

#SpeakUp

Annual Report

2018-19

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Message from our Chair

Once again we are starting this annual report by noting the huge pressures that the NHS and social care is under locally and nationally. Social care is almost at breaking point after years of austerity. People in Liverpool are very loyal to our NHS staff and services and the TV series, *Hospital*, showed the country the amazing work and dedication that goes on in our local hospitals, often against the odds. Local people know first-hand the difference the NHS makes to our lives and that of our families. We recognise when we have been treated with care, dignity and thoughtfulness, even as we can see and regret how overworked many staff look.

Because of this people are often reluctant to criticise the NHS or to complain when things go wrong. Yet they sometimes do go wrong and our complaints advocates support people through the complaints process when needed. More often the right care is delivered but not in a timely fashion. Sometimes, as with the Royal, the care is delivered in a crumbling environment. Patients tell us the impact this has on their care.

Social care is under ever more pressure.

We also still hear about services which don't quite meet up, where they don't fit the person's needs. There are certainly challenges in making coordinated, person-centred care a consistent experience for local people.

Despite that, people still tell us how they value the care and support they do receive - in hospitals, mental health services, as carers.

The Healthwatch Liverpool team has grown and with a new strengthened team structure and a revitalised volunteer programme it is stronger and more able to respond to community needs. This work is only possible due to ongoing financial support from the local authority. In this, the last year of our current contract, we are continuing to expand our work while also thinking about the years ahead and longer term planning.



*'The TV series, *Hospital*, showed the country the amazing work and dedication that goes on in our local hospitals, often against the odds'*

Last year saw the beginning of more focused work with community organisations and a new Community Engagement Board to help make sure that our work reflects the issues that people share with them. My role as chair has refocused to help support the Community Engagement Board. I am pleased to announce a new Membership Scheme to help more people keep up to date and contribute to Healthwatch Liverpool's work.

In this report you can read about some examples of Healthwatch Liverpool's work that we are particularly proud of including:

- + our information and signposting services
- + our work on thelivewelldirectory.com which is

used by over 200,000 people a year

- + our Complaints Advocacy service which helps people be heard when something goes wrong in their care
- + our engagement and project activities

I hope you will help us by sharing your experiences of health and care services so that we can have even more impact.



Lynn Collins
Healthwatch Liverpool Chair

Changes you want to see

Last year 6885 people told us about their experience of a number of different areas of health and social care or were seeking advice and information. Here are some examples of the changes that you want to see.



- + Being able to access services when you need to, be it GPs or specialist treatment



- + Ensure there are enough staff to be able to meet patient needs



- + Staff should take the time to communicate in an understandable and accessible way and listen to concerns



- + Services should provide easy access to the information needed to make decisions about care and treatment

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Liverpool, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face. Our vision is for a health and care system that you trust, a system which is stable, and well-resourced. We envisage a healthcare system which enables its staff to deliver the best quality, joined-up care, and which learns from people's experiences to meet the diverse needs of our population.



Our purpose

We're here to enable you to understand your options and make informed choices. We're also here to listen to your experiences and encourage those who run services to act on what matters to you.



Our approach

We provide people with reliable information in a person-centred way through our enquiry work. We get out and about to hear your stories; to health and care settings, community centres and other organisations. We use the evidence we gather to recommend how policy and practice can change for the better.



People at the heart of everything we do

We play an important role in bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Collecting people's experiences through surveys, focus groups and interviews.
- + Going out into the community and working with other organisations
- + Identifying gaps in the services you are looking for through our enquiry work
- + Providing accessible opportunities to share your experiences
- + Reviewing the stories you post on [CareOpinion.org.uk](https://www.careopinion.org.uk)





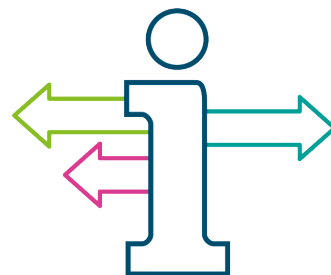
Highlights from our year



Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



In total across our information service, events, project work, surveys and visits to services, we engaged with 6885 people.



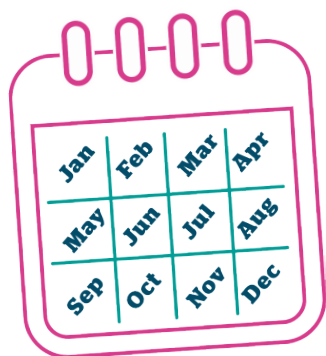
3770 people including students, accessed Healthwatch advice and information or contacted us with questions about local support.



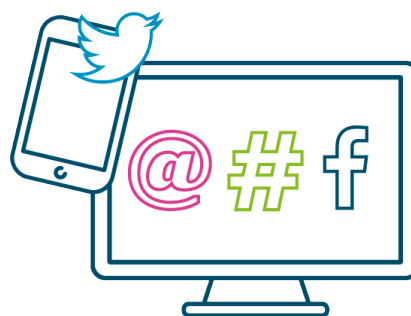
We published 34 reports including Enter and View reports, findings from Hospital Trust Listening Events and bigger projects like our GP Access work.



We visited 69 services and community events where we spoke to 2750 people to understand experiences of care.



We have 12 volunteers helping to carry out our work. In total, they gave 107 hours to support our work.



360,930 people engaged with us through our website, directory and social media.

Clinic A

Blood Test Room

Colposcopy

Gynaecology

Oncology

Early Pregnancy

Clinic B

Dermatology

Hypertension

**How we've made
a difference**

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Liverpool. We show that when people speak up about what's important, and services listen, care is improved for all.

Take a look at some examples of how Healthwatch Liverpool has made a difference in your community.

Recommendations for Frailty Pilot Scheme

This year Liverpool CCG ran a 100-day pilot project focused on providing community-based care for frail older people. Through the pilot, frail people over the age of 65 from 5 South Liverpool GP practices were referred to a Community Geriatrician who conducted geriatric assessments in patient's homes. The aim of this was to enable older people to live safely within their homes and offer greater community care to reduce hospital admissions.

We engaged with patients to understand experiences of this pilot and whether it led to an improved patient experience.

Two members of our Engagement Team conducted semi-structured telephone interviews with patients and their carers. Interviewees were generally positive about their experience of the visit. Even if they had not experienced any health benefits as a result of the visit, people told us that they found it beneficial in other ways, such as convenience due to avoiding hospitals visits, which many said they often found difficult because of ill health or poor mobility.

People told us they felt listened to and supported, and that it gave them greater confidence in advocating for their health needs.

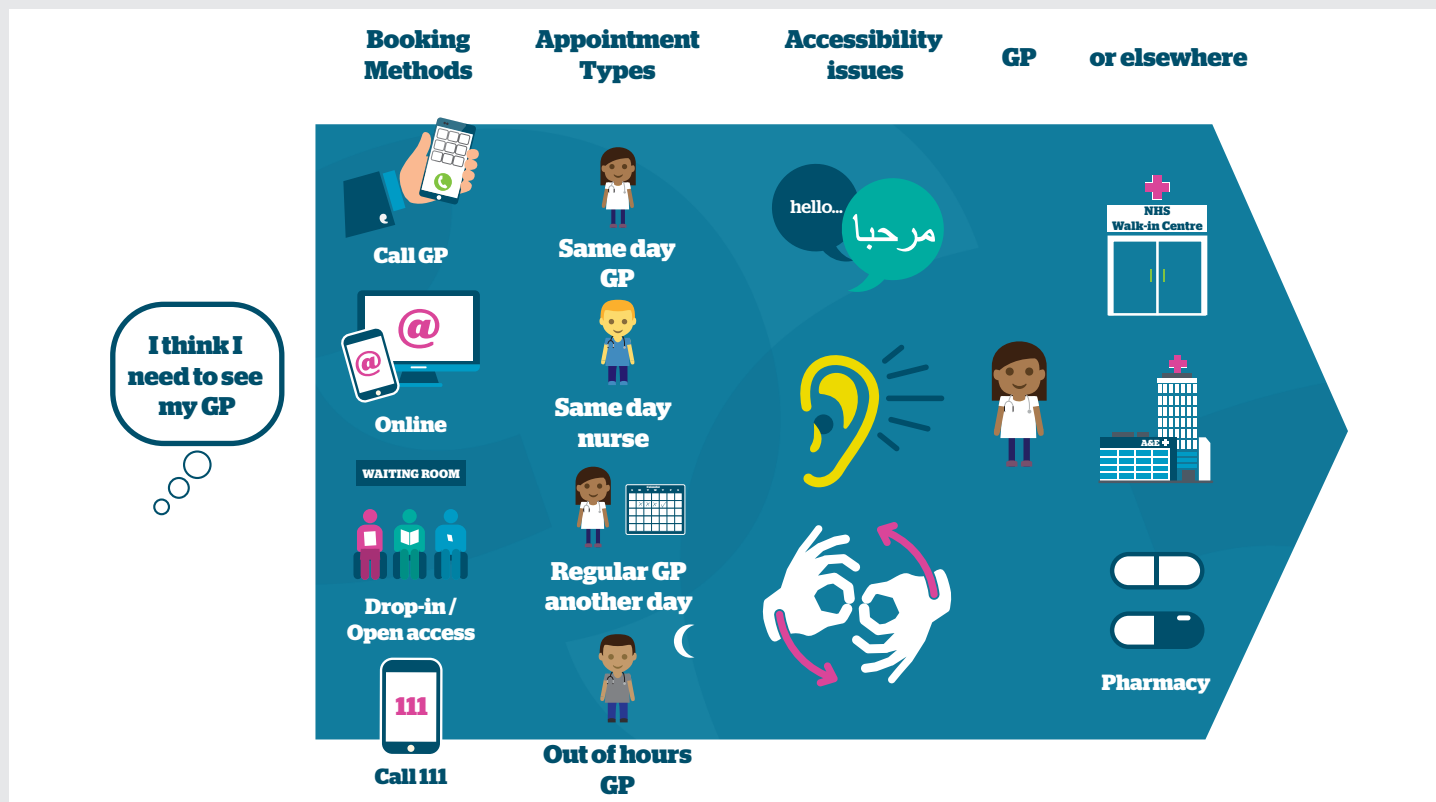
"[The visit was] more human based, you don't feel like a number if you've got somebody like that who'll come and see how you are in your home ... If you go to see a consultant in a hospital there's usually a big waiting list, they're rushed, and you worry about getting to the hospital."

Our findings showed that the scheme benefits patients and their carers through physical health needs, and also emotional health through receiving person-centred care.

Based on the feedback we received, we recommended that:

- + The scheme be continued and extended across the Liverpool CCG area;
- + Additional training in rapport building should be provided where needed to all staff conducting home visits;
- + Patients and carers continue to be fully involved in decisions around their future care;
- + Written follow-ups providing an overview of what occurred during the visit be provided to patients.

Following our engagement, Liverpool CCG have expanded the project to cover the whole of the city, and have commissioned two new community geriatrician posts to increase the capacity of the project.



The patient journey - from initial health issue to treatment

Hearing Your Voice on GP Access

GP services are vitally important to local people. Almost everyone uses GP services and has something to say about them: they are the health service that people most want to talk to us about. So this year we undertook a project to get out and speak to GP patients, to hear views and preferences.



We visited 25 Liverpool GP practices to hear from patients, as well as many community outreach visits, focus groups and an online survey. Across this project we heard from 1,008 patients. We ensured the days and times of these visits were consistent, and we consulted with GP practices to understand the optimum time to engage the highest numbers of patients.

Through this project we worked with colleagues and partners from other organisations, to ensure as many patients as possible would be heard and given the opportunity to speak to us, and we worked together to remove barriers to engagement. We conducted numerous outreach visits, working with organisations to bring the opportunity to share views to local people in suitable and familiar settings. These included mental health services, Breathe Easy Community Groups, shelters, and community centres.

During this outreach, we attended the Liverpool Chinese Wellbeing's Tea House group, and worked alongside an interpreter to ensure voices were heard and participants understood how their views would be used to make an impact. In total we spoke to 48 patients who said that they required an interpreter, and we were able to hear their specific views on GP access relating to interpreter usage.

Some of our key findings from speaking to patients were that:

- + There is a clear difference between patients' experiences in different parts of Liverpool. Patients in North Liverpool were less satisfied about getting through on the phone, getting a convenient appointment and staff attitude.

- + There is a high level of satisfaction overall with staff attitudes. However the role of receptionists (such as performing triaging) is not well understood by patients and this can sometimes cause tension between staff and patients.
- + There is lower satisfaction with getting convenient appointments, particularly for people with additional needs or responsibilities such as people who work, have children, are carers or are cared for.

Our report made many recommendations to encourage GP practices to take positive action on patient experiences. These included:

- + Alternatives to phoning in for appointments need to be made more accessible (e.g. extended open access/drop in hours)
- + Receptionists' roles need to be better communicated including confidentiality and what they can and cannot do, to alleviate current tensions.
- + Other recommendations related to online access, GP continuity, interpreter services, extended hours access and accessibility for people with additional needs.

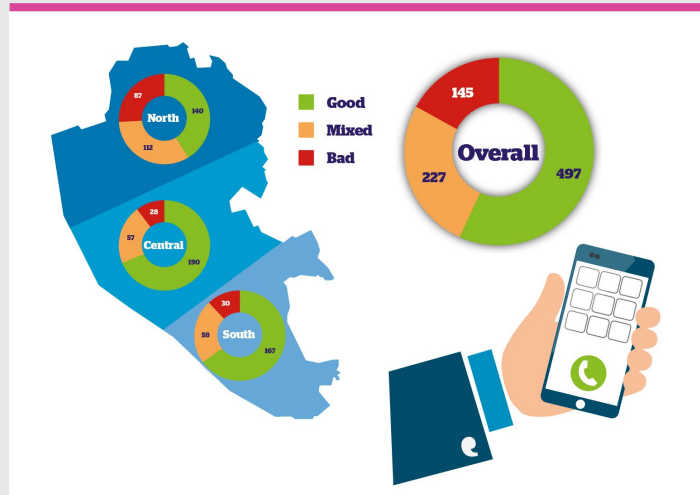
We look forward to hearing future GP patient experiences, and seeing the impact of this project through positive action being taken by practices and decision makers as a result of patient voices and the recommendations made. We know that GP practices are under increasing strain and need to find new ways to address the current challenges, and we anticipate this project informing plans to address such challenges.

Dr Rosie Kaur, a Liverpool GP and Interim Clinical Lead for Primary and Urgent Care at NHS Liverpool CCG:

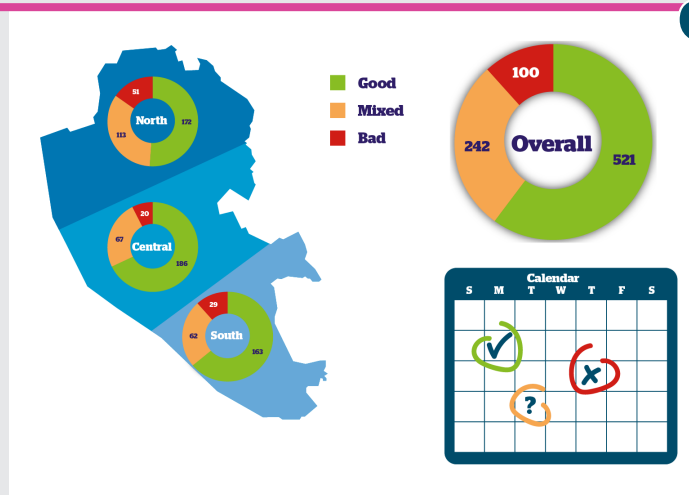
"We know that people sometimes experience problems getting appointments at their GP practice, and we're working on a number of initiatives designed to make it easier for people to get the care they need. From October 2018 practices have been able to offer extra routine evening and weekend appointments or telephone consultations for their patients through the Enhanced Access Service."

"In addition to this, from July 2019, groups of practices will be working together as Primary Care Networks to offer urgent and routine care to registered patients during the evening and at weekends."

"We're also looking at how we can use technology to improve access for patients. Around 25% of people in Liverpool are now using GP Online Services, which allows them to book appointments, order repeat prescriptions and view records. Over the next 12 months we'll also be working with practices to make electronic and video consultations more widely available."



Experience of getting through to GP practice by phone (Overall, and by neighbourhood area)



Experience of getting a convenient GP appointment (Overall, and by neighbourhood area)

Carer's Voucher Scheme

The Carers Voucher Scheme is a service provided by Liverpool City Council to eligible unpaid carers to enable them to have a break from their caring role. The scheme involves the carer being provided with a set number of vouchers which they can use to 'purchase' hours of care from some local care agencies, allowing the carer to take time off from their caring role. The scheme has been running since 2002 and was last formally reviewed in 2006, meaning users of the service had not been asked whether it met their needs for a number of years.

We carried out wide-ranging engagement seeking views from carers who had been referred to the scheme, carers who had not been referred to the scheme, staff who refer carers to the scheme (such as social workers) and the provider care agencies.

We used surveys to capture people's feedback, and we were able to identify key themes through the feedback received.

Carers who have been referred to the voucher scheme

- + Carers who use the scheme regularly report high levels of satisfaction
- + The main issue with the scheme is a lack of capacity with the provider care agencies
- + Carers have also highlighted a lack of communication from provider care agencies as a concern
- + Some carers would like the scheme to be made more flexible to encompass some care tasks such as toileting and medication prompts

Carers who have not been referred to the voucher scheme

- + The majority of carers are not able to get regular breaks from their caring role
- + This has an impact on their health and wellbeing.
- + They struggle to have a life outside caring

Staff who work with carers

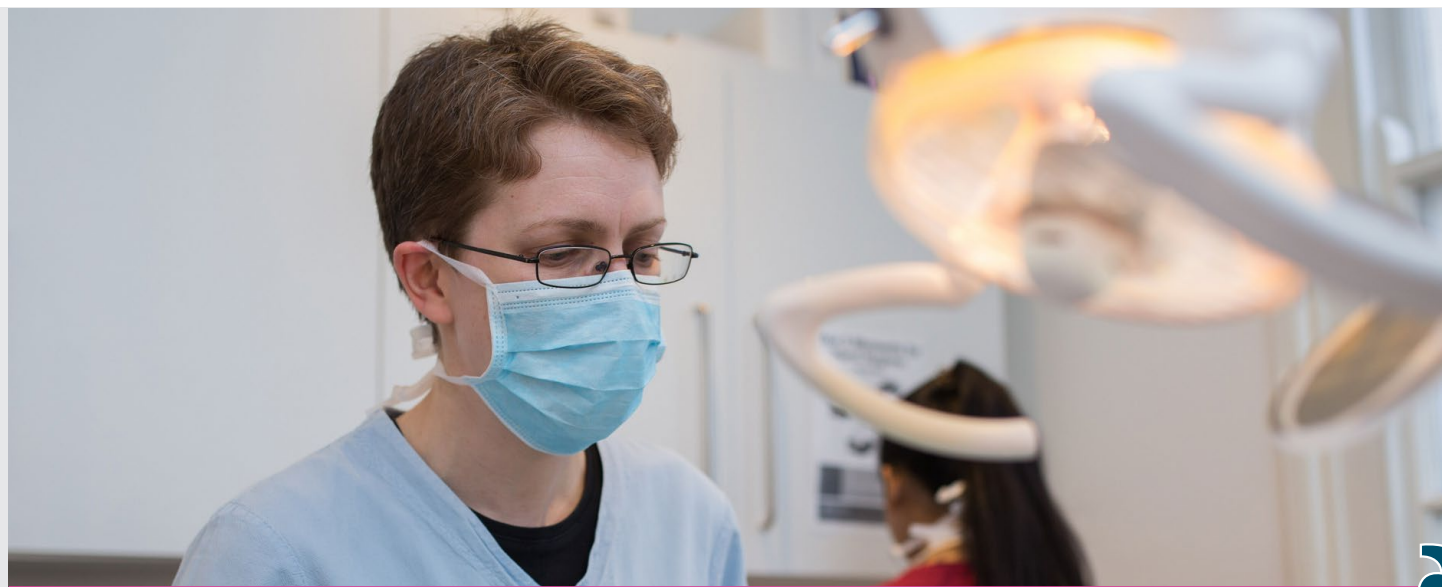
- + Staff appear to have a good insight into the scheme as their responses match closely with what carers say about the scheme.
- + Staff say that the scheme enables carers to do tasks and take part in activities. They also say that it gives carers a break from caring and peace of mind.
- + Staff feel that the main issue with the scheme is a lack of capacity with the provider care agencies.
- + Some staff have also suggested that the scheme could be extended to encompass care tasks and taking the cared for person out.

Provider care agencies

- + Provider care agencies feel that the scheme gives carers a break, flexibility and peace of mind.
- + Some care agencies say that regular bookings are easy to manage, however ad hoc bookings can be difficult to manage in terms of staff and availability.
- + The majority of providers have had to decline a request to use the vouchers due to staff availability.
- + Some providers would like to be able to offer an expanded service to include personal care tasks.

We put together all our findings from the engagement into a report which we submitted to Liverpool City Council. The report is also available publically on our website. The Council told us they will use the report to see if any changes are needed to the scheme to make it work better for carers.

We understand that the Council have been working on some specific proposals to improve the scheme and they have asked us to assist with engaging with carers about these proposals. We anticipate that this engagement will take place in late summer 2019.



Your feedback improved services at Liverpool University Dental Hospital

I'm thankful I shared my experience.

"I contacted Healthwatch Liverpool after my experience at Liverpool University Dental Hospital identified a lack of equipment for some clinicians, which caused me pain, and upset for my dentist.

During a follow up regarding complications of wisdom tooth surgery, a dental student unfortunately wasn't in full control of the tools she was using, and caused me further injury. Very apologetically they explained that they didn't have access to the left-handed equipment they really needed to perform the procedure successfully. This was distressing for me, and clearly embarrassing for the dental student. I felt it was wrong that being a 'lefty' was a barrier for successful treatment and also for the dental student's learning. So I contacted Healthwatch Liverpool, who with my consent, raised and discussed my experience with the dental hospital. As a carer and someone who struggles with

anxiety and other long term conditions, I wouldn't have had the time or felt able to do this myself.

As a result of Healthwatch Liverpool's discussions, the hospital confirmed that instead of allocating a few chairs for left handed staff, every new dental unit purchased will be suitable for both right and left handed staff to deliver dental treatment, and stock taking of instruments such as left-handed surgical scissors will be raised, as well as new discussions to develop processes to address the issue.

I'm thankful I had my voice heard by Healthwatch Liverpool. Healthwatch Liverpool's work with the trust could now mean better support for their staff, and better care for patients. I wouldn't want my experience to be repeated, and now I have faith that it won't be!" - Jennifer, 26.

'I wouldn't want my experience to be repeated and now I have faith that it won't be!'



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchliverpool.co.uk

t: 0300 77 77 007

e: enquiries@healthwatchliverpool.co.uk



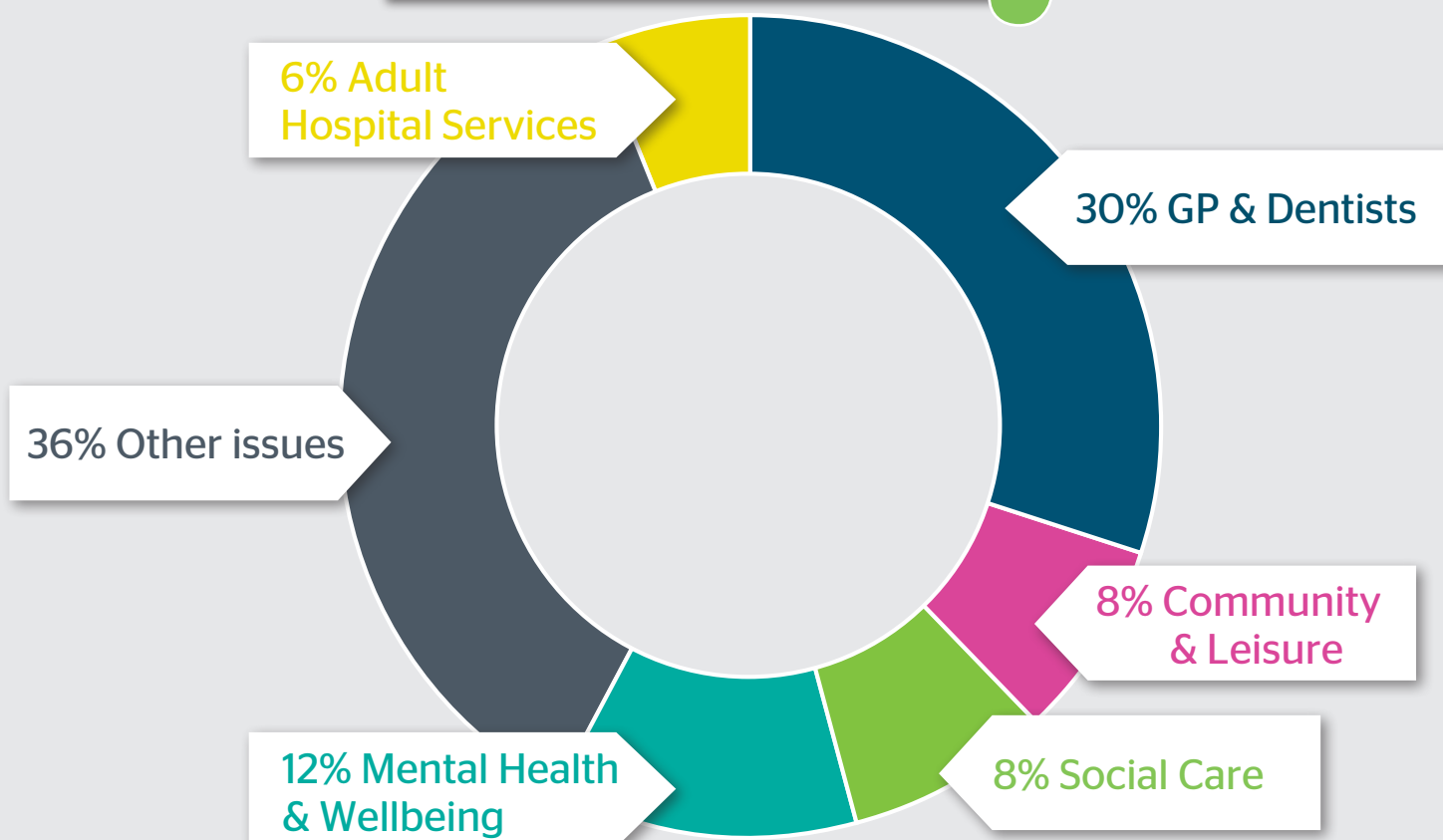
**Helping you find
the answers**

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need. This year we took 2302 health and social care enquiries, plus 1468 specifically from students.

Here are the most common things that people ask us:

Enquiry Themes



Giving information to students at one of this year's fresher's fairs

How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 3770 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Our person centred information enquiry line
- + Information enquiry email
- + At community events including student fairs
- + Promoting helpful services across our social media channels
- + Live Well Directory



Activities for wellbeing

Our information helps mental health professionals to aid the wellbeing of their clients.



'We know that therapy helps clients process feelings and learn coping strategies, but well-being is also about having a sense of purpose/interests, so your service is SO valuable in nurturing the mental health of our Liverpool folk. Thank you so much for your help; we love Healthwatch, your work really helps our clients'. Jenni Williams, Talk Liverpool Counsellor

NHS Complaints – Self Help Information

This year we have provided 109 people with information and advice on NHS Complaints procedures and provided our 'Self Help Information Pack' to 59 people, giving local people the knowledge and empowerment to utilise the complaints procedures themselves. Our 'Self Help Information Pack' explains the NHS complaints procedure at the different stages, and has useful letter templates and information on various other agencies to help local people navigate the process. The pack is also available to download and print directly from our website. This year it was downloaded 116 times.

**Help with NHS
Complaints**

healthwatch
Liverpool

Working with Students in Liverpool

This year we attended student 'Welcome' and 'Freshers' events at Liverpool's four universities. We spoke to 1468 new students about a range of issues; from meningitis to mental wellbeing, and NHS health charges, to how to register with a GP/dentist.

Liverpool's student population is growing every year. The latest published data (2016-17) shows 55,930 students undertaking higher education at Liverpool universities and colleges.

We chair and co-ordinate the multidisciplinary Liverpool Student Health and Wellbeing Group, which meets quarterly to bring together stakeholders with involvement in student health and wellbeing. Attendance of the group includes colleagues from local HE and FE Institutions, many health and wellbeing organisations, student unions, commissioners, decision makers and public health.

This year we presented a report to the Health and Wellbeing Board which brought together the discussions of the group. Our report discussed the landscape of Liverpool's student population and the needs identified through the work of the group.

Our report concluded that ensuring the health and wellbeing of students is essential for universities and for the wider community. In order to achieve this there needs to be a concerted cross-university approach to proactively:

- + raise awareness and use of local services,
- + promote student mental health
- + address suicide risks.

The support of NHS and other partners is vital in making this happen.

Our report was welcomed by the Health and Wellbeing Board, and we look forward to further progress and collaboration to support and empower the needs of our local students.

Katie, Steph and Samuel at the LIPA freshers event in October 2018



Spotlight on the Live Well Directory

We help thousands of people every year through our own enquiry service. However, we wouldn't be able to do that without having access to information about the vast range of health, care and wellbeing services available in Liverpool. We want that information to be available to everyone which is why a really important part of our work is keeping the Live Well Directory up to date.

We think it's vital that there's a trusted source of information for anyone who needs it - whether you're looking for help for yourself, for a friend or family member or if you're a professional looking for options for someone you're supporting.

That's why we're proud to be partners with Liverpool City Council and two other neighbouring local authorities on Live Well. We

maintain the Liverpool service information on this online directory all year round - over 1600 services - making it the trusted place to find out what options are out there for you.

This year the site had more than 250,000 hits on the directory with people viewing more than 650,000 pages.

Every search result page on the site has a prominent message encouraging people to contact us if they can't find what they're looking for so the site acts as another route into our enquiry service.



We'll keep working hard to make sure that the information on the directory is up to date and that Live Well is the best place to start if you're looking for services to help improve your health and wellbeing in Liverpool.



1,600 Liverpool services
More than 250,000 visitors
More than 650,000 page views



Is your service on Live Well?

If you know of any local services that might not be on the Live Well directory or you've spotted something that's not quite right then we want to hear from you!

w: www.thelivewelldirectory.com

t: 0300 77 77 007

e: thelivewellteam@healthwatchliverpool.co.uk



Finding out more about the community activities all over Liverpool like this 'litter pick' in L15

At the heart of Social Prescribing in Liverpool

Building on our learning and experience from six years of delivering our information and signposting work we've now partnered with Liverpool Citizens Advice Bureau and the Women's Organisation in an exciting new social prescribing project, Ways to Wellbeing.

The project is funded by the Department of Health and launched in Liverpool this year.

As part of this, we have a new worker who is already getting out and about across the city to

find out more about lots of different community activities.

A new website, Wellbeing Liverpool, is in development. This will build on the service information on the Live Well directory to become an additional resource that members of the public can use to create action plans either by themselves or with a link worker to help them to become less isolated, more active, creative, engaged and socially connected. The action plans will take into account a range of factors including interests, location, availability and cost.

As social prescribing has started to grow, our information is ready to be used at the heart of other social prescribing projects in Liverpool involving partners such as GP surgeries and local voluntary sector organisations.

We want people to have the confidence to try something new and to improve their health and wellbeing in the process.

Why social prescribing?

To help shape the project, we talked to people about what made it easier to try new activities and how these activities helped:

"I met some friends and had more support through a tough time. I had people to talk to when I was down. It helped me when I first moved to Liverpool to feel less lonely and connect with like minded people"

"Helped me to make new friends and gives me something to look forward to"

What would help?

"Clear information available online. Drop-ins allowing you to not come on the day if you are not feeling well. I tend to avoid activities where I need to book my place as its too stressful. Clearly named lead person to know who to look for"

Helping you to get the care you need

We are proud to provide vital information to our enquirers. Here is one example of the difference this makes.

A member of the public contacted us for advice regarding a friend who had moved to live with them from another country within the EU. The enquirer felt that that the friend was deteriorating in their mental health and they felt no one else was helping. The friend had been refused GP appointments although registered, as the GP had stated they needed to provide their NHS number to receive treatment, and that the GP could not allocate an NHS number.

Our enquirer requested a face to face meeting, and we met to discuss these concerns further. We discussed our knowledge that an NHS number is normally generated automatically for someone registering with a GP and is not normally required to receive treatment. We also put them in touch

with the Social Inclusion Team to offer further advice, and this involvement is on-going.

With consent, we contacted the GP surgery to gain answers and challenged the answers provided. We also discussed the NHS complaints process with our enquirer and with permission, shared the experience with the CCG, CQC and Careline regarding the delay in treatment without a valid reason.

Due to safety concerns shared with us, we advised the enquirer that they could take their friend to A&E and ask for a mental health assessment.

After discussions with this GP surgery, they agreed to offer an appointment and provide treatment if necessary.

Our enquirer also shared that following the information, signposting and advice provided, their friend had been admitted through A&E and our enquirer has now brought their friend home with answers and a formal diagnosis of Vascular Dementia, and with further appointments for Dementia Care support in Liverpool.

Independent Complaints Advocacy - Palliative Care Communication

This year we provided Independent NHS Complaints Advocacy to 59 people who required direct support in making a complaint about NHS care that they, or a loved one had received. This direct advocacy support was often required due to the complexity of the complaint being made, or the additional needs of the client.

One of the people we supported was a client with a complaint regarding the death of her mum. Our client's mum passed away due to complications with her health and she had some concerns around the care and treatment her mum had received. The client requested some support to attend a Local Resolution Meeting as she was lacking in confidence and felt vulnerable to being intimidated by health professionals.

By having the support of an Advocate the client felt empowered enough to speak up for herself and felt comfortable in expressing her concerns.

This helped her achieve a service improvement; this outcome recommended that the Trust address training issues for nurses around patient care and communicating with families effectively, especially around palliative care and focusing their training on wards that have been complained about.

The new Healthwatch Liverpool website

This year we were one of three local Healthwatch around the country involved in the development and piloting of a new website template for the Healthwatch network.

Along with colleagues from Healthwatch Lewisham, Healthwatch Dorset and Healthwatch England, we were involved at every stage of the new website development.

We were able to give feedback on the look of the site and also the experience of using it 'behind the scenes' to display our activities and service information.

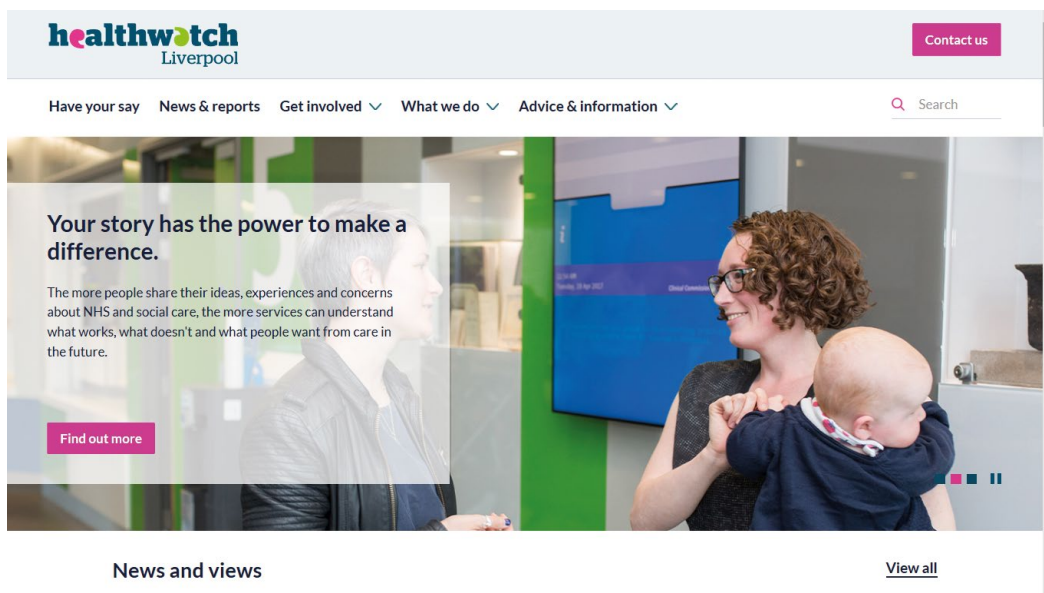
We wanted a website that would:

- + make it easier to navigate quickly and easily
- + be able to showcase our work in a more visual and engaging way
- + be easier to access on mobile devices
- + make it easier to share pages from our website via social media

Since the website's launch in November 2018 we have already seen:

- + More site visitors
- + More pages being viewed
- + People staying longer
- + More people coming to the site via social media
- + More people accessing the site on mobile phones

Following the successful launch of our new website, a number of other local Healthwatch sites have gone live using the same template with more planned over the coming year.



Screenshot of the frontpage of the new Healthwatch Liverpool website



Are you looking for help?

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

w: www.healthwatchliverpool.co.uk

t: 0300 77 77 007

e: enquiries@healthwatchliverpool.co.uk



Our volunteers



How do our volunteers help us?

At Healthwatch Liverpool we couldn't make all of these improvements without the support of our 12 volunteers that work with us to help make care better for their communities.

What our volunteers do:

- + Visit services to make sure they're meeting people's needs
- + Provide insight into project planning and participate in projects
- + Support our day to day office operations
- + Collect people's views and experiences which we use in our reports



Healthwatch Liverpool volunteer afternoon tea celebration

Our volunteers contribute their time, views and community expertise in many ways.

Many of our volunteers attend community events and Listening Events in health and social care settings to collect and hear the views of local people. Volunteers are integral to hearing public views due to their knowledge of their own communities. This nurtures a peer led approach to collecting patient views. This expertise of living, working and participating in local communities, gives our volunteers a unique insight, and fosters a positive 'critical friend' relationship with our wider staff team, ensuring our project planning is led by the insight of local people.

Our volunteers also take a proactive approach to day to day office operations, including leading on our use of CareOpinion.org.uk, where patient stories are shared and published to inform a wider audience. Our volunteers also entirely lead on our dental mapping ensuring all of our information is relevant and reliable. This is vital due to the number of dental enquiries we receive (402 in 2019).

Christmas Community Mapping

During Winter 2018, our team of dedicated volunteers got into the festive spirit when they undertook a community mapping project to research activities taking place during the festive period. Through this work our volunteers

identified five new activities taking place on Christmas Day, including Christmas Dinner for people who would otherwise go without or be alone. The work of our volunteers aided our enquiry team to signpost callers to activities which could tackle loneliness and isolation, a nation-wide issue, with half a million older people across the UK experiencing loneliness over Christmas. [Age UK, 14th Dec 2018]

Meet our volunteers

We caught up with a couple of our fantastic volunteers to find out why they chose to volunteer with Healthwatch Liverpool, and what they've been up to.



Marie

Having recently retired after a long career in the NHS, I was looking for a volunteering opportunity that would continue my interest in health and social care. I appreciate how important the work of Healthwatch is in listening and obtaining feedback from patients and service users and was very impressed by the variety of projects offered by Healthwatch Liverpool for volunteers. These include working with homeless groups, obtaining feedback on Domiciliary Care services and Listening Events in hospitals. I am really looking forward to working with the other volunteers and becoming part of the team.

Odette

I had been aware of Healthwatch for some time before I began volunteering with them. After recovering from a serious health issue, I reached the conclusion that there were no better way to 'make my story known' or to give back all the gratitude I felt.

Healthwatch has assisted me in getting back to normal life again. It has allowed me to meet new individuals that share many common interests. I have become aware of the enormous need our community has as a whole, and, each person, as an individual, has added to my life experience.



With effort and input, all these needs can be addressed and possible solutions found. It seems obvious to me that us, the everyday users of health, social and wellbeing services, prove to be the best advocates (and fighters) of and for our needs.



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch:

w: www.healthwatchliverpool.co.uk/volunteer
t: 0300 77 77 007
e: steph.gregory@healthwatchliverpool.co.uk

‘I will endeavor to continue this role because it helps people in the community and social services to be aware of what is going on regarding health issues’

Cornelius
Healthwatch Liverpool Volunteer





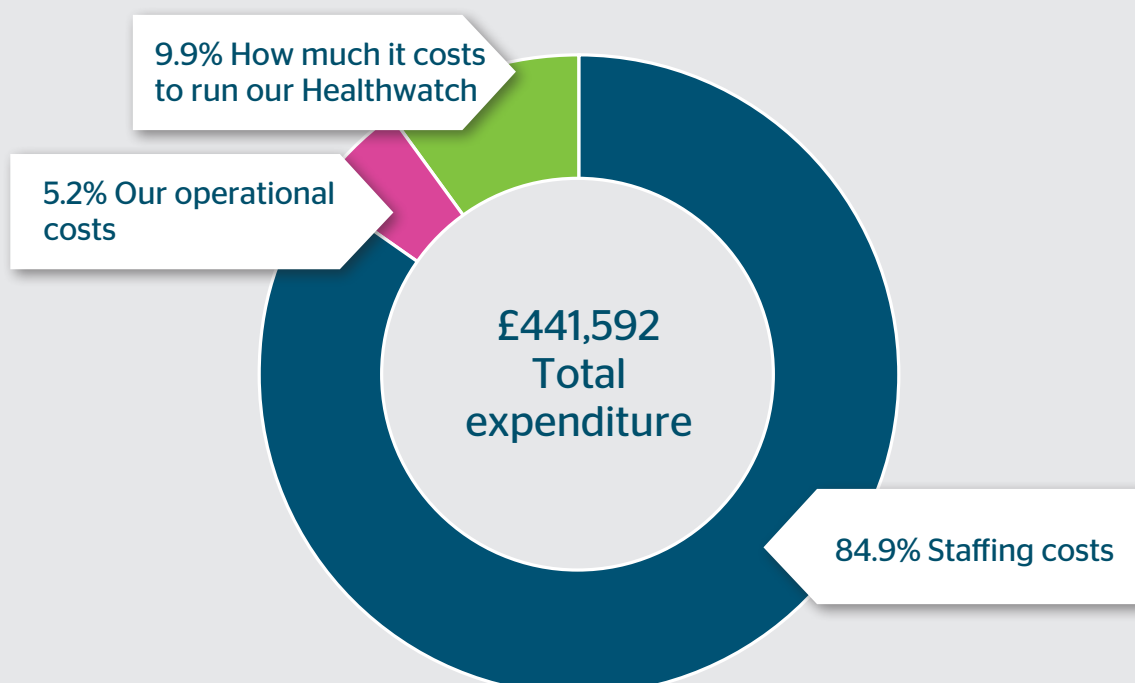
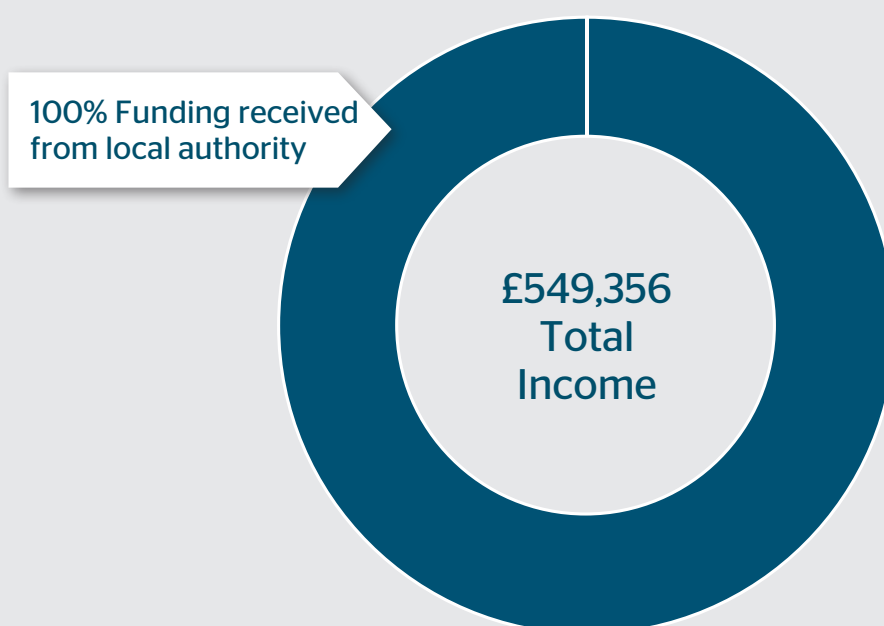
Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £441,592.

With 20 staff members we are a large Healthwatch and the majority of expenditure is on staffing. When we incur underspends on our finances this is usually because of a gap between staff leaving and their replacements coming into post.

In this year our funding was increased significantly to cover two new areas of work: NHS Complaints Advocacy and Social Care Engagement. We began these pieces of work using existing and TUPE'd staff and recruited new staff to support these areas of work. These additional staff members started partway through the year and so the first full year of expenditure on these project will be in 2019-20.





Our plans for next year

Message from our CEO

Looking back

We are proud of our work in 2018-19. We have continued to help people navigate the maze of health and care services. Our LiveWell directory has continued to provide people with information on suitable services and activities to support their wellbeing and was visited hundreds of thousands of times. This year we gathered 3115 people's views and experiences of health and care services, through visits to services and through focused project work.

Our projects this year have included:

- + Hearing 1,008 patients' experiences of accessing GP Services in Liverpool
- + Hearing the views of residents about activities within care homes, and creating a subsequent guide for care home activity co-ordinators to increase and improve activities.
- + Engaging with users of a community frailty pilot project to hear their experiences of the service. The pilot has now been extended to an ongoing service with additional resources.
- + Research with 256 local Carers, to gain their views on the Carers Vouchers scheme.
- + Surveys and focus groups to hear the experiences of service users of Crown Street Hub Mental Health Resource Centre, and further understand its role in service user wellbeing.

Looking ahead

We have a number of exciting projects planned for the next year:

- + We have long visited care homes and worked with them to improve the care people receive, but many people receive care in other settings. Now we are extending our visits to other care settings including extra care and supported accommodation.



Sarah (left) with colleagues from neighbouring Healthwatch at a parliamentary reception

- + Many people also rely on home care services for essential care. We are talking to people about how current home care services fit with their lives and ways in which services could be improved.
- + We know there are issues with the current assessment of need and provision of SEND (Special Education Needs and Disability) services. We will be talking to young people affected by this and their families to make sure that their experiences inform change.
- + Homeless people face major health challenges. We want to understand their experiences, what works and doesn't work for them.
- + Liverpool has high levels of mental and physical ill health. We think people's lives could be improved with easier access to social contact, community activities and ways to keep well. We are working with the CAB's Ways to Wellbeing Service and other social prescribers to help make this easier. We are researching the many options for people and developing a website to make information on these options more accessible.

Sarah Thwaites
Healthwatch Liverpool Chief Officer

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experiences with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Health and care organisations who listen to what the public say and act on this to make services better

"We are extremely appreciative of the work you and your colleagues have carried out in coming into our hospital to speak with patients, families and visitors. This feedback is invaluable for us and we are very grateful for the strong relationship we have with Healthwatch Liverpool. I am personally very grateful for your help and support"

The Walton Centre, November 2018

Healthwatch Liverpool volunteer training session



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Healthwatch Liverpool is delivered in partnership by Liverpool Advocacy Rights Information Development and Equality (Laridae) CIC, and LCVS

Laridae CIC (company number 8254903)

Registered office: 4th Floor, 151 Dale Street, L2 2AH

Liverpool Charity and Voluntary Services (Company No 181759, Registered Charity No 223485)

Registered office: 151 Dale Street, Liverpool, L2 2AH

Our annual report will be publicly available on our website by 30 June 2019. We will also be sharing it with Healthwatch England, CQC, NHS England, Liverpool Clinical Commissioning Group, Overview and Scrutiny Committee/s, and Liverpool City Council.

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

If you need this in an alternative format please contact us.



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