

Healthwatch Luton

Annual Report 2015/16



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Message from our Chair



'The primary purpose of Healthwatch Luton is to be the 'Voice of the people', in looking for quality and suitability of services, and understand where shortfalls may exist in the provision of that care, feeding this back to the service providers so that they may act to better serve the community. Equally it is important to identify where excellent service exists and new initiatives result in improved provision. Such information can then be shared with other providers to allow best practice to be implemented.

This year has had its challenges and rewards. Staff work tirelessly and diligently to cover a range of tasks in achieving the organisations objectives. On being appointed as Chair just three months ago, I set out to understand the organisation behind the provision of the various services that make up the overall. It is quite remarkable, the number of organisations that exist to cover the wide spectrum of needs. As such, it can be daunting to ensure that all areas receive the right level of attention.

Volunteers play a huge role in assisting the staff to cover events that Healthwatch attend, gather information and complete surveys where appropriate. It would be impossible for the organisation to carry out its duties without the dedication and commitment of this band of people and my thanks go out to them all.

I look forward to the coming year and doing our bit in helping to shape the best possible provision of health and social care in our community.'

Phil Turner, Healthwatch Luton Chair

The year at a glance

Healthwatch Luton have been busy this year with their engagement activities and online communications, reaching out to the local community and creating awareness of our organisation and the work we do.

This year we reached just under 1000 new people on social media; including setting up new social media platforms and engaging online



Our Champions (volunteers) helped us with all our activities, including attending over 15 engagement events within the community



We spent the whole month of March collecting data on our Repeat Prescription report - speaking to over 300 people directly



We ran two successful Induction sessions for our volunteers, as well as Enter and View Training for more experienced volunteers.

Staff were also trained on Dementia Awareness and Safeguarding.



We have developed our new feedback centre on our website, allowing people to directly input their experiences and allow us to capture trends. This will enable us to report back to service providers on views gathered.



We have been contacted directly by over 100 people over the year, and signposted 63 to over 20 local organisations.



Who we are

Healthwatch Luton is the independent consumer champion for health and social care services for Luton.

We exist to make health and care services work for the people who use them.

Everything we say and 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 as a national network, with a local Healthwatch in every local authority area in England.

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.

We believe that asking people more about their experiences can identify issues that, if addressed, will improve services.

Our vision

Healthwatch Luton's vision is to work towards a society in which people's health and social care needs are heard, understood and met.

Achieving this vision will mean that:

- People shape health and social care delivery
- People influence the services they receive personally

- People hold services to account.

Our mission

Our mission is to:

- **Listen hard to people;** especially the most vulnerable, to understand their experiences and what matters most to them
- **Influence those who have the power to change services;** so that they better meet people's needs now and in the future
- **Empower and inform people to get the most from their health and social care services;** and encourage other organisations to do the same
- **Work with the Healthwatch network;** to champion service improvement and to empower local people

Our objectives

- I. To gather people's views.
- II. To represent these community views in order to influence decisions.
- III. To enable people to access advice and information about local services and understand the choices available to them.

Our Principles



The right to essential services - Healthwatch Luton will ensure that the right to a set of essential prevention, treatment and care services, provided at a high standard are the minimum expectation across the whole spectrum.



The right to access - Healthwatch Luton will enable people to access treatment without fear of prejudice or discrimination, when they need them, in a way that works for them and their family.



The right to a safe, dignified and quality service - Healthwatch Luton will ensure that when people are ill or need care, they should expect high quality and safe services which treat them with dignity, compassion and respect.



The right to information and education - Healthwatch Luton will enable people to have correct and clear information that can help them make decisions about health care and treatment. Providing education about how to take care of themselves and what they are entitled to in the health and social care system.



The right to choose - Healthwatch Luton will promote the right to choose from a range of high quality services, products and providers, giving people, wherever possible, the choice about how, when and where their treatment or care is provided.



The right to be listened to - Healthwatch Luton will ensure that any views or concerns are listened to and acted upon. We will support people taking action if they are not satisfied with the service they receive.



The right to be involved - Healthwatch Luton will ensure that, where possible, people are an equal partner in determining their own health and wellbeing. We will empower people to be involved in decisions that affect their lives and those affecting local communities.



The right to live in a healthy environment - Healthwatch Luton will connect Health and wellbeing to a wider set of economic, environmental and social factors to promote positive health and wellbeing. An individuals' environment should protect their basic wellbeing and encourage good health.

Listening to people who use health and care services



Gathering experiences and understanding people's needs

Healthwatch Luton listened to people who use local health and social care services. We did this through a range of media and platforms, ensuring people's voices were heard, and that they contributed to the shaping of their services.

Healthwatch Luton gathered evidence and information, and this was fed back to the service providers. In doing this, the people of Luton and their experiences really influenced decisions, and the information and advice we provided helped people understand the choices available to them.



Over the course of the year, we received over 100 telephone calls or emails from the public regarding their experiences of health or social care within Luton. We signposted most of these on to over 20 community and NHS organisations, and provided information, advice and guidance to them all.

Our volunteers supported us in attending nearly 15 community events, including:

- Boishakhi Mela (April 2015)
- Step out for Stroke (May 2015)

- St Francis Ladies Group (May 2015)
- Luton International Carnival (2015)
- Lewsey Community Festival (June 2015)
- High Town Festival (July 2015)
- Marsh Farm Futures House Festival (August 2015)
- Family event at CYCD (August 2015)
- This is Luton (September 2015)
- Family Fun Day - Inspire Luton (November 2015)
- Beech Hill Building Blocks Children Centre - Health and Wellbeing Event (November 2015)
- Ahmadiyya Muslim Association - Ladies only group (November 2015)
- University of Bedfordshire - Winter Post-Graduate conference (January 2016)
- St Patricks Parade (March 2016)



We represented the community views at many meetings, forums and boards, attended by staff, champions (volunteers) and our Board Members. We sat on various strategic boards within Luton, such as the Health and Wellbeing Board, along with Better Together, Health Inequalities, Carers Partnership Board, Luton Safeguarding Adults Board

and many more. By attending these meetings we are able to feedback our evidence, as well as gather strategic intelligence to help prioritise our work.

Social Media

We dedicated time and resources to our social media, which increased our online presence this year. We reached a further 1000 people through both Facebook and Twitter, and set up a Linked In page and Google+ account, allowing us to interact with the community in a range of platforms.

We use social media as a platform to provide information on local health and social care issues, providing updates and sharing news, as well as promoting community events that may interest our followers.



Projects

Healthwatch Luton dedicated time this year on two focused projects, the Inpatient Review of Luton and Dunstable Hospital (2015) and the Repeat Prescription process (2016).

Both these reports allowed staff and volunteers to talk to nearly 800 people face to face to gather their feedback and log their experiences.

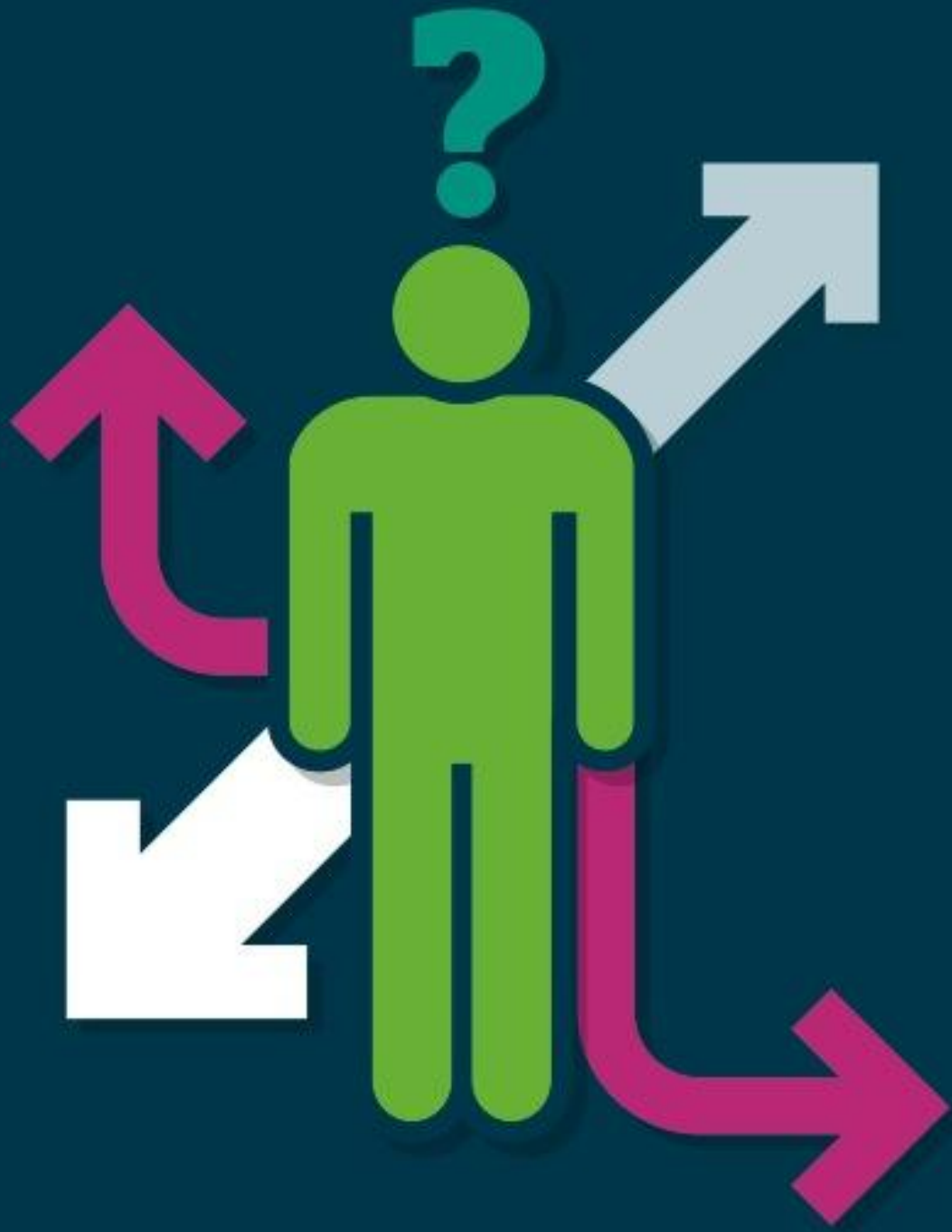
Seldom Heard

Healthwatch Luton aims to contact sections of the community that are seldom heard. This year we partnered with ELFT (East London Foundation Trust) and attended their BME (Black and Ethnic Minority) Stakeholder events. We also participated in their BME Film, 'Mental Health is Everyone's Business' which can be viewed on our website.

Healthwatch Luton also worked with Brook (sexual health service for under 25's) last year with our Young Inspectors, assessing the service provided by Brook at the time.

Healthwatch Luton also linked with community groups and will develop this further in the coming year.

Giving people advice and information



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

Healthwatch Luton gave over 100 people advice and information throughout 2015-2016.

Healthwatch Luton Logged Data

Complaints = 53

Concerns = 3

Compliments = 7

Total Signposting = 63

Overall with additional information gathered = 103

Trends: 'On Our Radar':

(Aware of issues, topics raised)

Luton and Dunstable Hospital =

Mis-medications and discharge

Luton Borough Council = Referrals and Adult Social Care

GP surgeries = Receptionists / Appointments / Referrals

Care Homes = Quality of Care

Social Care = Complaints process / Quality of Care

Intelligence Gathered from NHS

Choices:

A&E Care

Maternity

Endocrinology

Breast Screening

ENT

Bowel Screening and Gynaecology

Advice and Information

Healthwatch Luton pride themselves on being able to give honest, independent advice and information to people regarding their health and social care experiences.

As well as the reports and those we spoke with directly, over 100 people contacted Healthwatch Luton over the course of the year, via email, telephone, coming to the office in our drop in session (Wednesday afternoon) or through social media. We logged complaints, concerns and compliments about the services being provided and fed these back to service providers and commissioners.

Signposting

Healthwatch Luton's first objective is to signpost people to an organisation or body who are better placed to deal with their experience. We signposted people to over 20 organisations within Luton, including voluntary organisations such as MIND BLMK, Headway or organisations who would offer advocacy support such as POHWER as well as service providers, such as Luton Borough Council.

Recording

We record all interactions from the public to ensure we have the evidence based findings to report back to the service providers, and also to Healthwatch England and the Care Quality Commission. We recorded over 100 issues or concerns, ensuring each one was signposted or supported in some way. Some interactions resulted in us supporting individuals

further, to ensure they received the help they needed.

Working with other organisations

Healthwatch Luton have developed many partnerships and relationships with stakeholder organisations within Luton.



Healthwatch Luton held many stakeholder meetings with ELFT (East London Foundation Trust), such as the BME (Black and Ethnic Minority) Stakeholder meetings, the LCCG (Luton Clinical Commissioning Group), and the CQC (Care Quality Commission) ensuring we were aware of partner developments and work plans. Our intelligence fed directly into the CQC inspection of ELFT (2016).

Healthwatch Luton worked closely with the CCS (Cambridgeshire Community Service) during our Repeat Prescription: Patient Voice report, enabling us to access many seldom heard and hard to reach people within the community. We have also worked with CCS on their own recruitment.

We have also been in attendance to various stakeholder groups and conferences, including working with the Level Trust, University of Bedfordshire and the Luton Irish Forum.

We have good relationships with other organisations, such as the Luton and Dunstable Hospital, and some of our Champions sit on the hospital's Patient Reference Group, and many have done PLACE (Patient Led Assessment of a Care Environment) for them and other organisations.

We worked closely with the Luton and Dunstable hospital on our Inpatient Report, and have worked with them on a few areas since.

Healthwatch Luton are part of the Luton Dementia Action Alliance. All staff are Dementia Friend Champions, and we will roll out Dementia Information events to our volunteers over the next year. Three of our volunteers became Dementia Friends through the Luton Borough Council training.

Working closely with organisations within Luton has allowed Healthwatch Luton to engage with areas of the community that are harder to reach and has allowed us to represent the true diversity of our community.

How we have made a difference



Our reports and recommendations

Healthwatch Luton spent 2015-2016 prioritising two pieces of work; one being the Inpatient report at Luton and Dunstable Hospital, and one being the Repeat Prescription process.

Inpatient Report

The purpose of this review was to capture first hand and independently assess the overall experience for inpatients at the Luton and Dunstable Hospital.

Healthwatch Luton's Hospital Inpatient Working Group spoke with 496 people, receiving 49.6% valid responses from the 1000 questionnaires sent out. The review found that 84% of patients scored their overall inpatient experience as 'good' or 'excellent'. There were a few recommendations for the hospital, including 'better access to information and advice' and 'continuity of care from professionals'. Our full report can be found on our website.

Repeat Prescription report: Patient Voice

Our repeat prescription report was an independent review of the repeat prescription process within Luton. Healthwatch Luton were asked by the Health and Social Care Review Group to carry out an independent review of the changes that took place within Luton on the repeat prescription process. This would feed into the Luton Clinical Commissioning Group's overall evaluation of the service.

The changes included patients would, where possible, order their repeat

prescriptions directly with their GP, rather than directly with their community pharmacist in order to cut down on stock piling of medicines and producing waste.

Healthwatch Luton spent the month of March visiting nearly every GP surgery (over 30) and nearly every pharmacy (over 40). We spoke directly to 344 people in a four week period.

The review found that over 95% of respondents were satisfied, stating that they would rate the repeat prescription process as 'okay' (17%), 'good' (41%), or excellent (37%).

The report also highlighted that over 80% of respondents within this four week period stated that they found it easy to order their repeats through their GP surgery.



Our findings will be shared with the Health and Social Care Review Group later in the year.

Case Study 1: Father not happy for son to take Methylphenidate: January 2016

Healthwatch Luton were contacted by an extremely frustrated father who was struggling to speak to the health professionals responsible for prescribing Methylphenidate to his 7 year old son.

Mum & Dad separated a while back and had limited communication. The son lived with his mother but also spent time with his father every week. They both had equal responsibility for their child.

The son attended the Edwin Lobo Centre for an assessment and was diagnosed with Attention Deficit Hyperactivity Disorder (ADHD) and emotional issues.

Healthwatch Luton were advised by Dad that Methylphenidate was prescribed to treat this condition, **without** his consent as an equal parent.

Dad was present at the assessment and accepted the diagnosis. However, he wanted to look at other ways to improve his sons condition i.e. change of diet, perhaps some pastoral interventions. The son had been diagnosed three months previously and from the fathers point of view, medication would be a last resort.

Dad had two conversations with the Edwin Lobo Centre and re-iterated the fact that he was totally against his son taking medication. Unfortunately he was unable to speak to the consultant at the Edwin Lobo Centre or able to get a message across via the Dr's personal assistant.

Woodlands Avenue, the family GP were very helpful but ultimately the father needed to speak to the Dr who had prescribed the treatment.

Not knowing where to turn Dad contacted **Healthwatch Luton** and asked if we could help him.

We initially wrote to the local commissioners, Luton Clinical Commissioning Group for advice, and they signposted us to Cambridge Community Services as they are the provider responsible for the delivery of services at the Edwin Lobo Centre. The Lead Consultant at the Edwin Lobo Centre responded to us within a week and confirmed that they were planning to set up a parents

and professionals meeting to discuss the fathers concerns.

We asked the following question:

If one person with parental responsibility gives consent and another does not, who decides what is best for the child?

Response:

If parents who both hold parental responsibility cannot agree through informal arrangements about the treatment of their son or daughter, then the health provider, in this instance Cambridge Community Services, would need to seek legal advice on whether to approach Court for a ruling.

Further information is available in the General Medical Council document: 0-18 years: Guidance for all Doctors, paragraph 27.

The Lead Consultant confirmed that she would invite both parents to a 'Team around the Child Meeting', likely to be hosted at their son's school, where an open, fresh discussion about what is in the best interest of their son could take place. The consultant was very hopeful that with the support of health and educational professionals, the parents would be able to reach an informal agreement without recourse to legal action.

Dad confirmed that the meeting took place at the school. The Dr from Edwin Lobo was there along with her manager, the assistant head teacher, school family support officer and psychotherapist - who had been mentoring his son whilst at school - dad confirmed that there was some great input at this meeting. He was very positive and said the meeting went extremely well.

His son's condition will be regularly reviewed. Other interventions were also put into place including behavioural management, a tailored SEND (special education needs and/or disability) programme in class and a reduced sugar diet (especially on school days).

Dad said "I can happily say that my son has made excellent progress since then and has reached the same levels as his peers in some key areas".

**Case Study 2: Son and Daughter's dissatisfaction of support and systems in place for arranging social care for elderly parents
September 2014-Ongoing**

Dad aged 85/Mum aged 84

Since September 2014 the above mentioned individuals fell under the care of the council following Dad's admission to hospital after suffering a stroke. Subsequently Mum was diagnosed with having Dementia. The Social Care process was never explained to family and they felt they had no choice regarding the agency providing care to their parents.



There have been numerous problems with both the Care Agency and Luton Borough Council's billing system, which still continue to date. In May of 2015 the family contacted **Healthwatch Luton** (HWL) to express their concerns regarding the care plan which had been put in place by the local authorities Adult Social Care (ASC) team. They felt it did not meet their parent's daily needs and required a review. The family complained to LBC at the beginning of May 2015 addressing their concerns.

HWL signposted the family to the local Portfolio Holder responsible for ASC and suggested they also make a formal complaint to LBC by contacting the Complaints and Representations Manager.

No response was received from the Portfolio Holder responsible for ASC. In July 2015 a response was received from the Complaints Dept at LBC however the family were extremely disappointed with this reply as it did not answer all their questions. Family confirmed that they will be referring

everything to the Local Government Ombudsman (LGO).

In September 2015, we received contact from the family that a safeguarding alert had been raised by the Dietician, their Mum was losing weight.

A professionals meeting took place at the end of September followed by a further meeting at the end of October where both professionals and family were invited to come along and discuss their issues and concerns.

Dad's health deteriorated around this time and it was paramount that the family did their best to ensure he was in safe care, particularly as he was prone to falling.

Following the family and professionals meeting respite care for both Mum & Dad was offered at Mulberry Court for a period of 10 days (Nov 2015). However, there had been no communication from the local authority around permanent 24 hour care and more importantly the associated financial assessment.

In December 2015, respite care was increased to 16 days, but this had now expired and the family had no idea how much the local authority were going to charge them. The family were still waiting for their parents case to be presented to a panel.

In mid-December the panel did not approve a permanent placement and have requested that professionals explore other options. HWL were not invited to attend.

In mid January the Mum & Dad were both granted a long term placement however they are still very unclear of the funding position. HWL contacted the local authority and requested the finance team spoke to the family.

We received notification from the daughter that her father's health had deteriorated rapidly and was admitted to hospital at the end of January. He returned to the residential care home to be with his wife in February but passed away at the beginning of March.

The family still continue to have problems with the Finance Team at the council and we are doing our utmost to support them with this concern.

If you have a similar story and would like to share this with us or perhaps need support, please contact our office on 01582 817 060 or alternatively email us at info@healthwatchluton.co.uk

Our plans for next year



Future priorities

For 2016-2017, our priorities will be determined by the intelligence we gather during 2015-2016.

Our focus for the next year will be altered slightly. With a new Chair, new Chief Operating Officer, and new Board all now in place, we are hoping to develop the infrastructure of Healthwatch, and refocus our priorities on Healthwatch core objectives.

These will include:

- Stakeholder Review (360)
- Gathering evidence and feedback
- Enter and View Schedule
- Engagement Strategy
- Volunteer Strategy
- Communications Strategy
- Project work

Internal Review

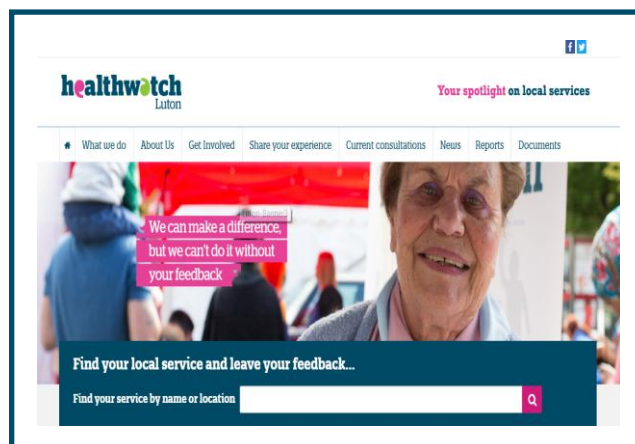
After 3 years in existence, Healthwatch Luton will dedicate some time (July) this year asking our stakeholders to review our organisation. Once we have this information, we will be able to compare where we were 3 years ago, where we are now, and where we want to be.

One of the strategic aims of Healthwatch Luton will be to focus internally this year, ensuring all our governance and processes are able to cope robustly with the completing our core aims.

We are hoping to develop the following areas within Healthwatch Luton:

Gathering Evidence

Through the Better Together Board, Healthwatch Luton have developed a new website and feedback centre (LHM).



Healthwatch will use this intelligence gathered directly from people regarding their relevant health and social care services to feed into our strategic direction and determine our priority of work.

This feedback centre will also allow us to feedback our intelligence to relevant providers, enabling us to communicate with evidence-based findings on issues or concerns regarding services within Luton.

This will be the main focus of 2016.

Relationships with partners and voluntary organisations

Our engagement strategy will focus on gathering feedback from the people within Luton. In order to do this, we will prioritise developing robust and healthy relationships with all service providers, but more essentially, voluntary organisations who are already engaging with so many people we would like to reach. In doing this, we hope to capture feedback from two particular key groups

this year; the seldom heard and Young People.



Seldom Heard

The seldom heard cover a range of people, from the homeless, to carers, to the BAME (Black and Asian Ethnic Minority) groups, to the elderly. Anyone whose voice can be under represented, is one that is seldom heard.

Healthwatch Luton would like to focus on gathering the feedback from these groups this year, ensuring that the information we gathered represent the community of Luton, and help those access quality services they deserve.

In doing this, we hope to help shape services to ensure everyone who is entitled to health and social care services receives the care they deserve. Linking to our voluntary and community groups will be essential in gathering these views.

Young People

According to the 2011 Census, the age structure of Luton's population differs from that of the population as a whole. Luton has a younger population than that of England and the eastern region. The under 15 age group account for 22% of

the Luton population compared to 18% regionally and nationally.

In line with this, and as a priority nationally, young people will also be our focus over the next year, ensuring they are included in our decision making, as well as being represented when gathering views.

Healthwatch Luton began a Young Inspector's group in 2014 which was highly successful and nationally commended. We designed a toolkit which was used to assess services for young people and how suitable they were. We would like to refocus on this area, ensuring young people also have their say on shaping their health and social care services.

Enter and View Schedule

Healthwatch Luton have the statutory right to enter and view any health and social care service funded by the public purse.

Healthwatch Luton will develop their training plan in order to ensure during 2016-2017 we will be equipt to run a series of Enter and View visits. Intelligence gathered at these visits will be presented to service providers and influence Healthwatch England and the



CQC strategies.

Engagement Strategy

We hope to provide a robust and sustainable engagement strategy for Healthwatch Luton, ensuring we are reaching a diverse section of the community, gathering feedback from those seldom-heard groups.

We would like to focus less on larger information events and aim to attend more community groups to gather feedback from the people who are accessing these services.

Volunteer Strategy

Our volunteers (our Champions) are one of the most important stakeholders to Healthwatch Luton. Without our small but dedicated team of Champions, Healthwatch Luton would not be able to function.

We would like to put in place a development plan for our volunteers, providing them with a more structured input into our work, and offer more training and development for those who dedicate their time, effort and knowledge for us.



Communication Strategy

We would like to do a review of our communication strategy, ensuring our communications both externally and internally reflect the mission and vision of Healthwatch Luton.

We would like to produce communication packs to distribute to our many stakeholders throughout Luton, ensuring our brand and message is consistent and transparent throughout the town.



Project Work and Sharing Good Practice

The intelligence gathered from our engagement activities and from our new website will provide Healthwatch Luton with a clear direction on where to dedicate further resources, and how to prioritise our work.

We would like to begin a process of sharing good practice within Luton, looking at organisations and service provision that are working well, and communicate this to other partners and member organisations to inform them on those things working well for the people of Luton.

Our people



Healthwatch Luton's People

Healthwatch Luton currently have two members of paid staff, 11 Board members, 1 Chair, and over 300 Champions, 100 Members and over 100 Member Organisations.

Our Champions are one of the most important aspects of Healthwatch Luton. Without their input, time and dedication, Healthwatch Luton would not be able to reach the community we do, or gather the intelligence we record.

Our Champions attend a range of engagement events with us, including festivals, information events, conferences and community events.



Our Champions do a range of work, including engagement activities, focus groups, planning projects, assisting on information stands and representing us at meetings and Boards, as well as recruitment for staff, and recruitment for stakeholders.

Our Champions have joined staff on gathering experiences on a range of

topics, and support us on the following focus groups and issues:

- Chronic Fatigue Syndrome
- Cerebro Muscular Skeletal Injuries
- Cultural Awareness Events
- PLACE (Patient Led Assessment of a Care Environment) at Luton and Dunstable Hospital
- PLACE at Keech Hospital
- Attended training on ELFT to take part in their PLACE assessments.

Decision making - Our Board

Our Board is made up of 11 members, all of which work hard and contribute to our work plan, progress and strategic direction.

Our Board attend many committees, groups and Boards, representing Healthwatch Luton at strategic level, and gather information and evidence to add to our work plan and priorities.

Without our volunteers, we would not be able to reach the community we do

Our Members

We have over 100 individual members, and nearly 100 organisation members. We inform our members of our work and our progress, allowing them to feed in where appropriate. We will look at increasing our members, retaining our volunteers and developing our offerings in the coming year.

OUR CHAMPIONS VOICE



CHAMPION VOICE: Rebecca Bright - PLACE Assessment at Keech Hospice

"I found the PLACE assessment really interesting and enjoyable, I learnt a lot.

I felt that this was a very worthwhile experience and that Healthwatch's attendance was valued and appreciated, I would encourage people to get involved again if this opportunity arises in the future. I felt I learnt more about the hospice and their work and an insight into their facilities as well as learning new skills relevant for assessment."

CHAMPION VOICE: Ameena Amar - Champions Update on project work

"I am currently studying at Luton Sixth Form College. I found out about Healthwatch when searching for a placement where I could do work experience. I was lucky enough to join Healthwatch and do some voluntary work for them. The main thing that had me more interested in this particular organisation was the fact that they listen to public views, which is very important.

During the Repeat Prescription project which I took part in, I found many patients had further queries regarding health care



services, to which Healthwatch were able to provide contact details for those patients and discuss further issues. The experience has enabled me to really build my confidence in communicating and interacting with different people."

CHAMPION VOICE: Jamu Patel - Champion Involvement

"Due to health problems, I had to take early retirement from my 32 year career in the NHS and Education service. It was a very difficult time in my life to accept being alone and isolated at home. I am a people's person, and enjoy helping and listening to people. My strength is talking, being honest and transparent and approachable.

I have been a very active Champion (volunteer) with Healthwatch Luton since the beginning in April 2013.

The staff have acknowledged my personal skills and have given me the opportunity to attend meetings with service providers and stakeholders on behalf of Healthwatch.

With this knowledge and information I have been able to signpost my family, friends and community of Luton to get help and advice."



Getting Involved:

Healthwatch Luton is committed to supporting local college students with their work placements and relevant health and social care experience.

Within the last year we have supported two students studying Health and Social Care at Barnfield College and Luton Sixth Form College.

One has completed her work placement with us but wishes to continue volunteering with us and to gain more knowledge of health and social care services within Luton.

Over the coming year, as an organisation, we hope to redevelop our Volunteer Strategy, offering more support, training and development to all those who offer us such value, time and effort.

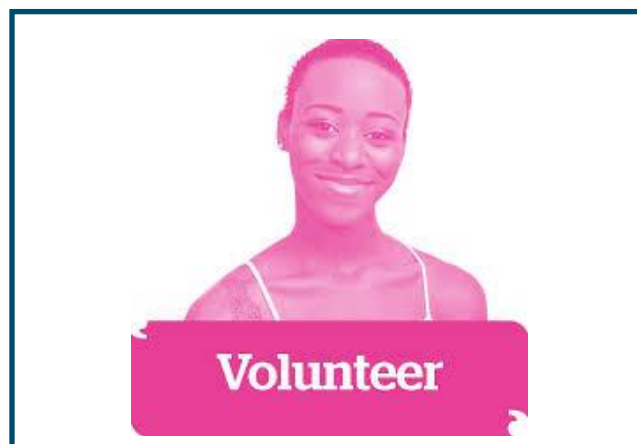
How we involve the public and volunteers

Healthwatch Luton ensure that the public and volunteers are included in our: Governance; by ensuring our Board members reflect the diversity of the Luton community, as well as setting our strategic direction.

Local Healthwatch activity; by engaging our members to become Champions and support us in our feedback and intelligence gathering, and engagement events

We are hoping to bring our volunteers into the heart of all our decision making, direction and objectives, allowing us to work more closely with such a variety of people who represent Luton.

To get involved, please contact our Engagement and Volunteer Officer on 01582 817 060.



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		128,876
Income generated		435
Luton Borough Council (database)		24,000
Total income		153,311
EXPENDITURE		
Operational costs		21,325
- Database (50%)		8,400
- Advertising and Marketing		7,494
- Meetings and Events		1, 551
- Volunteer Expenses and Training		1,530
Staffing costs (wages, training, travel and recruitment)		80,748
Office costs		40,960
Total expenditure		140, 683
Net income/(expenditure) for the year		12,628
Fund balance brought forward for year		924
Total Fund balance carried forward		13, 552

Contact us



Our Address Details:

102 Hitchin Road, Luton, LU2 0ES

Phone number: 01582 817 060

Email: info@healthwatchluton.co.uk

Website: www.healthwatchluton.co.uk

Chief Operating Officer: lucy.n@healthwatchluton.co.uk

07486 900 532

Engagement and Volunteer Officer: terri.brooks@healthwatchluton.co.uk

07835 390 539

Address of contractors:

Luton Irish Forum,

102 Hitchin Road, Luton, LU2 0ES

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to 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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