

Healthwatch West Berkshire

Annual Report 2015/2016



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“Thanks so much for your help & support - Healthwatch is a brilliant development in the health and social care system and the West Berkshire branch are clearly a fine example!”

Lisa, West Berkshire

Message from the seAp CEO



Marie Casey, seAp CEO

I am delighted to introduce Healthwatch West Berkshire's Annual Report for 2015/16. seAp bid for the contract with a promise that we would work with local people and health and social care organisations to identify what they wanted from their local Healthwatch. Our first three months were therefore focused on development, liaising with neighbouring Healthwatch organisations and engaging with all those with an interest in a strong consumer voice for health and social care. This has resulted in a robust work plan, which is delivering the aims of local people.

Tendering for this service was a departure from seAp's core business of advocacy, however I believe we were successful in our application because of the synergies between advocacy and the key functions of Healthwatch as well as our strong track record of delivering quality advocacy services in West Berkshire since 2006. Like Healthwatch, advocacy aims to create a platform for individual voices to influence decision makers in order to drive up

standards in public services. In addition, advocates support individuals to have a voice and participate in decisions that are made about their own care and wellbeing, and can bring those experiences to Healthwatch. Because we share the same aims and values, seAp has participated in the development of Healthwatch England's programme on health complaints and I was heavily involved in the development of my own local Healthwatch in East Sussex.

In this report you will find that we kept our promise and we are building an organisation that is valued by the community, working with partners to improve services and embodying our values of - empowerment, independence, partnership; steeped in the voluntary sector. This is shown by our approach to the Community Engagement Fund where we've commissioned voluntary organisations to use their local knowledge and relationships to engage with their communities.

On behalf of our board of trustees, I would like to thank the commissioners for believing in us and the many people in the CCG and local community for working with us to develop Healthwatch locally in West Berkshire, which is now beginning to grow roots in the community. I would also like to extend my heartfelt thanks to the staff, volunteers, members of the advisory board who through their hard work and approach have rebuilt confidence, delivered an ambitious work programme and set the organisation on the right course.

Message from our Chief Officer



Andrew Sharp, Chief Officer

Welcome to the annual report of Healthwatch West Berkshire (HWWB). The past year has been one of major change and upheaval for your local Healthwatch. As you may have just read, the contract to provide Healthwatch West Berkshire was awarded to the charity advocacy specialists' seAp, who have provided advocacy services across the South East from Kent to Cornwall and Berkshire for many years.

seAp took over the HWWB contract from May 1st 2015 and it soon became clear that this would be a difficult transition as the previous senior HWWB officers were not transferring across and many of the Advisory Board had become disillusioned and decided not to remain.

Grasping this challenge seAp immediately sought to recruit a new team, while maintaining the service in transition using an experienced consultant, who did an excellent job in steadying the ship and aiding the transition .

I was delighted and honoured to be chosen as Chief Officer of Healthwatch West Berkshire and began work in early August 2015. I had worked as the lay member on Newbury and District Clinical Commissioning Group (CCG) Board for the previous three years, have Chaired a local medical Charity, the WBRRC (West Berks Rapid Response Cars) for many years and worked in the corporate world for over 25 years.

“I was delighted and honoured to be chosen as Chief Officer of Healthwatch West Berkshire”

I, along with my new team, immediately set about rebuilding our key relationships with local commissioners of health and social care and important community groups.



We have maintained and increased a group of Healthwatch Champions drawn from key voluntary groups, including the Citizens Advice Bureau, Age UK Berkshire, Alzheimer's UK, Newbury Childrens Centre, Swanswell, Newbury Family Counselling Service, West Berkshire Patient Panel Group, whose networks help extend the reach of HWWB to reach the seldom heard, vulnerable and isolated.



Community Engagement Programme Panel

We have ensured HWWB uses its statutory role to influence future commissioning by sitting on key boards and attending key commissioning meetings, such as:

The Health and Well Being Board, Joint Primary Co-Commissioning, Planned Care, Thames Valley Quality Surveillance Group, West Berkshire Council Care Quality Board, Learning Disability Partnership Board, Mental Health Forum, Carers Strategy Group, Newbury & District Clinical Commissioning Group (CCG) Joint Communications and Engagement, West Berkshire Patient Panel and Brilliant West Berkshire.

“Healthwatch West Berkshire is well placed to fulfil its key role ...championing the views of West Berkshire Residents”

We have also re-written and refocused the Work Plan to be more in line with the identified priorities of the Newbury & District CCG, local Joint Strategic Health Needs Analysis (JSNA) and input from our Healthwatch Champions group.

We needed to rebuild our volunteer base, as volunteers are so vital to all aspects of what local Healthwatch does. This included finding volunteers for research, engagement activities, our Enter and View team, mystery shopping and a hoped for ‘Healthwatch Youth’ group.

All our volunteers are carefully chosen and matched with the appropriate work-stream.

It has also been a year of change in the local health and social care landscape in West Berkshire, partly as a result of the NHS Five Year View Forward and also as a result of the drastic cut in funding for West Berkshire Council from Central Government.

The People's Voice

Healthwatch West Berkshire listened to community groups affected by the cuts and asked the council to re-assess cuts that might increase Health inequalities in West Berkshire.

West Berkshire Council announced its ‘*New Ways of Working*’ model in light of changes in the Care Act 2014. This included major changes to how it operated several key Adult Social Care teams including CTPLD (Community Team for People with Learning Disabilities) and CMHT (Community Mental Health Team)

Healthwatch West Berkshire has also been involved in major changes to the provision of care, including local Primary GP services, sitting on the Joint Co-Commissioning Board, prior to full delegated powers being granted to the Berkshire West CCG's on April 1st of this year.



Voluntary Sector Forum

We have also provided intelligence to the Care Quality Commission (CQC) with regard to key major inspections locally, including that of Berkshire Healthcare Foundation Trust (BHFT) and several local GP practices.

I am delighted to report that the very first Enter and View visit that Healthwatch West Berkshire has ever conducted took place on 31st March 2016, using one of our statutory powers.

We have also been asked to assist in re-purposing the role and priorities of the West Berkshire Health and Well Being Board, following a peer review exercise by the Local Government Association. This is currently on-going and it is hoped to have this work completed by September 2016.

The timing of this exercise may prove to be opportune as NHS England announced the creation of 44 Strategic Transformation Partnership Areas (STP) in late 2015.

Quoting from NHS England “STPs are a key element on the NHS Shared Planning Guidance and the local implementation of the [Five Year Forward View](#).”

West Berkshire has been put in the Buckinghamshire, Oxfordshire, Berkshire (BOB) footprint, though it is unclear what the impact of the STP will be at this stage. But it will certainly involve and influence the Health and Well Being Board, other key commissioners and their activities in West Berkshire.

“I urge you to give HWWB as much feedback, help and support as you can to ensure we can achieve our overall goal of improving the services in Health and Social Care in West Berkshire for all.”

So, it has been a year of reconstruction, HWWB is well placed to fulfil its key role with regard to championing the views of West Berkshire residents in relation to health and social care services.

But the key components in achieving this goal are the people of West Berkshire. Therefore, I urge you to give HWWB as much feedback, help and support as you can to ensure we can achieve our overall goal of improving the services in Health and Social Care in West Berkshire for all.

Andrew Sharp MInstF
Chief Officer

Healthwatch West Berkshire

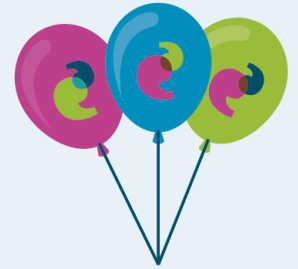


The year at a glance

We have attended more than 100 meetings relating to health and social care.



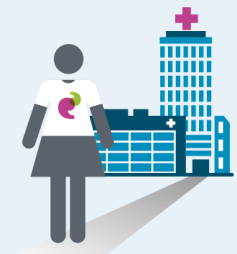
We've talked to hundreds of local people at community events.



We've given great consideration to our Work Plan - ensuring we are concentrating on our community's top priorities.



We've visited more than 30 local services and community groups.



This year we have attracted 454 new followers on twitter and our facebook likes rose by 25%.



Our Volunteers help us with everything from research to handing out leaflets



Who we are

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 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 make services better.

Our vision

We want to become a vital respected 'go to' organisation in West Berkshire, with regard to health and social care for both the public and providers in West Berkshire.

We have to ensure we capture the feedback, good and bad, from all demographic groups and communities of West Berkshire. We strive to capture the voice of the seldom heard and ensure that they are listened to.

We aim to ensure commissioners, providers and key stakeholders are listening and take action where required, to re-examine a failing service or address a gap in service.

We need to encourage providers to not be satisfied with just providing an adequate service, but try to match the best practice in that sector.

To do this we must engage the residents of West Berkshire to speak out and let us know where the problems lie, or sometimes more importantly, where services provide an exemplary standard of care. We need to encourage providers to not be satisfied with just providing an adequate service, but try to match the best practice in that sector.

We should help policy makers take the views of the local population into account when commissioning or changing services locally.

We should, and must fulfil our key role, to make or help improve services for the residents of West Berkshire - and help diminish health inequalities.

Our priorities

Looking forward, the priority areas on our current Work Plan will remain the same, but the project scopes will be adjusted to reflect changes to local need.

'Mental Health and Wellbeing' continues to be a top priority for Healthwatch West Berkshire. We will work with West Berkshire Council and the Berkshire Healthcare Foundation Trust on their 'New Ways of Working' and restructuring of Adult Social Care Services, including the Community Mental Health Team (CMHT). This will include engaging with service users to ensure their voices are heard in redesigning service delivery.

We will continue to have regular meetings with West Berkshire Community Hospital (WBCH) to ensure feedback from service users reaches the appropriate people.

Reaching vulnerable groups will continue to include all people who may be considered as vulnerable. However one of our pieces of work this coming year will be focussed on people with learning disabilities (LD).

Community Engagement Programme

We will continue to roll out our Community Engagement Programme

(CEP) grant scheme to allow voluntary sector organisations and individuals the chance to research local health and social care issues, engage with the local community and report on their findings.

Enter and View

Having completed our first Enter and View visit to a local care home, we will be working on developing our Enter & View programme based on local need.

Our aim will be to conduct a visit at least once a quarter, with a view to expanding our team of Authorised Representatives to increase the number of visits by the end of the year.

Collaboration

We will build on relationships with commissioners, providers and the voluntary sector, where we can work together to produce better feedback and consultation, ensuring the local community's views help shape future services.

Our Healthwatch Team - Staff, Board and volunteers



Listening to people who use health and care services



Gathering experiences and understanding people's needs

A key element of HWWB role is to listen to local people and try to understand their needs. We have done this in a number of ways this year, ensuring we have engaged with the young and old and a range of seldom heard groups and will continue to do so.



We have engaged with people in the following ways:

- Outreach at Newbury College, inviting students to work with HWWB to understand challenges young people face accessing health services. We hope to build a Healthwatch 'Youth' group to specifically look at issues of health and social care for young people.
- We talked to young carers and canvassed their views to get better understanding of the difficulties they face.
- There appears to be a significant difference between local current figures and the Office of National Statistics estimates of the numbers

who are eligible for LD Health Checks for West Berkshire. We have actively worked with the local Learning Disability Partnership Board to ensure we can understand this by talking to the Newbury and District CCG and the Local Authority.

- We are also looking at transition issues for those with LD, not only from Child to Adult but equally important, from living with parents or carers to living independently.
- We are concerned about the elderly who often suffer from multiple conditions accessing a variety of services. The Berkshire West CCG's have consulted with HWWB in planning future services for the elderly and we plan to ensure the isolated elderly are heard.
- We have visited Priory Thornford Park Hospital to gather views from patients being treated there. Nearly all are from outside our area, but still fall under our catchment as confirmed by Healthwatch England.

There appears to be a significant difference between local current figures and the Office of National Statistics estimates of the numbers who are eligible for LD Health Checks for West Berkshire.

What we've learnt from visiting services

We are pleased to have undertaken the first ever HWWB Enter and View visit in West Berkshire.

Our visit to a local care home enabled us to open more direct communication with the Care Quality Commission (CQC) as well as local service providers and voluntary sector organisations working within health and social care.

This visit was largely observational, and helped to set a precedent for visits to other local care homes, including refining our process to learn how to discover more meaningful information in the future.

Our Enter and View Representatives are fully trained and background checked using the Disclosure and Barring Service (dbs). Our Enter and View Representatives are:

- Annette Arlow
- Karen Dodd
- Kemi Falohun
- Jo Karasinski

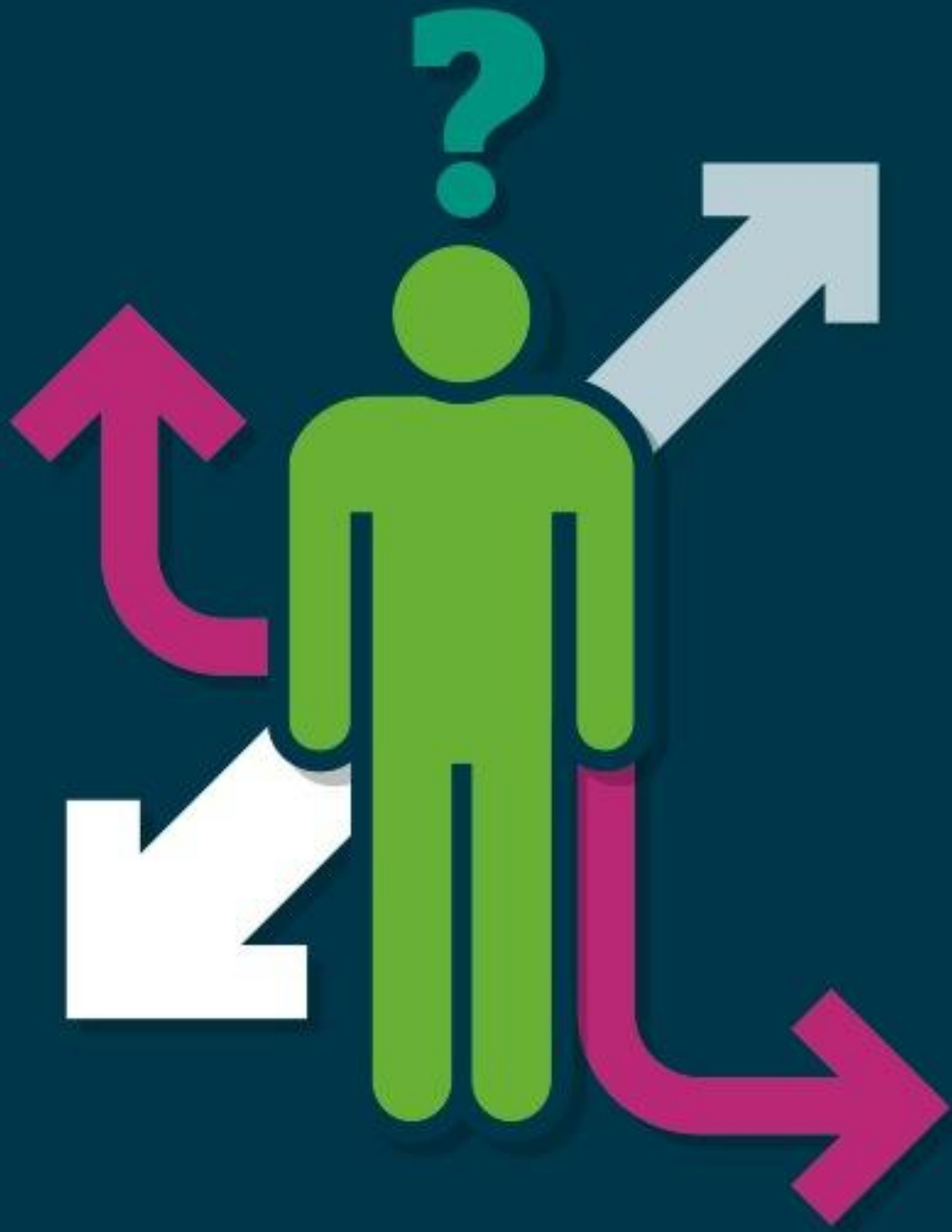
- Clea Knight
- Andrew Sharp
- Amelia Smith
- Martha Vickers

Other Enter and View visits are already being considered, using feedback from local people to shape our aims for future work, in using our statutory powers for Enter and View.

We scheduled our first visit to a local care home, having received feedback from another service provider highlighting concerns. We observed these issues had been rectified and the care home had worked hard to make improvements following their recent CQC inspection.



Giving people advice and information



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

We achieve this in a number of ways:

- We have a well-trained UK contact centre with a dedicated local telephone number operating Monday- Friday 9.00-5.00pm.
- We have produced a number of response leaflets, including a freepost response mailer, for residents to send us their feedback.
- We operate a highly active social media platform that responds very quickly to breaking stories and local issues. It often garners response in real time from the public and local organisations.
- We ensure that the staff and volunteers are up to date with changes to services and the latest legislation that may affect local health and social care, so they can offer the best advice.
- We operate regular outreach activities across the county and these have included:

- Hungerford Town Hall
- Thatcham Library
- Newbury College
- Pangbourne Carer' Group
- Boots Hungerford
- Memory Café Newbury and Midgham
- Patient Information Point West Berkshire Community Hospital
- Cold Ash Women's Institute



We have been able to signpost West Berkshire residents effectively since we became fully operational in late October 2015. They have contacted us with a wide range of issues across health and social care.

“...it's good to know we have someone to go to for our clients' health needs, thanks for all your help”

Loose Ends

How we help

One resident was unhappy that they were not being given the suitable treatment from their GP and felt the GP was unsympathetic to their condition. We advised them of their options and the procedure to follow to resolve the issue including raising the issue firstly with the Practice Manager, swapping their GP within the practice, or if matters couldn't be resolved to change to another GP Practice.

A resident who regularly accesses transfusion services was disappointed to learn that the service was being removed from West Berkshire Community Hospital to the Royal Berkshire Hospital in Reading. This also affected a small number of others including someone who said they might not attend due to the move.

We raised this matter with the CEO of Royal Berkshire Hospital Trust directly. Currently due to problems with recruitment, a widespread issue in Berkshire, the service needs to remain in Reading for the moment. However, we will continue to monitor the position and have raised it with the Berkshire West CCG's.

We raised this matter with the CEO of the Royal Berkshire Hospital Trust directly.

A key way we seek to ensure the residents of West Berkshire are given as much help as possible is through regular meetings with key commissioners and providers of services.

We meet regularly to discuss local issues and problems with services received by our residents with: The Operations Director the Newbury & District CCG; The Chief Officer of the Berkshire West CCG Federation; The Operations Director of Berkshire Healthcare Foundation Trust; Head of Adult Social Care West Berkshire Council.

Meetings with Key Influencers

It's vital those that control not only the purse strings, but can actually drive the quality of care provided, get to hear the 'real' issues and accordingly make changes in how a service operates.

We have these meetings and sit on key boards to seek assurances that the Commissioners' and Providers' public engagement is of a high quality and is effective and not 'tokenistic', just ticking boxes.

We also actively share at the highest levels 'real' issues we have identified in the course of our day to day activities.



It's vital those that control not only the purse strings, but can actually drive the quality of care provided, get to hear the 'real' issues and accordingly make changes in how a service operates.

How we have made a difference

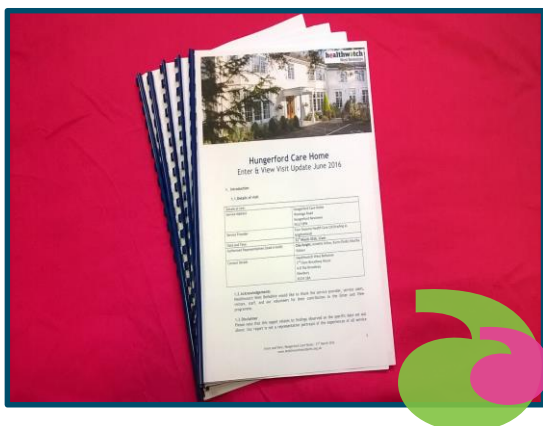


Our reports and recommendations

This year, a year of re-organisation and re-focus for HWWB, we produced a single report, which was our Enter and View report from the care home we visited.

As mentioned, in our priorities going forward, we aim to produce several reports on mental health services in West Berkshire in 2016/17.

We are researching and writing a report in conjunction with parents and carers of residents with LD and with the knowledge of West Berkshire Council, with regard to issues of planning for the transition from living with parents/carers to living independently.



Working with other organisations

With limited resources it's essential for HWWB to work collaboratively with other organisations such as the (CQC), NHS Improvement, General Medical Council (GMC) to maximise our impact. We also need to act as a 'Critical Friend' to providers to get the best results for residents and bring about positive change.

To achieve this:

- We have met several times with the local CQC officers, as well as jointly with all the Thames Valley Healthwatch.

"It's been great having a supportive Healthwatch"

Patient Information Point, West Berkshire

- We have ensured we provided feedback prior to CQC inspections of services in our area, including major inspections such as Berkshire Healthcare Foundation Trust and South Central Ambulance Trust.
- We have agreed with the CQC we will inform them of any serious concerns immediately. They have also asked that we use our role to help providers attain better ratings by highlighting excellence in care where we come across it, as well as, any problems with quality of care.
- We have directly highlighted a whistleblowing issue to Healthwatch England in addition to our Enter and View report.
- We regularly meet with the local Citizens Advice Bureau to share intelligence about local health and social care issues.



Involving local people in our work

We involve local people in our work in many ways:

- We have highlighted all relevant local consultations and changes to services on our website and via our vibrant social media portals.
- We have talked with community groups affected by service changes such as the National Autistic Society, West Berkshire Mencap, Swanswell, Loose Ends and Eight Bells.
- We attended all Board Meetings and are now key members of the management steering group and the locality Integration Board.
- Most importantly we have represented the public voice at all of these meetings to ensure the Health and Well Being Board is effective locally and listening to residents.

“Thanks so much for coming to talk to us, was really interesting to learn about the work of Healthwatch”

Beedon Women’s Guild

Our volunteers are vital to us and we value them greatly:

- We have used our newly acquired volunteers extensively this year. Involving them in Enter and View, outreach activity and our research group. We depend hugely on our

volunteers’ vital contributions to fulfil our role.

- We go through an interview process and offer comprehensive training with each volunteer to ensure volunteers get the most out of volunteering for HWWB. This is vital to ensure they have the appropriate skills for the roles they occupy.

We depend hugely on our volunteers’ vital contributions to fulfil our role

- We are always looking for volunteers who want to make a difference in how health and social care services are delivered locally.
- Our volunteers do important research for us. This will complement our existing work help us find if the services are delivering according to legislation or contractual obligations, and what the public think of them.



Our work in focus



Our work in focus: Real Cases



Ann* contacted us on behalf of her daughter, Kelly*, who was already a patient with Child and Adolescent Mental Health Services (CAMHS) under the Attention Deficit Hyperactivity Disorder pathway (ADHD). Kelly also suffered with Chronic Fatigue Syndrome and Depression. Ann's daughter was in the 16 - 18 age bracket and they were finding mental health services for this transition period difficult to navigate. Additionally, they were waiting for an appointment with the psychiatrist to look at changing her ADHD medication, it was suspected the medication levels were wrong as Kelly was finding her ability to study was suffering.

Despite having already been waiting a month the appointment was still nearly 6 weeks away by the time Ann contacted us. This meant another half term would have passed at school before they could even look at altering Kelly's medication. Ann felt strongly that this would have a negative impact on her daughter's school

work and was not only causing Kelly anxiety but also effecting her mental wellbeing. Ann had already tried to make contact with CAMHS directly to see if they could get an earlier appointment but were finding it difficult to get a response.

We contacted CAMHS to try and bring the appointment forward. We worked with the CAMHS team to ensure they understood the issues our client was having and why the long wait to get her medication changed would be severely detrimental to her wider mental health. On understanding this the CAMHS team were able to assess her medication and get the changes needed within a much quicker timescale. Ann told Healthwatch she was very pleased and grateful that we were able to help and believes the action taken by CAMHS would not have happened otherwise.

Although we were able to bring about change for this individual, staff at CAMHS confirmed that waiting lists for appointments could be as long as 3 months. Knowing the detrimental effect long waiting times can have to those living with mental illness we have made access to mental health services a priority within our Work Plan with the goal of improving waiting times for all in West Berkshire.



Our work in focus: Real Cases



Mary* got in touch with us, she needed regular blood tests which had been offered to her at her Doctors Surgery. However, Mary did not find it easy to get to her Doctors for her vital blood tests as she had impaired mobility and no access to transport. She was in danger of missing them altogether.

After a discussion with us we worked out that what would really benefit Mary would be to have these blood tests in the comfort of her own home. Mary had not realised that this would be possible. Healthwatch called Mary's surgery and the community nurses hub who were more than happy to carry out the blood tests at home. On checking with Mary several weeks later we discovered that Mary was now receiving her blood tests at home and was very happy with the outcome.

A couple rang our helpline. They were not sure what help they needed but they were worried about their son.

He had developed Post Traumatic Stress Disorder and other mental health issues that were causing him distress. His behaviour was sometimes out of character and not being experts in this area his parents wanted to know how they could help him. After talking with them, it was decided that what they really needed was to be able to talk to people who were going through similar issues. We put them in touch with a local support group who we knew would be able to help them.



**Please note real names have not been used in our case studies*



Our plans for next year



Future priorities

In line with our published Work Plan, HWWB has identified 9 key areas to concentrate on in the next year to 18 months.

The Work Plan will be changed and altered in line with changes to local services and information received from the public of West Berkshire, its network of Champions and partnership organisations.

It is the intention to utilise the statutory 'Enter and View' powers throughout 2016/17, not only to highlight issues of poor service, but also to highlight examples of good quality services to encourage others to deliver similar standards.

We will continue to ensure the seldom heard are identified and listened to. We will also highlight any inequality of services offered and seek to minimise health inequalities caused by provision of services.

We hope to do some joint work with our fellow local Healthwatch in Reading and Wokingham, as a follow up to the recent CQC report on Prospect Park Hospital.

Going forward we hope our newly launched Community Engagement Program (CEP) will yield good results - and may also run again in 2017/18.

In addition, we hope to work collaboratively with West Berkshire Council Adult Social Care to ensure the change to 'New Ways of Working' and removal of specialised teams in CTPLD and CMHT does not impact on users negatively.

We are committed to being a key part of the Joint Communications and Engagement Programme of the West Berkshire Health and Well Being Board, bringing commissioners, providers and the voluntary sector together to improve the quality of public engagement and involvement.



Work Plan Priorities

The key priorities we have identified for this year include:

- Mental Health and Well Being in West Berkshire
- Carers
- Prevention and Re-enablement
- Outpatient appointment 'admin' and communication issues
- GP's/Primary Care in West Berkshire
- West Berkshire Community Hospital inc. Minor Injuries Clinic
- Vulnerable Groups
- Eligibility Criteria Change
- Living Healthily

The Work Plan is subject to change driven by feedback from the public, input from the Champions group and transformation plans for local services and changes instigated at national level.

Our people



Decision making

HWWB operates an open and transparent governance policy that seeks to be inclusive and non-discriminatory. All our board meetings will be held in public at accessible venues.

We have an Executive Board run by seAp that is responsible for ensuring HWWB delivers on its statutory and contractual responsibilities.

HWWB operates an open and transparent governance policy that seeks to be inclusive and non-discriminatory. All our board meetings will be held in public

The HWWB Advisory Board ratifies the day to day running of HWWB and ultimately decides where it should focus its efforts. The HWWB officers are responsible to this Board and have to justify and report on the performance of HWWB.

The HWWB Board is made up of an Independent Chair, at least two lay members, a representative of the Voluntary sector (currently Empowering West Berkshire), The Chief Officer of HWWB, the Area Director of seAp and the Manager of seAp Berkshire. In addition, we are currently recruiting for our independent Chair and hope to announce this shortly.



We also have our Healthwatch Champions Group drawn from voluntary and community groups to extend our range and improve the intelligence we receive.

The Champions can feed either directly into members of staff or directly to the Board with regard to work priorities. They can also join task and finish groups charged with producing reports and undertaking work by the HWWB Board.

HWWB operates an open and transparent governance policy that seeks to be inclusive and non-discriminatory. All our board meetings will be held in public at accessible venues.

Our Work Plan is drawn from a number of sources. It takes note of the key priorities of the JSNA drawn up by West Berkshire Council's Public Health Team, the Newbury and District CCG's priorities.

Alongside this, issues raised by the Champions Group and direct feedback from the public also help with the Work Plan's construction.

The final elements we consider are the reports from the CQC locally and the local Council's Care Quality Board.

Once an agreed plan is drawn up the Board ratifies the decision, then directs a task and finish group to begin.

How we involve the public and volunteers

We work very hard to make sure we involve the public and our volunteers in our decision making and strategic goal setting:

- We not only hold our board meetings in public, but ensure all the minutes and documents are listed on our website in a timely manner
- We also publicise the dates of our board meetings in advance on our website and via social media and encourage the public to attend
- We regularly send out newsletters to a growing list of West Berkshire residents and key stakeholders
- We run regular surveys both on-line and via our outreach events



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		£123,338
Additional income (Public Health)		£533
Total income		£123,871
EXPENDITURE		
Staffing costs		£63,907
Office costs and support costs		£26,726
Promotion and Development costs		£11,548
Total expenditure		£102,181
Transfers to reserves for specific community projects (2016/17)		21,689



Contact us



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Address of contractors:

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Registered Charity no. 1080679. Registered in England & Wales. Company No. 3963421

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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#speakout

