

Annual Report 2016/17





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Message from our Chair

Welcome to our Annual Report for 2016/17, a year in which the health and social care sector has continued to face change and challenge.



Jayne Howard, Chair

Our role continues to be one of ensuring that the voices of patients and public are heard and that their concerns are acted upon. We also act as a 'critical friend' to publicly-funded services, while simultaneously holding them to account for both the commissioning and provision of those services. This can, at times, be a tricky balance to achieve but I am confident that we are able to maintain our independence while still being a helpful member of various boards and working groups.

One of the most significant initiatives during this year was the requirement by NHS England for Sustainability and Transformation Plans (STPs) across 44 defined areas, covering the whole of England. We are pleased that Healthwatch

Cornwall has had the opportunity to engage with our local STP - Shaping our Future - and we are pleased with the recent progress that has been made to embed the patient and public perspective within the detailed planning processes.

Although I have stepped down as Chair, I am delighted to remain as a director and look forward to continuing to work under the chairmanship of my successor, Jon McLeavy.

Finally I would like to say thank you to all our volunteers and our staff, who have faced many changes during this year and have maintained a high-quality service throughout.



"Jayne, as outgoing Chair, has done a fantastic job of steering the board through a period of rapid change in the health and social care sector. Having been a director of Healthwatch Cornwall for two years I am now delighted to take on the role of Chair."

Jon McLeavy, incoming Chair



Message from our new Chief Executive

This year has seen many changes for Healthwatch Cornwall with new faces in the team, new offices and the introduction of new areas of work. In April 2016, funding was agreed for a further three years and this meant we could widen our strategy and develop new plans.

We entered into an additional contract with Cornwall Council to support three Partnership Boards. These boards review services delivered to older people, those on the autistic spectrum and those with learning disabilities and it helps us to gain useful insights into difficulties faced by these communities in accessing health and social care.

In the summer the team moved to new premises at Walsingham Place in Truro. This move helped to accommodate our growing team and the increase in demand for our services. It also enables us to provide a small meeting room for hire by other voluntary organisations.

Following recruitment of new engagement officers during the summer months, the CEO Debbie Pritchard left in September and a recruitment process began.

“I was delighted to accept the role of CEO with Healthwatch Cornwall in February 2017, taking up post on April 3. I am pleased to be working with the board and team on our new plans for the next 18 months - you will find more detail on our priorities later in this report .”



Amanda Stratford, Chief Executive

Consultation on Shaping our Future (SOF), the name for Cornwall’s Sustainability and Transformation Plan was launched in the autumn of 2016. In January we took a place on the SOF Transformation Board to ensure public concerns are fed directly into the decision making process.

We continue to provide the most up-to-date information on SOF developments, including opportunities for lay people to become involved, on our website.

In January, a new database system system to streamline and analyse public feedback more efficiently was introduced. This will help us feed into Healthwatch England and and to be part of national health and social care considerations.



Highlights from the year

More than **800** comments about services have been shared with us



Our volunteers helped us with data entry to board representation, giving **725** hours of their time



We had more than **200** opportunities to gather feedback about local services at events and meetings across Cornwall



We published our report, 12 hours in the ED. It focused on the Royal Cornwall Hospital emergency department



We began facilitating three Partnership Boards



This year we took part in **9** media interviews and reached **1,000s** through social media





Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad.

We use your voice to encourage those who run services to act on what matters to you.

We are part of a national Healthwatch network that is represented in every local authority area in England.

Our objectives

We have nine objectives, which are:

1. Seek out and receive views and experiences from local people.
2. Ensure we are inclusive and reflect the diversity of Cornwall's communities.
3. Endeavour to make all our communication systems accessible.
4. Provide signposting and information that is helpful and understandable.
5. Establish our work as credible and well known across Cornwall.
6. Report on what we hear to influence positive change.
7. Encourage providers and commissioners to involve public and staff in decision-making.
8. Provide safe and direct channels for receiving unsolicited direct views about health and social care.
9. To be a critical support in the form of healthy challenge with providers of services.

Our vision

Our vision is to inspire positive change in Cornwall's health and social care through effective public engagement.

Our Mission

Our mission is to make sure people's views are heard at the heart of Cornwall's health and social care.

Our Values

Our values are critical to achieving our vision and mission. They are:

Independence

Credibility

Inclusion

Collaboration

Competency

Accountability

Sustainability

Day-to-day we apply a set of working principles and behaviours that help uphold these values.

We are an independent, publicly-funded, non-profit organisation with statutory duties and a remit to ensure health and social care services in Cornwall are the best they can be for people, now and in the future.

Our priorities

Our strategic priorities during this year focussed on our emergency department research, the Sustainability and Transformation Plan (known as Shaping Our Future in Cornwall), and a review of our internal working practices.

Our contract was renewed to 2019 via Cornwall Council. We received a reduced budget but this was alleviated by the commissioning of a Cornwall Council contract to administer a number of partnership boards. These relate to autism, learning disabilities and older people and have taken considerable administration to ensure they are effective and purposeful for those attending. We are continuing to research additional means of funding to support our not-for-profit work.

During this year, we have continued to work with external organisations such as Spectrum via its autism support at the Pearl Centre to collect feedback and initiate positive change. We aim to continue to develop new relationships with other health and social care organisations, while maintaining those already in place, to help them represent the voice of the people they work with.

Jo, one of our outreach officers, meets people across the county at various events and talks.



We can
help you...

Are you struggling
with social care?

Your views on health and care



Listening to local people's views

Healthwatch Cornwall strives to provide everyone with access to us so that they can have their views heard.

This 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 via external organisations.
- The feedback we received has been analysed for trends or themes and is considered by our volunteer Advisory Forum and/or operational team to determine what happens next.
- To specifically reach younger people this year, we have attended a number of events such as Fresher Fairs. We also enabled an Exeter University post-graduate philosophy student to participate in a [four-week internship](#).
- We connected with older people more closely through our new Older Person's Partnership Board.
- Our outreach and our Learning Disability and Autism Partnership Boards helped us to speak with people we believe to be disadvantaged, seldom heard or vulnerable.
- We also shared any information from Cornwall-based residents who access services in Devon with our regional Healthwatch colleagues in Plymouth and/or Devon.

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 Health and Care Overview and

Scrutiny Committee, Shaping Our Future Transformation Board and many more.

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

We signposted more than 95 people this year via our freephone information and feedback service.

Enter and View

In 2015, we decided to conduct Enter and View visits only if we received intelligence or feedback that that would initiate using the Enter and View methodology. We have not felt it appropriate to activate in this year.

We still have a fully trained and authorised group of Enter and View volunteers:



During this year we received more than 800 feedback comments on services.

Helping
you find the
answers



How we have helped the community access the care they need

- We provided a freephone signposting and information service. We took **117** calls in this year.
- We offered an interactive and informative website, which had **15,568** hits during this time frame.
- We created **12** informative e-newsletters for subscribers, produced an online ‘newspaper’ and regularly provided copy for external health and care-related organisations’ newsletters such as NHS Kernow.
- We managed an active and informative social media presence on Facebook, Twitter and Instagram.
- We have taken part in **nine** media interviews to help raise our profile.
- We produced **podcasts** on Pirate FM’s Community Health website to discuss our work, providing an audio alternative to printed material.
- We held **four** board meetings that are open to the public and where public questions can be asked.

Our freephone signposting service has enabled a number of people to access information and support that they may have had more difficulty accessing without it.

“Knowing someone has found the help they need as a direct result of when I make enquiries is very rewarding.”

Stevie Kochnowicz, business administrator

Our website includes a [Useful Information](#) page and an [Events](#) section where visitors can find out more about support groups and events. Our [newsletter](#) not only shares our news but also articles about other organisations in the county that can provide help or care.



Business administrator Stevie is part of the team looking after our Freephone service

We created a specific webpage to highlight the work relating to Cornwall’s Sustainability and Transformation Plan, known since early 2017 as Shaping Our Future (SOF).

This page provides regular updates and shares the minutes from the SOF Transformation Board, in which we take part.

“The information on your website regarding the Sustainability and Transformation Plan is very impressive.”

Member of public via our Freephone service, January 2017

We also took on the administration of three Partnership Boards that represent those with learning disabilities, on the autism spectrum and older people. We are working to establish a productive format and look forward to developing our role facilitating these boards in 2017/18.



Making a difference together

GP recently
Have you
visited
Care Home
What was it like?
Tell

How your experiences are helping influence change

Due to a more limited staff capacity this year we were not able to match the level of research as in previous years. Your feedback still initiated positive steps in improving service delivery.

- We conducted a [review](#) of how people used the emergency department (ED) at the Royal Cornwall Hospital during a 12-hour period. The responses highlighted that most non-urgent attendees had tried to access assistance elsewhere but circumstance dictated the need to go to the ED. This resulted in further questions for the hospital and the full report and response can be found online on our [You Said - We Did 2016](#) web page.
- Another major report we produced reflected our findings on services at St Austell Healthcare (SAH). We worked closely with SAH to help them address the eight recommendations we made and we felt that some improvements occurred. We are still aware that some patients continue to struggle to access appointments and that further surgery closures in 2017 may impact on the positive steps taken. We will be considering our next steps on this topic.

“...there is always further work that can be undertaken and the service will look to work with system partners to address any issues and plan a cycle of continuous improvement.”

Tryphaena Doyle, Senior Commissioning Manager at NHS Kernow commenting on our ED report

Working with other organisations

- We decided to accept an invitation to sit on the Shaping Our Future (the name for our Sustainability and Transformation Plan in Cornwall) Transformation Board. This allows us to feed in public feedback and our own comments directly. We also assist its communication and engagement teams to try and help them ensure the public is made aware of any changes appropriately.
- We provided anonymised data to the Care Quality Commission (CQC) to assist with their inspections.
- Previous research concerning dentistry provision in Cornwall was also used this year by Healthwatch England in its dentistry report.
- The response to our ED report, which was coordinated by NHS Kernow, was delayed by six days (over the 20 allowed days) due to a hold up with a reply from the Royal Cornwall Hospital Trust.

How we've worked with other strategic groups

- A number of our volunteers represent us at external meetings such as the Cornwall Eye Health Network.
- We have encouraged people to get involved with commissioning, provision and management of local services by taking part in the county's Shaping Our Future (SOF) discussions, and by sharing their views on this so we can present directly to the SOF Transformation Board.
- Our staff attended various strategic level sector-relevant meetings to share our insight and keep abreast of external work.
- Our volunteer representatives at the Health and Wellbeing Board and Overview and Scrutiny Committee are fully briefed and supported to raise our concerns.



Our Work

healthwatch
healthwatch.co.uk

Stenb Ed

12-Hours in the ED

Our snapshot survey, which took place at the Emergency Department (ED) of the Royal Cornwall Hospital in May 2016, focussed on why people attended. It revealed some surprising information.

We aimed to discover why the non-urgent patients in the waiting rooms had sought help at the ED so we could inform staff trying to improve patient flow.

“There has perhaps been an assumption that people just go straight to ED or don’t know about other services available but the results from this relevantly short time seem to indicate otherwise.”

Former research officer, Sam Gillick.

Of the 78 people spoken with, 62 were not able to receive full treatment from another service even though they made an effort to access an alternative and consequently had to go to the ED; 35 were told to go to the ED by another health care professional; and 11 patients could have reasonably expected to get their issue resolved by another service had it been available at the time.

These findings indicated that public awareness of when to visit the ED was high but there were issues within the system such as suitable access to alternative services and precautionary advice from staff at health care settings impacting on attendance numbers.

We forwarded our full report, along with further questions for clarification, to the Demand Management Working Group at NHS Kernow. This group includes operational and clinical leads from across the urgent care system, including primary care, and oversees patient flow.

“...The findings in the report echo other sources of feedback to NHS Kernow that many patients try hard to seek out alternatives but often find that “all roads lead to the Emergency Department”.”
Tryphaena Doyle, Senior Commissioning Manager at clinical commissioning group NHS Kernow - part of her response to findings.

The full response to our report from NHS Kernow, Cornwall Partnership Foundation Trust and Royal Cornwall Hospitals Trust can be seen on our [You Said - We Did 2016](#) page of our website, with the initial report accessible on the [Our Reports](#) page.

Improving patient flow is an on-going issue for Cornwall’s NHS and local authority and is also being reviewed as part of the county’s Sustainability and Transformation Plan, Shaping Our Future. Read more on the next page.



Shaping Our Future

Across England, how health and social care services are delivered is under review through 44 sustainability and transformation plans. They aim to bring together NHS organisations with local authorities and other partners to improve effectiveness of services for the people using them while making financial savings.



In Cornwall this is known as Shaping Our Future (SOF). Feedback from the public and organisations relating to the Devolution Deal for Cornwall that took place in early 2016 influenced the initial outline business case for the SOF plan. This document formed the basis for public engagement that took place in late 2016 to January 2017. Members of our staff and volunteers went along to the public engagement events to build a first-hand impression. On the whole, they were not well received by the public and were subsequently reviewed through a sub-committee of the Health and Overview Scrutiny Committee (in which we provided evidence). Although it stated the overall idea for improving health and wellbeing and merging health and social care was positive, it claimed the outline business case was “not fit for purpose as a public document although it met NHS England requirements”.

We worked with SOF engagement planners in the autumn prior to these events and advised them to rethink elements of their

engagement methodology. Therefore it was disappointing for us to witness the frustration felt by many attending them.

We are reassured that the quality of engagement will improve as an engagement specialist from NHS England was seconded to oversee ongoing public and stakeholder involvement in March 2017.

Our decision to take part in the SOF Transformation Board provided a means for us to take public feedback direct to those overseeing the process, while also enabling us to provide challenge as appropriate.

Former Chair Jayne Howard said: “Whatever your age, background or whether you are using publicly-funded health and social care services now or not, this planning process could bring substantial changes to how they are delivered.

“Our seat at this board provides an opportunity for people to be heard by those at a strategic level.”

The results of the public engagement, which were analysed by the University of Exeter, have been published and can be accessed via our [SOF website page](#).

We also publish the minutes of the Transformation Board on this page.

At the end of March it was evident that although the SOF process had hoped to be in a position to provide clear proposals for public consultation in the summer of 2017 that this timescale would not be feasible. In order to provide the detailed options necessary for wider public consultation development work, with input from experts by experience, this is ongoing and we expect public consultation to begin in early 2018.

SOF will play a major element of our future work so that we can ensure that public opinion is considered at all stages.

Other case studies

During this year we also assisted people with more specific concerns, which included the Minor Ailments Service and gluten free prescriptions.

Minor Ailments Service

A query relating to being prescribed Calpol via the The Minor Ailments Scheme (MAS) was brought to our attention via social media. The MAS allows qualified health professionals to help people with minor health issues access medicines and advice they would usually visit their doctor for. NHS Kernow told us the MAS enables accredited community pharmacists to supply prescription-only medicines for the treatment of a number of common conditions; bacterial conjunctivitis, impetigo, uncomplicated urinary tract infections in women, nappy rash and more. Calpol is not included in the scheme but most pharmacies would sell an own brand version. It seems the confusion stemmed from a 2015 Facebook post a mum had made regarding free Calpol and which was apparently shared more than 100,000 times. NHS Choices has addressed the issue on its [website](#).

Gluten Free Prescriptions

A number of Coeliacs contacted us when they heard that NHS Kernow had decided to end funding for gluten free food on prescription. To help clarify the situation, we asked the commissioner to respond to five questions that included how the public online consultation for this proposal had been publicised and clarification of the GP's ability to still chose to prescribe. The full response can be seen on our [You Said-We Did 2016](#) web page.

Orthotics

Following our previous work relating to Cornwall's orthotics service, NHS Kernow informed us that its administration service relating to appointments, referrals and

orders had transferred from Disability Cornwall to Steepers from May 3, 2016.

End-of-Life

In April, we received a reply to our End-of-Life Care Report that had been sent to commissioners after our A Good Death Conference in January 2016. The response set out how the relevant services intended to act on our recommendations and progress with collaborative working. The aim is to better provide a seamless service and information at what can be a very difficult time for patients and family. Our board director John Evers has continued to attend the subsequent meetings initiated through this work. Visit [You Said-We Did 2016](#) for more.

St Austell Healthcare (SAH)

This work began in 2015 and following the publication of our report looking at patient feedback relating to SAH, the practice responded to our eight recommendations.

“As a publicly accountable body, Healthwatch Cornwall has a duty to respond to concerns brought to our attention.”

Debbie Pritchard, former CEO of Healthwatch Cornwall.

We are aware that issues have still been highlighted on social media and direct to us and we will be reviewing our next steps in the coming months.

Visit our [You Said-We Did 2016](#) web page for the full report and response.

Our Outreach

During this year we have attended more than 120 outreach events. These have taken the shape of talks, meetings, hospital drop-ins and community events such as Zestifal.

Due to staff changes, our outreach team has not been at full capacity during this year and we are therefore particularly pleased with what we have been able to achieve for the people of Cornwall.

Our outreach focus has been on our monthly hospital drop-ins covering most Minor Injury Units, community hospitals and the acute hospitals at Truro and Plymouth. This has grown from one regular drop-in in June 2016 to 11 in March 2017 and provides a fabulous means for us to listen to people's views.

Events such as Playfest, which is a family fun day, helped us raise our profile with children, parents and grandparents, while we have engaged on a more in-depth basis with support groups such as Carers' Partnership and Multiple System Atrophy.

Partnership Boards

In 2016, we took over the administration for two existing Partnership Boards delivered by Cornwall Council and the creation of a new one for older people.

These boards have proved quite time consuming to manage, over and above the negotiated staff capacity, but the employees within Healthwatch Cornwall designated to improve and run these boards have, through dedication and commitment, ensured they are effective and of good use to all involved.

Through the Cornwall Autism Partnership we have been working with the Council to produce a new Autism Strategy, due in Summer 2017. This group has also been working on producing a script that people with autism can use when contacting the Access team at the Council to help them prepare for the conversation. Through the

Learning Disability Partnership Board we have been learning more about the barriers to accessing practical support such as advocacy, annual health checks, and help with benefit advice that people with learning disabilities are facing. They have also been talking with the Council about how difficult it is to apply for, or renew, a bus pass and some of the restrictions that using the bus pass can bring.

As our work continues with these boards we plan for them to provide a useful resource for attendees and a means for us to collect feedback relating to health and social care.

Festive Campaign

Each year, we chose a good cause to promote and support through our festive campaign.

In December 2016 we ran our online fun photo fundraiser for Cornwall Air Ambulance (CAA). We asked willing participants to take part in our Santa Selfie photo competition by taking a jolly 'selfie' and sharing this with us on our social media.

By doing so they helped us raise funds for CAA and at the same time received entry to our prize draw. We had a fabulous response and donated £250 to CAA.

“As part of this campaign we went out and about in Truro to spread some festive cheer while raising awareness for Healthwatch Cornwall and money for a wonderful charity.”

Jo Smith, Outreach and Engagement Officer

Photo Gallery



Our plans for next year



healthwatch
Levent

Your
voice
counts

For your comments to us at:
Healthwatch Levent
Healthwatch House
Cherry Orchard
114, Levent
Call us on our freephone number:
0800 90 1102
Visit our website:
www.healthwatch.co.uk

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What next?

We are very excited about the year ahead. Our priorities include ensuring our staff team is at full capacity and that new volunteers are recruited to assist with the workload.

We will be developing and delivering a new operational plan and we will also be working hard to ensure the ongoing Shaping Our Future review of health and social care services involves residents in the county as much as possible.

The health and social care environment is a complex one and, as a small organisation, it is vital we focus on the areas where we can uniquely make a difference.

With a full team in place at the start of the 2017/18 year, we will focus on reviewing recent feedback, engaging with new audiences and selecting key areas of work for our attention.

By making Shaping our Future a priority, we will help to ensure effective co-production and that the voice of the public is actively considered when planning, developing or changing services.

We will continue to raise our profile across Cornwall, ensuring those communities who don't currently engage with us know we are here to represent their views.

“None of what we do would be possible without your input and the support of our dedicated volunteers. I would like to take this opportunity to thank everyone for their contribution and I look forward very much to Healthwatch Cornwall positively influencing the provision of health and social care services across the county, with you, in the coming year.”

Amanda Stratford, Chief Executive of Healthwatch Cornwall

We will strengthen our partnership working with Healthwatch Devon and Plymouth to ensure the views of east Cornwall residents who use Devon health and social care services are considered as part of any developments there.

Our programme of drop-ins across Cornwall will be extended to ensure we are available to contact face-to-face at every hospital across the county and the recruiting of more volunteers to enable this will be crucial.

Finally, we will be developing plans to measure our impact and will begin with revisiting work conducted over the past 18 months to measure the improvements achieved as a result of our involvement.





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 us 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, has been led by our Chair, Jayne Howard. Jayne stepped down in February 2017 and board director Jon McLeavy stepped in as interim Chair before taking on the Chair role in March. Our board is actively involved in the strategic planning of the organisation and come from diverse business and care sector backgrounds.

Our board directors during this year were:

Jayne Howard - Chair (stepped down in February 2017)

John Evers - director

Margaret Abban - director/Vice Chair

Roger Sinden - director

Jon McLeavy - director/interim Chair and Chair from March 2017)

Nadia Hewitt - director (stepped down in December 2016)

Gareth Dix - director

“It is fantastic to represent such a diverse and dedicated board. We plan to go from strength to strength in sharing public health and social care service feedback and building on the fabulous work of our staff and volunteers in conjunction with other health and social care organisations.”

Jon McLeavy, Interim Chair

How we involve the public and volunteers

We are always keen to recruit volunteers and now have 25 dedicated people helping us to make a difference. They are supported by a volunteer officer and the operational team.

“Our volunteers provide such amazing assistance and bring positive energy and fabulous ideas - we couldn't do it without them.”

Jody Wilson, Volunteer Officer with Healthwatch Cornwall

We involve people in our governance and decision-making by:

- Enabling our board to manage our governance and publishing our policies on our website. You can read more on the [About Us](#) website page.
- Involving our volunteer Advisory Forum in the decision-making process when we consider the feedback we have received and how we may use that information.
- Enabling people to ask questions of our board at our in public meetings.
- Ensuring we are accessible via our Freephone service, an accessible website and a number of social media channels.
- Supporting our volunteers to: represent us at a variety of health and social care related meetings; take part in our outreach, either with staff support or individually; and help us with office roles.



Our finances

Healthwatch Cornwall received £315,712.10 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	315,712.10
Balance carried forward 2015-16	53,497.69
Total income	369,209.79
Expenditure	£
Volunteer expenses	7,067.64
Marketing	9,105.63
Communications	4,645.94
Outreach	3,317.97
Research	47.60
Support costs	7,513.08
Contracted partners	5,693.34
Recruitment and Training	10,827.74
Office Support	34,679.92
Office Running Costs	39,274.51
Staffing costs	166,177.57
Total expenditure	288,350.94
Transfer to reserves	60,688.43
Balance carried forward 2016-17	20,170.42
Total	369,209.79



Get in touch



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Get in touch

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Twitter: [@HWCornwall](#)

Instagram: [healthwatchcornwall](#)

We will be making this annual report publicly available on June 30, 2017, by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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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