

# healthwatch Cornwall

“Putting you at the heart of health and social care”



Healthwatch  
Cornwall  
Annual Report 2015/16



# Contents

Message from our Chair.....	2
Message from our Chief Executive.....	3
The year at a glance.....	4
Who we are.....	5
Listening to people who use health and care services.....	6
Giving people advice and information.....	9
How we have made a difference .....	11
Our work in focus .....	14
Our plans for next year .....	19
Our people.....	21
Our finances .....	23
Contact us .....	25

# Message from our Chair



Welcome to our Annual Report for 2015/16, my first full year as Chair of Healthwatch Cornwall.

Set up in April 2013 as part of the Health and Social Care Act 2012, we have just completed our third year of operation and are now becoming embedded in the complex health and social care landscape of the county. During these three years we have matured, developing internal policies, procedures and operating plans which are essential for efficient operation, as well as growing our external profile and carrying out the crucial work outlined in our statutory functions and reported on here.

One of the key roles of the Board is to ensure that we are fit for purpose and able to discharge our responsibilities effectively. During 2015/16 we undertook an evaluation of our organisation, including a stakeholder survey that looked at issues such as partnership working, effectiveness and influence as well as an external evaluation focusing on public awareness and understanding.

We are increasingly working with neighbouring local Healthwatch, both to share practice and ideas and also to collaborate where there are issues on which a collective voice is needed, or where there are service plans which cross

Healthwatch borders. Regular meetings of Chairs and Chief Executives of Healthwatch in the Devon and Cornwall peninsula (including Healthwatch Isles of Scilly) are increasingly important – Devon's Success Regime (which has an impact on Cornwall residents), Deal for Cornwall (also affecting Isles of Scilly) and most recently the Sustainability Transformation Plans have all been topics of discussion.

“Being part of the 152 local Healthwatch organisations adds strength to our work”

These meetings are supported by Healthwatch England and I would like to acknowledge its role as facilitator of the Healthwatch network; being part of the 152 local Healthwatch organisations adds strength to our work.

We have a new agreement with Cornwall Council to continue to provide Healthwatch functions to the people of Cornwall for the next three years, which is testament to the hard work of our staff, volunteers and partners over this initial period and I thank all of them for their efforts to ensure that publicly funded health and social care services are as good as they can be.

It continues to be a privilege to Chair this organisation and I look forward to another year of change and challenge in which we will strive to ensure that the voice of the people is heard.

Jayne Howard.

# Message from our Chief Executive



The last year for Healthwatch Cornwall saw the team working on a wide range of services as feedback from the public gathered pace and more people became aware of our functions.

Uncertainty over future funding led us to reflect on our practice and introduce some changes. One of these included the on-going development of an updated website that includes a service review option to enable people to publicly score the services they have used, while allowing service providers to respond to them. Along with this, we changed the way we work with our volunteers to have them more directly involved in our activity and decision-making processes and started using films more to showcase our work.

We have also reflected on our progress and are considering approaches to future working arrangements, business planning and maximising our impact and reach.

Cornwall was granted some powers for devolution in late 2015. This required a plan for integrated health and social care working, and involved staff and volunteers in supporting engagement processes that ensured that people and providers had a say in what was important for future working. It marked a different way of

working with our commissioners – that was both supportive and critical friend – as they developed the process, with input from us before carrying out engagement with our involvement. This arrangement helped us ensure that concerns and solutions are represented in the Sustainability Transformation Plan being developed.

“Our work continues to ensure the voice of people in Cornwall is heard”

Among our work this year, we have completed focussed studies about GP appointment booking, pharmacy services and care at home services and also tackled some issues raised to us by minority groups of people such as those with spinal cord injury and those with hearing loss. We also investigated concerns voiced about the orthotic service and requested responses to questions raised about continuing health care.

A personal high point for me was the A Good Death End-of-Life conference, which gathered together related health and social care professionals to look at best practice, as well as providing information and advice for the public. Our End-of-Life report and continued work is forming the basis for transforming how providers work together and people are better informed and supported.

Our work continues to ensure the voice of people in Cornwall is heard, which is particularly important when financial constraints are likely to result in changes to provision. We look forward to the next three years working with you all.

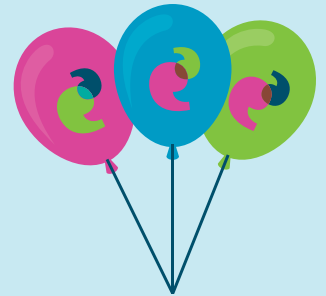
Debbie Pritchard.

# The year at a glance

We've had more than 29,000 hits on our website, made three films, and featured in the media 68 times



We've received 17 compliments from other health/care organisations and volunteers about the work we do



Our volunteers spent 1,250 hours helping us with everything from office admin to meeting commissioners



We've held 92 outreach events, given 63 presentations and attended 161 networking meetings with service providers



Our reports have tackled issues ranging from care at home to end-of-life



We've met hundreds of local people at our community events to talk about their experiences of health and care services



# Who we are

We exist to make health and social care services work for the people who use them. By asking people more about their experiences we can identify issues that, if addressed, will make services better.

Everything we do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed within a national network - there is a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local decision makers and health and social care services put the experiences of people at the heart of their work.

## Our vision

Healthwatch Cornwall is the independent people's champion for publicly funded health and social care services.

We will strive to make positive changes in provision, where needed, for the benefit of the people of Cornwall.

## Our priorities

Our strategic priorities during this year focussed on urgent care and out-of-hours, care at home, our end-of-life A Good Death conference, booking GP appointments, personal budgets, community pharmacy, orthotics, and black and ethnic minority feedback.

We were also involved in public engagement relating to devolution in Cornwall to ensure individual voices were heard as part of future planning.

As the organisation faced the end of its initial three-year contract, which is administered from the government via Cornwall Council, our main focus was to secure on-going funding and also to consider new ways of generating income. To this end, plans were put in place before March 2016 to begin to review the business plan in April 2016.

During this year, we have continued to work with our commissioned partners Age UK Cornwall, Disability Cornwall, Young People Cornwall, Cornwall People First and the mental health and carers teams at Cornwall Rural Community Charity. They supported us by providing feedback and highlighting our work through their networks and their Healthwatch Cornwall Champions. Our priorities also incorporated a review of our commissioned partnership working to determine future arrangements.

The organisation has also grown in staff members and a decision has been made to move to bigger offices with an expected move date of July 2016.

# Listening to people who use health and care services



## Gathering experiences and understanding people's needs

Healthwatch Cornwall strives to provide everyone with access to us so that they can have their views heard to influence their health and social care services. Throughout the year people shared their feedback with us by:

- Using our [Have Your Say](#) and [Review a Service](#) sections on our website; calling our freephone number; talking to us at our outreach events and events organised by other organisations; discussing issues of concern at service provider meetings; using our social media; taking part in surveys and talking with our commissioned partners.
- The feedback we received has been analysed for trends or themes - issues that have caused concern but have fewer comments have also been considered. The feedback is reviewed by our volunteer Steering Group/Advisory Forum or by the operational team to determine what happens next.

In this year we received more than 7,100 feedback comments on services

We have continued to encourage our commissioned partners to share feedback from their clients as a means to help bring about positive change if needed. Our partners represent older and younger people, those with mental health issues, carers, and those with learning disabilities.

This year we have also aimed to reach out to working people to ensure that they are aware of what we can do, and how they can be involved.

- To specifically reach younger people this year, we have attended a number of events, including busy career fairs. We also received

support from our partner Young People Cornwall and enabled a post-graduate student studying Youth and Community Work to create a report on how younger people can access support for cancer. We also utilised our [Youthwatch](#) web page to share news.

- We connected with older people more closely through our work with Age UK Cornwall, including joining them at the Royal Cornwall Show, and we also attended day centres and Memory Cafes to chat with older people.
- To speak with people we believe to be disadvantaged, seldom heard or vulnerable, we initiated a Black and Minority Ethnic (BME) study to determine how people feel about their health and care support; spoke with people who experienced domestic abuse, those with mental health problems or unusual conditions; connected with carers and people on the autistic spectrum; and wrote letters to engage local councillors and community networks, large employers and schools/families.
- A number of people visit Cornwall every year on holiday and often access our health services such as the Emergency Department and pharmacies - we always appreciate their input. Some Cornwall-based residents access services across the border in Devon and we have regularly held events at, and meetings with, Derriford Hospital. We have also worked in north and south east Cornwall, with Patient Participation Groups, and our colleagues in Healthwatch Plymouth and Devon to share information.

We signposted more than 200 people through our freephone service.

“I volunteer with Healthwatch Cornwall because I want to improve health and social care services.”

Kathy, Healthwatch Cornwall volunteer

Our outreach has allowed us the opportunity to listen to people’s experiences and provide a means for conversations to take place.

We have attended a variety of events and venues to gather input such as:

- Libraries
- Derriford Hospital, Royal Cornwall Hospital and community hospital drop-in sessions
- Playfest
- Get Active

The above are just some of ways we have worked to give everyone in the county the confidence to talk to us about their care services, but we are always conscious of working in ways that encourage discussions and interaction.

To ensure we had a clear idea of wider health and care issues, we have also taken part in various strategic meetings and groups such as the Cornwall Autism Partnership, the Systems Resilience Group, the Enabling Discharge group, the Health and Care Overview and Scrutiny Committee, the Health and Wellbeing Board and many more.

Read the Our Work in Focus section later in this annual report to find out more about how our work has utilised people’s feedback to bring about benefits in their health and social care services.

## Enter and View

As a result of some pilot visits in late 2014/early 2015, we decided to conduct Enter and View visits only if we received intelligence or feedback that that would appropriately initiate using the Enter and View methodology.

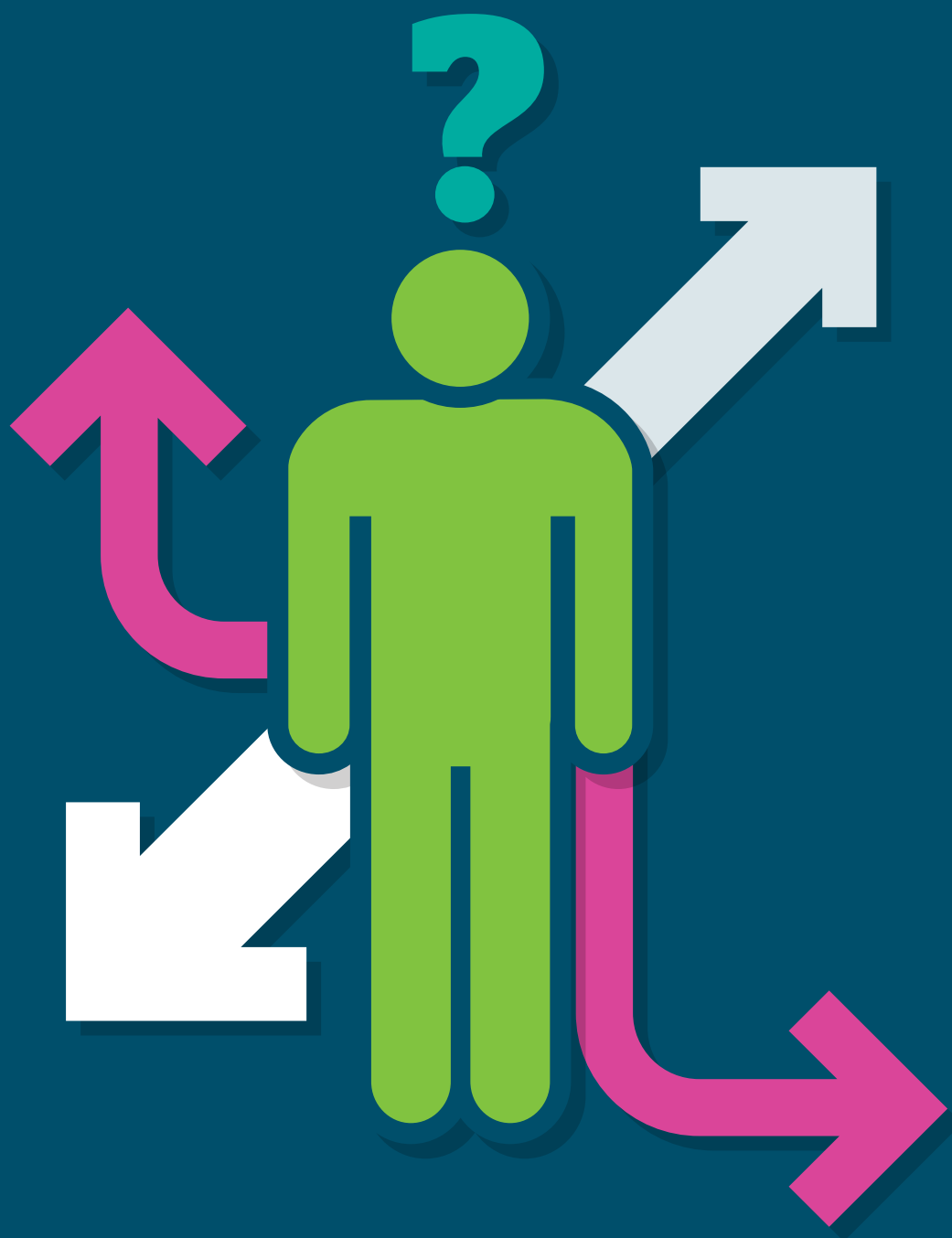
As we didn’t receive any feedback of this nature, no visits were undertaken in the period detailed in this Annual Report.

We still have a group of Enter and View Authorised Representatives who are fully trained. They have been taking part in other engagement activity but would be available should an Enter and View need arise. The use of the power to use Enter and View will be reviewed in 2016.

- Visit our [Enter and View](#) web page for more details.



# Giving people advice and information



## Helping people get what they need from local health and care services

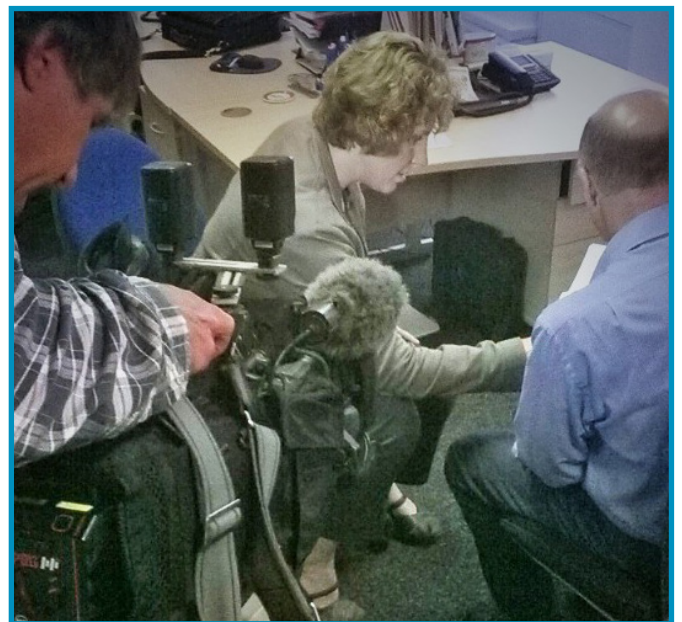
To help people get what they want from their health and social care services, we have:

- Provided a freephone signposting and information service. We took 213 calls in this year.
- Offered an interactive and informative website, including a Review a Service section. We had 29,000 hits on our website in this time frame.
- Created 12 informative e-newsletters for subscribers that are also available on our website and can be provided in paper format if required. We also produced an online 'newspaper' and regularly provided copy for external health and care-related organisations' newsletters such as NHS Kernow and local patient participation groups.
- Managed an active and informative social media presence on Facebook and Twitter.
- Taken part in 35 media interviews to help raise our profile and ensure people are learning about our work and how we can help them.
- Produced [podcasts](#) on Pirate 2's Health and Wellbeing Show to discuss our work. This also provides updates on our work in audio format for those with sight loss.
- Made three films to promote volunteering, our A Good Death End-of-Life Conference and hearing loss research.
- Held four board meetings that are open to the public and where they can ask questions of Healthwatch Cornwall.

"Excellent film....we should do more like this"

Jeremy, Healthwatch Cornwall volunteer in relation to the A Good Death Conference film

Our freephone signposting service has also enabled a number of people to access information and support that they may have had more difficulty accessing without it. This includes providing information about accessing a dentist, mental health support and even ensuring a woman who was struggling with issues relating to her husband's continuing health care, and care home, could seek help via Beacon following one call to us. This caller had spent 10 months trying to get help and following the information we provided about [Beacon](#), specialists in providing continuing health care advice, she was able to find the support she wanted.



Chief Executive Debbie Pritchard preps for a TV interview

You can find out more at our website - [healthwatchcornwall.co.uk](http://healthwatchcornwall.co.uk)

# How we have made a difference



## Our reports and recommendations

- We published 14 reports, all with recommendations for commissioners and/or providers to instigate improvements. They were: Care at Home; Personal Budgets; End-of-Life x 2; St Austell Healthcare; Hearing Loss; Urgent Care/out-of-hours; BME; Cornwall Partnership Foundation Trust; Royal Cornwall Hospital report for the CQC; Pharmacy; Continuing Healthcare; Orthotics and GP bookings. Along with these, seven individual GP practice reports were also produced as part of our GP booking research.

Our reports and subsequent recommendations have garnered improvements to a number of services such as our work with the Royal Cornwall Hospital to ensure on-going positive changes to support those with hearing loss, and patients preference for telephone triage informing GP surgeries looking to improve booking systems.

By working with providers and commissioners of end-of-life care we also achieved incredible success, while our long-term focus on care at home led to major changes in provision. The report for St Austell Healthcare enabled us to work closely with the practice to address continuing concerns so that improvement can be made on an on-going basis - read more in the Our Work in Focus section coming up.

We are pleased to report that all of our recommendations were acknowledged and acted upon by the commissioners and providers involved. This ability to work proactively with the organisations that we may need to be critical of is testament to the hard work of Healthwatch Cornwall's staff and volunteers in creating constructive working relationships with external agencies and health and care organisations.

## Working with other organisations

During this year we collaborated with Cornwall Council to develop its engagement with providers and the public relating to devolution. We reviewed its plans for information/feedback sessions and provided insight and guidance.

We also worked collaboratively with commissioners and providers of end-of-life care that led to our A Good Death Conference in January. In December we ran a campaign to recognise those organisations about whom we had received the most positive comments - read more on our [12 Days of Christmas Stars](#) web page.

- We provided the Care Quality Commission (CQC) with (anonymous) feedback relating to inspections of the Royal Cornwall Hospital Trust and Peninsula Community Health. We also used CQC update reports to monitor standards of care within the county and determine if we needed to conduct further research or Enter and View.
- Patient feedback about their experience of being discharged from a care setting, given to Healthwatch Cornwall, has played its part in a report launched in July by Healthwatch England. 'Safely Home: What happens when people leave hospitals and care settings?' brought together 3,230 patient stories that reveal both the human and financial cost of getting the discharge process wrong.
- Staff and volunteers took an active part, and also encouraged others to get involved, in the Cornwall Quality Care Collaborative – an NHS Kernow led forum for health, social care, independent and voluntary sector representatives. This forum enables the sharing of information, discussions about and challenges to accepted ways of working, and the development of solutions to bring about improvements in care.

## Involving local people in our work

To include local people in our work we have:

- Nurtured a dedicated team of volunteers, which includes them representing us at strategic meetings such as NHS Kernow's board meetings, mental health forums, out-of-hours services working groups, and care provider meetings. They also supported us at numerous outreach events such as drop-in sessions at libraries and hospitals, and with office administration and data entry. Our volunteer board oversaw governance and the direction of the company, with guidance from the Chair. We have also provided an opportunity through our online Review a Service option for people to publicly review their care services, and have developed constructive and active discussions on social media.
- We have encouraged people to take part in our surveys to provide support for our research projects.
- Our representative on the Health and Wellbeing Board has been fully briefed and supported by our business admin assistant with paperwork and our Chief Executive or Chair in relation to issues to be discussed. This year we have raised concerns relating to people with learning disabilities accessing free, annual health checks from their GP and queries about the impact of devolution on health and care.

Our volunteers gave 1,250 hours of their time to help our work.



Our staff and volunteers work together to make plans and share ideas

"I enjoy volunteering with Healthwatch Cornwall as it makes me feel part of a team, the work is varied and I get to feel like I am making a difference for others."

Elliott, Healthwatch Cornwall volunteer

# Our work in focus



# Our work in focus: Care at Home

A continuation of our study of care at home provision.



## Staying well at home

Our final Care at Home report was published in May 2015 following almost nine months of research, discussions with care at home providers, the cared-for and Cornwall Council.

- We spoke to more than 70 individuals about their experiences of being cared for at home.

This work was initially instigated by some care at home providers who were funded by Cornwall Council. They raised their concerns with us about the Council process, stating that they believed the sector in the county could be in major jeopardy if solutions were not found. Issues they highlighted included financial and administration problems leading to cashflow delays, staff turnover and being able to provide the appropriate care.

A meeting for Council-paid and non-Council domiciliary care providers was arranged by us in January 2015, with more than 40 in attendance. From this we secured commitment from the Council to address issues raised, as well as setting

up regular meetings between the Council and providers to create an on-going open dialogue.

“When we heard that providers felt that people receiving care may be put at risk, we had to step in.”

Debbie Pritchard, Chief Executive  
Healthwatch Cornwall

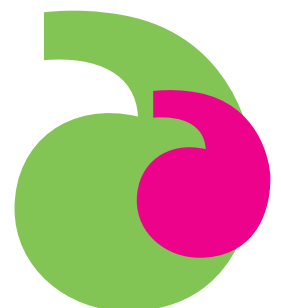
The full report can be found on the [Our Reports](#) page of our website, and includes six recommendations.

Following our work, at an Extraordinary Cabinet meeting on July 23, 2015, a Cornwall Council source confirmed an additional £4.5m would be put into the adult care budget to meet the costs of increasing the rate paid to providers, which would come into effect in September. The Council also created a new care arm via its subsidiary Cormac to provide additional cover.

In December 2015 a Select Committee Review was published, which can be read in full on our [External Reports](#) web page.

Our work on this subject attracted considerable media coverage, including the front page of the Western Morning News.

This topic will remain on our radar, particularly as care packages for hospital patients well enough to be discharged often cannot be secured.



# Our work in focus: End-of-Life

Working towards system change in Cornwall.



MP Sarah Newton (pictured with Chief Executive Debbie Pritchard on right) supported our work.

The management and care of dying patients in Cornwall was raised by our board members in 2014 and set the wheels in motion for an externally commissioned report that was published in April 2015.

This report resulted in three recommendations, including an initial meeting with commissioners and providers to discuss ways to resolve any issues. From this, we organised our A Good Death End-of-Life Conference in January 2016, which was attended by more than 100 professionals.

“This has been the most effective event with all the right people in the room, including decision and policy makers with the will to make a difference”

Reuben Jenkins, Carers Break

A number of inspiring and moving presentations were made on the day, which included a public art exhibition, workshops and information stands.

We made a film on the day too - visit our [Films](#) web page to watch.

50% of people who express a preference to die at home, actually die at home -

National Survey of Bereaved People (VOICES) undertaken by Office of National Statistics in 2013

Our final End-of-Life report was published in February 2016 and includes 13 recommendations. You can read it in full on the [Our Reports](#) page of our website.

The clinical lead for end-of-life care at NHS Kernow has stated that our work has renewed its focus, and helped to raise the profile across the whole system. A strategy group of providers has also been created following our work to progress collaborative working, and we are also supporting the creation of an end-of-life Charter for Cornwall. We instigated a roundtable session for interested organisations to meet Simon Chapman, CEO of the National Palliative Care Council and Dying Matters representative, to discuss our findings and the national picture.

This work attracted substantial media coverage, helping us to showcase how we can influence positive change for the better to the public.



# Our work in focus: St Austell Healthcare

Working with providers to make things better.



## Listening to patients

- We heard from more than 130 people about their thoughts of the service provided at St Austell Healthcare.

In 2015 we produced a report following feedback from patients using the newly-formed St Austell Healthcare.

Concerns people told us about mainly related to difficulty getting appointments, getting through on the phonenumber, calls back from GPs and repeat prescriptions.

The practice was very proactive in responding to our report and recommendations.

However, we continued to hear some negative feedback and we launched a new online survey in March 2016 and arranged to hold a number of feedback events in the town during April 2016 to find out more.

It was the intention at that time to work with the practice again to build on the changes we had already secured through previous discussions and recommendations.

In response to the initial concerns raised in September 2015, the practice said that as the surgeries had only been operating for a short time it had been anticipated that there would be some teething problems and that patients had been asked to bear with them during the first few weeks. They also responded individually to issues and these can be read in full on our [You Said - We Did 2015](#) web page.

“We are aware of how hard everyone at the practice is working, and the improvements and changes being made to rectify issues but as a publicly accountable body, Healthwatch Cornwall has a duty to respond to concerns brought to our attention.”

Debbie Pritchard, Chief Executive  
Healthwatch Cornwall

The initial report from 2015 can be found on the [Our Reports](#) page of our website, and includes three recommendations.



# Our work in focus: Other successes

Bringing about improvements.



Our volunteer Jamie Hanlon shared his experiences with us.

Although Healthwatch Cornwall has worked on issues that have affected large proportions of the county, we have also focussed on helping smaller groups of people with more unique issues.

This has included our work on Continuing Health Care (CHC), where we asked NHS Kernow for answers relating, but not limited, to top up fees charged by care providers, clear guidance for families and patients when going through a CHC assessment and issues relating to disagreement with the assessment or the decision.

We also represented a number of spinal injury patients who had had a less than optimum experience when they needed to access either emergency or elected care services at the Royal Cornwall Hospital (RCH).

Cornwall's orthotics service became a focus for us when people raised their concerns about accessing equipment and support.

More than 640 people responded to our pharmacy survey to find out what they think of

the services provided. This research indicated that politeness rated highly but privacy fell short.

Our work looking at urgent care support and out-of-hours was also published.

During this time period we researched how black and minority ethnic people felt about access to services in the county, we continued to address issues relating to self-harm, and we held a frank and open discussion with Cornwall Partnership NHS Foundation Trust to address matters raised with us that included patient record issues, discharge, and access to treatment, and which have led to improvements being made.

We also produced a number of films during this year, including one with our volunteer Jamie Hanlon, who has 95% hearing loss, that showcased how we worked with RCH to bring about improvements. The film can be viewed on our [Film](#) web page or [YouTube](#) channel.

*"It's about raising awareness and keeping it at the forefront of people's minds."*

Debby Lewis, RCH Human Rights, Equality and Inclusion Lead

You can read about all of this work and the successful outcomes on our [You Said-We Did](#), [Our Reports](#) or [News](#) pages of our website.



# Our plans for next year



## Future priorities

As Healthwatch Cornwall still awaited definitive confirmation of its new contract at the end of March 2016 it was business as usual when it came to making plans.

Our priorities and objectives for the coming year include securing new office space as our team continues to grow to meet the demands of our work, and the redesign of a business plan to include the opportunity for us to take on externally-commissioned work.

We are widening our strategy as a result of our growing reputation and we aim to increase our capacity to deliver by investing in the continuing development of our valued team, and also bringing in further resources.

We have been finalising a contract with Cornwall Council to provide support to three specific groups that review services delivered to older people, those on the autistic spectrum and those with learning disabilities. This includes administrative and practical support for two existing partnership groups – the Learning Disability Partnership Board and the Cornwall Autism Partnership, and the opportunity to establish a board to represent the views of older adults across the county. The role of the boards is to garner feedback from the wider community and help decide future direction and eventually co-production of services.

As we have been heavily involved with health and care engagement work as part of the Devolution Deal for Cornwall, this is something we will continue to monitor and review. We will ensure that people's and providers views are represented in the Sustainability Transformation Plan being developed and that there continues to be openness, accountability and engagement about any significant changes to service provision that may be introduced due to the current financial restraints.

As health and care services continue to change, we aim to speak up for individuals in a complex arena and provide a means for them to have their voice heard.

# Our people



## Decision making

Our decisions are influenced by the feedback we receive from the public and the conversations we have with providers of services.

It is important to Healthwatch Cornwall that we operate in an accountable, open and transparent manner so that people can feel confident in the work we do on their behalf.

Our board, all volunteers, is led by our Chair Jayne Howard. They are actively involved in the strategic planning of the organisation and come from diverse business and care sector backgrounds.



### Deciding work priorities

#### Who's Who

Jayne Howard - Chair  
John Evers - director  
Margaret Abban - director  
Roger Sinden - director  
Jon McLeavy - director  
Nadia Hewitt - director  
Gareth Dix - director

## How we involve volunteers

We encourage people to join us as volunteers and now have 30 dedicated volunteers, who are supported by our volunteer officer and outreach.

Our volunteer board manages our governance - you can read more on our [About Us](#) website page - while our Advisory Forum (formerly Steering Group) guides us on the work we proceed with.

A development day was held in October 2015, which included board members, operational staff and Steering Group members where the role and function of this group was discussed. It had originally been set up to work with the operational staff to prioritise which issues should be taken forward. It was decided that it was time to update the structure of the group and to involve more volunteers in the decision-making process. A new working group was formed – the Healthwatch Cornwall Advisory Forum (HCAF) – that would have a more action-focussed remit and would be open to all volunteers to attend. The ambition was to better harness the expertise of our volunteers who would, through the HCAF, become more informed, involved and connected. The group would focus on 'bubbling' topics, discuss how volunteers can support activity and get involved in tasks, while also providing opportunities for volunteer networking/peer support, and to receive work progress updates and training. The intention was also to start establishing peer-to-peer arrangements for volunteers to work together at local community level and generate their own activity in line with our function.

This new forum provides the means for our volunteers to actively influence our work and keep up-to-date with progress.

We also have a number of volunteers who attend a variety of health and social care meetings such as patient participation groups to commissioner board meetings, and our volunteers also help out with data entry and office-based tasks, outreach activity and research support.

# Our finances



Healthwatch Cornwall received £309,886 in this financial year, which is provided by the Department of Health via Cornwall Council:

- This funding, to ensure the people of Cornwall can have a voice in health and social care decisions, is not ring-fenced.

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		309,886.00
Additional income - brought forward from 2014-15		11,211.63
Total income		321,097.63
EXPENDITURE		
Operational costs		24,009.41
Staffing costs		167,110.73
Contracted Partners		39,500.00
Recruitment and training		2,463.92
Office support		12,784.21
Volunteer expenses		3,207.15
Marketing		11,869.08
Communications		1,720.99
Research		1,000.40
Outreach		1,143.36
Office costs		23,152.27
Total expenditure		269,020.54
Balance carried forward		52,077.09

# Contact us



## Get in touch

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

Twitter: @HWCornwall

Facebook: HWCornwall

YouTube: H Cornwall

Address of contractors:

- Age UK Cornwall, Boscawen House, Chapel Hill, Truro, Cornwall, TR1 3BN.  
Telephone: 01872 266388
- Young People Cornwall, 61 Lemon Street, Truro, Cornwall, TR1 2PE.  
Telephone: 01872 222447
- Disability Cornwall, Guildford Road Industrial Estate, Hayle, Cornwall, TR27 4QZ.  
Telephone: 01736 756655
- CRCC, 2 Princes Street, Truro, Cornwall, TR1 2ES.  
Telephone: 01872 273952
- Cornwall People First, The Lescudjack Centre/Penmere Cl, Penzance, Cornwall, TR18 3PE.  
Telephone: 01736 334857

We will be making this annual report publicly available by June 30, 2016, by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, NHS Kernow Clinical Commissioning Group, Overview and Scrutiny Committee, and Cornwall Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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