helping to solve the issue of patient inequality

Patients and visitors to the country's specialist hospital for neurological services have had their experience improved thanks to your feedback.

Lots of people told us about parking difficulties at The Walton Centre and, in particular, how the pay machines were inaccessible to those in wheelchairs.

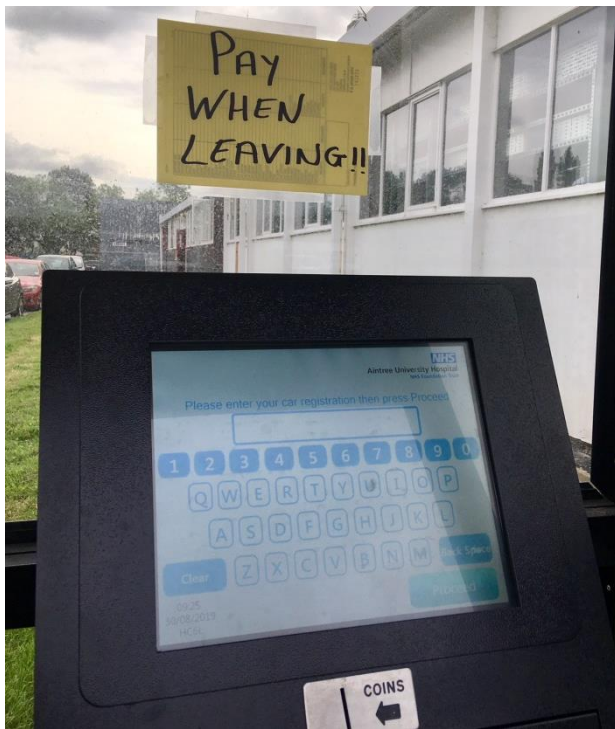
The issues arose after changes to the car park system at the centre's Sid Watkins site were introduced by Aintree University Hospital NHS Foundation Trust, which controls parking on both hospital sites.

During our engagement at The Walton Centre, people explained their confusion because, although the new number plate recognition system meant paying on exit, there were still signs saying it was a pay-and-display car park.

Worryingly, others highlighted how difficult it was to access the new pay machine by those who were disabled.

*\*Continued on next page*

**P**arking is an absolute nightmare. For 40 minutes I have been driving around and around looking for a disabled space, I could not get one.



The old pay-and-display signs also caused confusion (right) as did the appearance of pay-as-you-leave number plate machines (above)



As emphasised in Aintree’s Equality Impact Assessment (EIA), “car parking is an emotive issue impacting on patient experience, irrespective of the system in operation”.

We raised our concerns with Steve Warburton, Chief Executive at Aintree, Hayley Citrine, Chief Executive at The Walton Centre, and the equalities team at Sefton’s two NHS Clinical Commissioning Groups.

As a result, the following happened.

Despite being assured in August by Mr Warburton that the pay-and-display signs were being removed, it took several site visits from Healthwatch and correspondence before this happened in October.

The Walton Centre’s Head of Facilities and Development Paula Bamber, and Equality and Inclusion Lead Andrew Lynch, met with Mike Ryan, Deputy Director of Estates and Facilities

I am parked in the multi-storey car park but it is usually grid locked. We have a disabled badge but you can never get a bay. This could do with looking at.

at Aintree, to discuss the issues. It was agreed the pay machine on the Sid Watkins site was incorrectly placed. The plan is to move it near to the hospital entrance with the possibility of having a card-only machine also placed nearby.

To make it easier for people to pay for the car park, Mike Ryan informed us that patients can also use the glide app which can be installed onto a smart phone. Healthwatch Sefton will support the Trust in its efforts to promote this additional pay method.

Andrew Lynch plans to undertake The Walton Centre’s own Equality Impact Assessment and this will be shared.

**It is your feedback which improves health and care services and we capture your views through listening events such as this one in a local hospital setting.**



Sharing your feedback with commissioners and providers anonymously helps them to improve services

### **Communication on hospital ward has improved after YOUR feedback**

Patients now have a better experience due to improved communication methods and increased staffing levels after our recommendations were taken on board.

We were asked by Mersey Care NHS Foundation Trust to conduct a listening event on Ward 35, an intermediate ward based within Aintree hospital, and we spoke with 11 patients as well as staff.

As a result of the feedback a number of improvements were made.

#### **Discharge**

The majority of patients and a small number of relatives did not know when they would be going home. There was no estimated date of discharge included on patient information boards.

#### **Outcome**

The Trust made a change in its practice and feedback and discharge planning is now part of the wider SAFER work stream review. Given the negative feedback, the date of discharge, therapy and social work goals are now included in each patient's 'end of bed' documentation.

*\*Continued on next page*



**Discharge planning received  
80%  
negative feedback**



**The dignity and respect of patients gained an overall positive rating of 100%**



**Staff working on the ward received 78% positive feedback with 89% positive feedback relating to treatment and care**

### Patient Information Boards

It was highlighted by patients that it was hard to read the information on the boards behind their beds. After recommending larger boards we were asked to help develop the board redesign.

**Outcome:** The redesign gave us the chance to influence a number of improvements including – adding in an estimated date of discharge and an additional space for the name the patient prefers to be called.

### Staffing levels

Staff told us of high levels of staff sickness and low staffing levels which was having an impact on them and also patient care. We recommended the Trust review staff shortages to ensure safe staffing levels.

**Outcome:** in response, by November 2019 all staff vacancies on Ward 35 were filled, and staffing and vacancies are now discussed with the senior leadership team on a weekly basis.

### Rehabilitation

Patients told us they did not have any specific support to help with their rehabilitation. We recommended the Trust employ an activities co-ordinator or look at ways of encouraging community groups to engage with patients.

**Outcome:** the Trust agreed to recruit an activities co-ordinator and the position has been filled but, due to Covid-19, they have not been able to start.

### Working TVs

We were told by patients of unequal access to the televisions in the bays as some TV remote controls were broken.

**Outcome:** the Trust bought replacement remote controls.

**I was transferred from Aintree after having surgery and been here for 10 days. I have not been told when I will be able to go home.**

Patient on Ward 35



### Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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# Long Term Plan

**#WhatWouldYouDo**

## NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

We asked local residents #WhatWouldYouDo to improve the NHS locally. The top issues that people told us they wanted services to focus on were:

- Easier access to GPs, including weekends
- More accessible services in the community
- Continuity of care, especially with long-term conditions

The findings from our survey were fed into Shaping Sefton II, which is our local Place Plan and shared throughout the borough during 2019 as part of its wider consultations.

Neil Skitt, Head of Communications, Cheshire and Merseyside Health and Care Partnership, said about the report: "What shines through is the passion that our local Healthwatch representatives, and those who participated in the workshops and survey, have for health and care in general and the NHS in particular.

"For us there are two findings which stand out and will need to be comprehensively addressed in the five-year strategy. The first is access – ensuring local people can get the help they need more quickly and easily than they can at present.

"The second is a service that is much more responsive to people's needs and the way they live their lives today."

Cameron Ward, Director of Strategy & Outcomes (interim) for NHS South Sefton and NHS Southport and Formby Clinical Commissioning Group, said: "We were very

## Highlights



**A total of 230 people shared their views with us around health and social care**



**171 people said staying at home for as long as possible was important to staying healthy growing older**

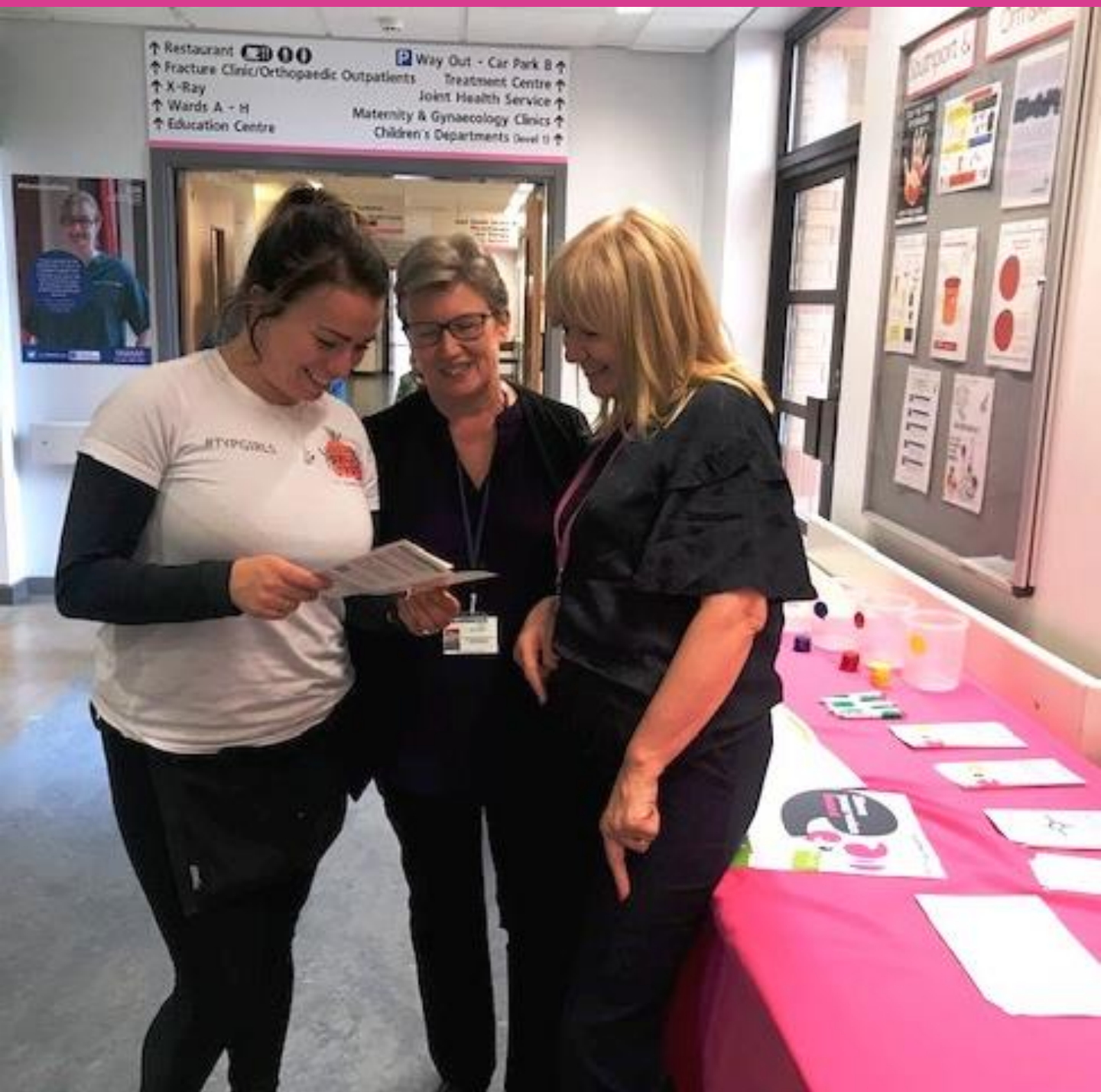
pleased to have worked so closely with Healthwatch Sefton during the summer of 2019 on the development of the new 5 year plan for health and care for Sefton, setting out our joint approach to health and care through to 2024.

"The results from the questionnaire were used to inform this plan and the feedback from the Healthwatch survey was instrumental in developing a series of commitments agreed by all health, care and voluntary sector partners to our Sefton residents about what they can expect from us.

"Alongside this, we encourage our residents to make their own commitments to improve their health and wellbeing. The CCGs will continue to work with Healthwatch Sefton on how the plan is being implemented."

**Stop making elderly residents move location to access their care at the end of their lives. What's wrong with escalating care up and down appropriately in a person's own home? – survey respondent**

# Helping you find the answers

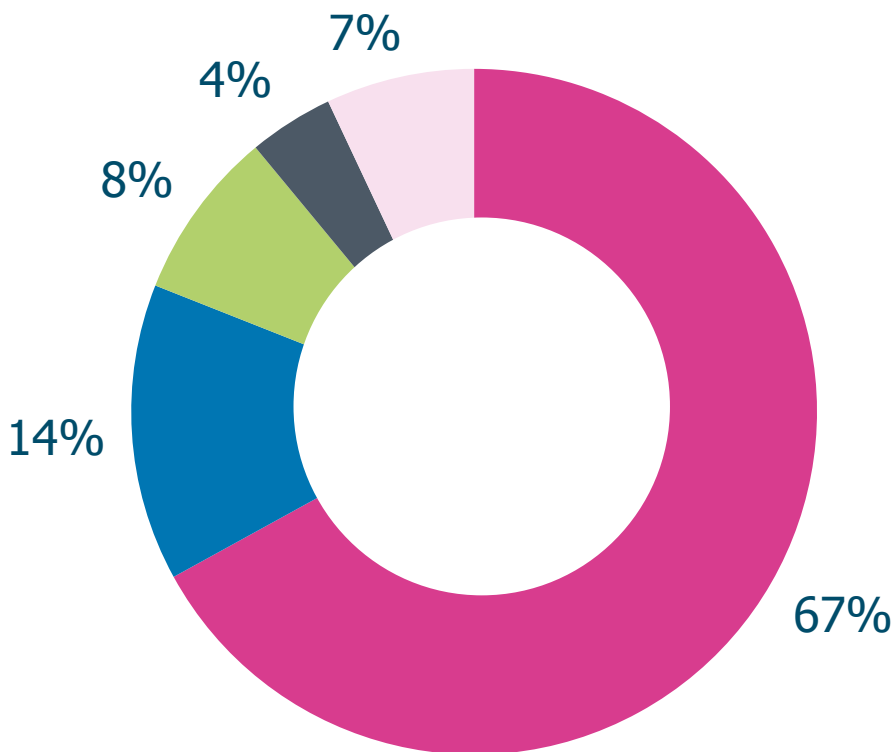


**Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care, and find services that will provide them with the right support.**

This year we helped **701** people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

**Here are some of the areas that people asked about.**



- NHS Dental Services
- Health/Community services
- Social care
- Advocacy/complaints
- Other

## Improving dental access for NHS patients in Southport

We helped more and more people receive the dental help they needed in Southport.

A number of dental practices in north Sefton extended their services to take on patients requiring NHS treatment thanks to our efforts working in partnership with the commissioners NHS England (NHSE) and NHS Improvement North West.

For several years we have flagged Southport as an area of concern for limited access to registering with an NHS dentist.

In April 2019, to get a reflection of patient access across the whole of Sefton, we conducted a mapping exercise.

In south Sefton all of the 21 dental practices were registering new NHS patients. In north Sefton it was a different story. Of the 14 dental practices contacted, two practices in Formby said they were taking on adults and children as NHS patients. The only practice currently taking on in the Southport area said new NHS patients would be accepted but any appointment would be in May.

Given the number of calls we were receiving around continued lack of NHS dental access in Southport, we escalated our concerns with our head of NHS England.

We continued to work with NHSE and, by June, they had identified two practices that agreed to extend their service, one based in Ainsdale and one in Formby.

During March 2020, just before the coronavirus pandemic hit, we agreed a number of work streams to further improve dental services

There was a commitment from the commissioner to review underperforming practices and there was a commitment for communication to be shared with all dental practices on the importance of signposting patients directly to the urgent care service.

Given your escalation we will need to use this data as part of our wider work on access and report back.

Tom Knight, Head of Primary Care, NHS England and NHS Improvement North West



Wendy with a member of the public at the Big Chat event in September 2019 while gathering feedback

## Help to find a friend

A signposting opportunity during outreach engagement work resulted in a man, who was lonely, making steps to build the friendships he had been searching for.

**RECEPTION**

Wendy, our Engagement Manager, spoke with the 50-year-old man who had a learning disability after a feedback group session, which had been organised in conjunction with the Bowersdale Resource Centre.

The man waited until he could talk with Wendy in private before asking for help.

Wendy explained: "The man said he was really lonely and wanted to make friends.

**THIS WAY**

**EXIT**

From a number of other signposts, I contacted People First Merseyside on his behalf and asked if this was something they could support him with. The immediate response was 'yes he will make friends here. Members of People First will make him feel welcome'.

"Managers from both People First and the Bowersdale liaised with each other to arrange an initial visit to People First."



## Making those connections

An 85-year-old woman from Bootle rang looking for companionship as she was struggling with her health and had not been out of the house for weeks. She had been feeling lonely and Dawn, our Signposting and Information Officer, (left) was able to put her in touch with a local community group - The Orrell Trust – which had recently trained up two volunteer befrienders in its Bootle Buddies project and who were in a position to help.



## Query from Down Under

The reach for signposting people to the right services took an unexpected direction when Jan from Queensland – Australia – contacted us after reading an article on our website about knitted twiddlemuffs designed to help people living with dementia. We sent some out to her and a press release about our joint work with Alzheimer's Society Sefton meant we raised awareness of how the twiddlemuffs offer comfort, as well as highlighting the work of Alzheimer's Society locally.



### Contact us to get the information you need

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## Our support is there when you need it most

This is the second year of providing the Independent Complaints Advocacy service and we have continued to support local residents with varying needs to navigate the NHS complaints procedure.

Residents such as Freya\*, who raised an NHS complaint with Aintree in relation to a number of concerns about an inpatient stay. Freya is both visually and hearing impaired and found this to be a significant barrier during her time under this Trust’s care.

We supported Freya in both corresponding with the Trust and attending a complaints meeting with staff to further address her concerns. Freya received explanations, apologies and an action plan in relation to how the NHS Trust will address matters moving forward. This included raising awareness with staff about the needs of visually and hearing-impaired patients and looking to identify suitable training to assist

Thank you once again for helping me so well with my complaint. You were a great support and comfort to me. A Tier 2 client

with this. The Ward Nurse Manager now makes a point to introduce himself to new patients and expects his staff to do the same. This is monitored fortnightly by the Ward Matron.

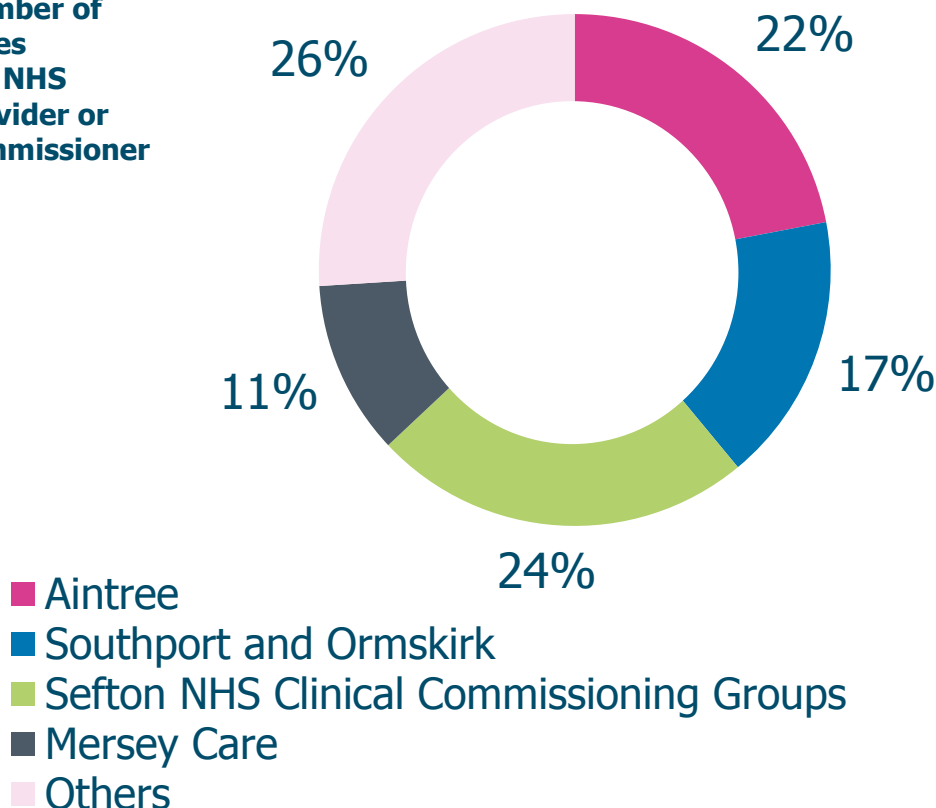
Freya also agreed to provide a patient story to further highlight how events impacted upon her and this will be used to further assist staff learning.

This year our free and confidential Independent Complaints Advocacy service supported **55** tier one cases and **30** tier two cases.

**Tier one** provides information and support about making a complaint.

**Tier two** is provided by David Evans, our Independent Complaints Advocate

Number of cases per NHS provider or commissioner



NB. some complaints relate to a number of providers or a joint complaint relating to both provider and commissioner

\*not client's real name

# Volunteers





## At Healthwatch Sefton we are supported by our volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

### This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Listened to people’s experiences to help us know which areas we need to focus on.



Our Locality Representatives listening to staff at Litherland Walk-in Centre during their visit

### Volunteers improve health leaflet for walk-in centre

Thanks to comments made by our volunteer Locality Representatives a leaflet for the borough’s walk-in centre has been updated with essential information.

Our locality representatives requested a visit to the walk-in centre at Litherland Town Hall

Health Centre in order to have a better understanding of what services are delivered there. During the visit they made suggestions to add the walk-in centre’s opening times and hours on the front of the leaflet, as well as x-ray times and information on how to check times of other walk-in centres.

North West Boroughs Healthcare NHS Foundation Trust amended the leaflets accordingly and are now in circulation.



### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in joining our team as a volunteer, please get in touch at Healthwatch Sefton.

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# Our volunteers

We could not do what we do without the support of our amazing volunteers. Here is some of the work they have been involved with



## Hartley Hospital

In May 2019 our volunteers were among those given a sneak peak at how the new build Hartley Hospital in Southport was coming along. Mersey Care's £21 million mental health facility opened in May 2020 during the coronavirus outbreak.



## Flu fairs

We were supported by our locality representative Anne Major (pictured left) at the popular flu fair in Ainsdale which was organised by another of our locality representatives, Ken Lowe. Anne engaged with local people, listened to their experiences and made connections with health stakeholders such as Catherine Parkinson, from Lancashire and South Cumbria NHS Foundation Trust Falls Prevention Team (pictured right).



## Development sessions

We regularly arrange for our volunteers and members to have the chance to take part in training and development opportunities, such as this one, an update around Personal Health Budgets.

# Finances

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**We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £188,701.**

<b>Income</b>	<b>£</b>
Funding from local authority to deliver local Healthwatch statutory activities	143,281
Funding from local authority to deliver Healthwatch Independent Complaints Advocacy service	19,350
Additional income – funding from Merseyside Safeguarding Adults Board to deliver ‘voice of the service user and staff’ project	21,073
<b>TOTAL</b>	<b>183,704</b>

<b>Expenditure</b>	<b>£</b>
Operational costs*	23,760
Staffing costs	125,391
Office costs	8,400
Safeguarding staffing costs	26,054
Safeguarding office costs	5,096
<b>TOTAL</b>	<b>188,701</b>

*\*Operational costs include meeting room hire, marketing, events, etc.*

# Our plans for next year

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## Healthwatch Sefton manager, Diane Blair, examines how Covid-19 has affected plans to capture people's care experiences

Here at Healthwatch Sefton we have a rolling programme of work and, over the past 12 months, it has included a number of different areas of work. Enter & View visits to local care homes and providers have taken place, this year exercising our power to visit without any notice.

We have also encouraged our local commissioners to engage more with general practice to explore, in partnership with ourselves, how 'patient participation groups' could be mobilised to broaden local voices.

We were also ready to start our joint work with Healthwatch Knowsley to listen to those residents receiving care at home.

You may ask why I refer back to work we were progressing when I should be highlighting what we will be looking at in the coming year? With the global pandemic and working safely from home, some of our work streams remain incomplete and, in looking forward, our key priority will be to agree what we can continue to safely work on and what emerging areas we need to focus on as we move into a recovery phase.

One part of this work will be sharing with you the findings of our Covid-19 survey, and the resulting report will also be shared with commissioners and providers. The survey was launched in May 2020 to find out how the pandemic was affecting people's ability to access health and care services.

We also hope to have some new volunteers join us over the coming year, including a new Chairperson and 10 locality representatives and we will have some great stories to share with you about their journeys over the next 12 months.

Given the difficult circumstances everyone has found themselves in, I would like to thank our



Diane Blair, Manager of Healthwatch Sefton

volunteers for continuing to listen to what people are saying regarding health and care locally.

I would also like to thank our many stakeholders for keeping us informed of the necessary changes to community and hospital services so we can, in turn, pass on this vital information to people in Sefton.

We will all need to work differently and it is important we continue to engage with you, listen to your experiences and ensure the services delivered locally are the best they can possibly be for you.

A handwritten signature in black ink, appearing to read 'Diane Blair', written over a light blue horizontal line.

**Diane Blair**  
Healthwatch Sefton Manager

# Thank you

We are grateful to everyone helping us put people at the heart of health and social care, including:

- 6 Members of the public who shared their views and experiences with us.
- 6 Our fantastic Locality Representatives have impressed us with their enthusiasm and ideas.
- 6 Our brilliant Community Champions who make the network meetings so informative - and lively, we've covered a lot of ground this year!
- 6 The voluntary organisations that have contributed to our work.
- 6 All the health and care stakeholders who support what we do.
- 6 Our amazing staff and volunteers.
- 6 Finally, a massive thank you to our out-going Chair, Maureen, who has championed the patient voice for more than seven years leading us, your direction has been invaluable!



**Our Chair, Maureen Kelly, at a Big Chat event**

# Contact us

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Contact number : 0800 206 1304

Email address: [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)

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