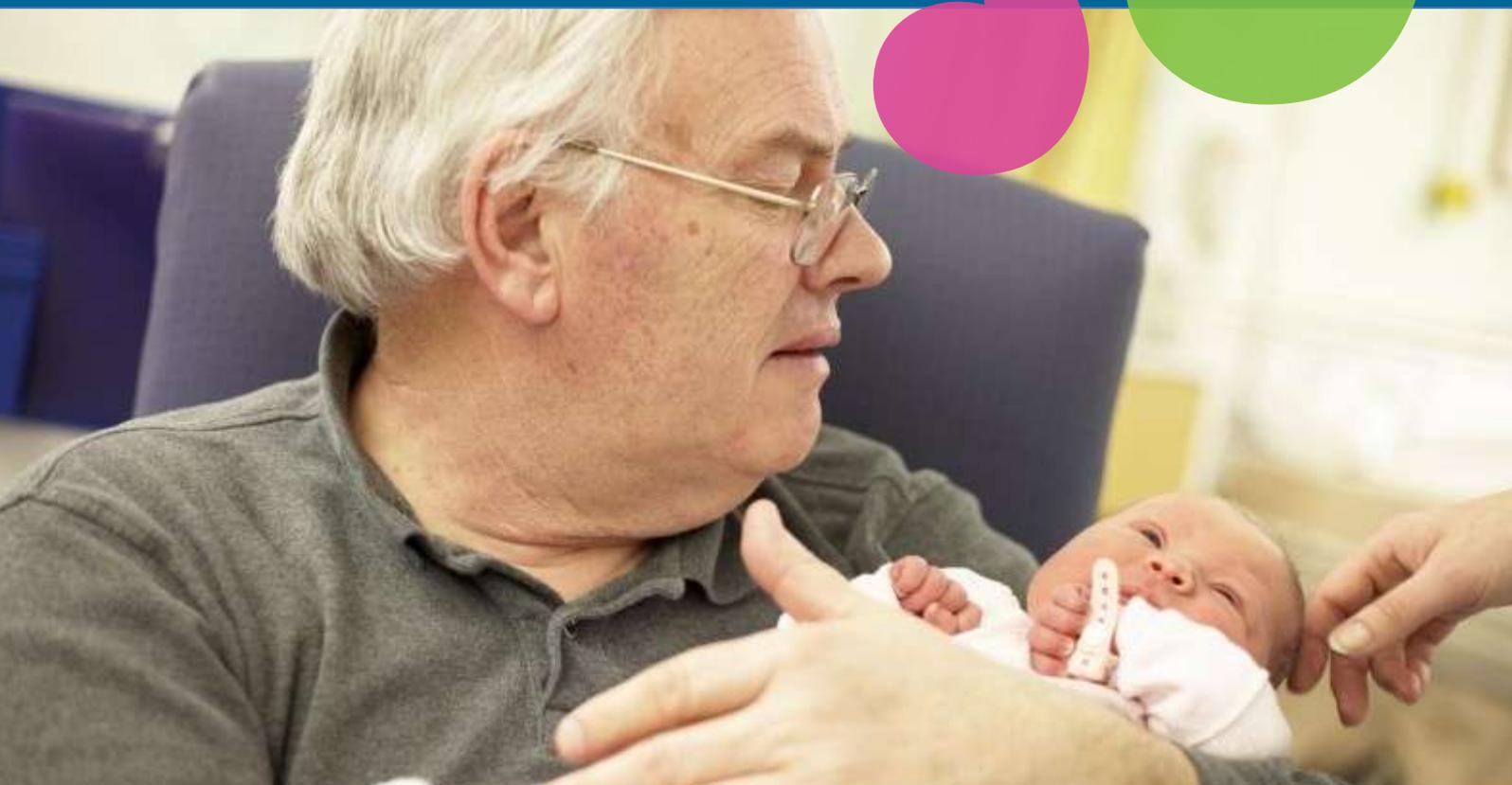


# Healthwatch Swindon

Annual  
Report

2014/2015







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## Note from Will Evans, Chair



In championing the consumer voice, we will, at every stage, be led by what people tell us about the services they receive. Healthwatch Swindon can only be effective if we hear what local people are saying. Please get in touch and let us know how you feel about health and social care services in SWINDON.

*Welcome to the second Healthwatch Swindon Annual Report, which I believe, demonstrates the importance of our role in ensuring local people have the opportunity to influence and improve local services and how we enable people to make informed choices about their health and social wellbeing.*

This has been an exciting year building on the positive start of last year with not only the further development of the board but also ensuring we have the skilled staff in place to effectively deliver the functions of Healthwatch Swindon.

Our vision is that Healthwatch Swindon will empower people and communities to improve health and social care services together and be a strong, independent and effective voice and a champion for local people, supporting people to exercise informed choice about their health and social care services and influencing health and social care service delivery for local people.

This is the most vital part of our role by representing the views of people who use health and social care services to commissioners and service providers.

To do this we have continued to build on the strong foundations with key stakeholders as well as engaging with patients, carers, public and voluntary sector organisations to ensure we hear the voice of local people who are using health and care services.

In order for Healthwatch Swindon to achieve this we have throughout the year, set up opportunities to listen to views from local people and organisations by hosting public consultation events, undertaking surveys regarding specific needs such as the Mental Health Survey, the first volunteer workshop as well as providing a range of ways of accessing Healthwatch Swindon.

I would like to thank all the Healthwatch Swindon board members, who give their time entirely voluntarily; Healthwatch Swindon staff who have worked tirelessly throughout the year, the volunteers who bring a wide variety of skills and experience into our work and of course all the people who contacted us during the year.



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# Summary from Pete Rowe, Manager



Our second year has built on the foundations laid during the first 12 months as well as focussing on establishing a fully functional Healthwatch Swindon board to lead us strategically forward.

*Being in the role of manager for a full 12 months, I have been able to review our achievements with pride and satisfaction, which is tribute to the whole Healthwatch Swindon team, including our family of volunteers.*

Following the first 12 months, it became evident that the priority should be to recruit further members to the board to help support and develop Healthwatch Swindon. I am therefore delighted to report the board has grown significantly and, as at March 2015, stands at seven members.

It was also apparent that, for us to continue to be effective and efficient in reaching our goals, we would need to utilise our dedicated pool of volunteers.

May 2014 saw the first of our volunteer workshops to help establish a Volunteer Action Programme, which resulted in our volunteers dedicating over 400 hours during the year.

Whether it has been *providing administration support, attending meetings on our behalf, undertaking patient led audits, reviewing documents or helping us engage with the people of Swindon*, we recognise and appreciate their valuable time and support.

This year has seen us involved in a wide range of projects, activities and forums to ensure that we strategically focus on relevant issues and the current provision of health and social care services in Swindon.

As well as building on our relationships with service providers, commissioners and monitoring bodies, we have also made further efforts to explore opportunities with fellow Third Sector and Community and Voluntary Support Groups, which has been enhanced with our move to the Swindon Advice and Support Centre in Sanford Street.

## The future....

The next 12 months will continue to be full of opportunities and challenges and I look forward to developing Healthwatch Swindon further ensuring, at all times, that our service is **ACCESSIBLE** to as many **ELIGIBLE** people at the **FIRST** time they may need it and the insight we gather is **REPRESENTATIVE**.

I hope you enjoy reading our Annual Report and that it gives you an insight in to our work and the positive impacts that have been achieved.



# About Healthwatch Swindon

**We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.**

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

## **Our work plan priorities.**

In December 2014, the newly formed Healthwatch Swindon board wanted to ensure that the work plan priorities for 2015/16 incorporated the views of the local people of Swindon.

The views and comments we received were reviewed and identified our work plan priorities from the major topics, being:

1. **Access to Primary Care.**
2. **Quality of Care in Care Homes.**
3. **Dementia Services.**
4. **Hospital Discharge.**
5. **Children and Young People.**



## **Our guiding principles.**

- **Gathering and representing the views and experiences** of people who use Health and Social Care services in Swindon, including carers and the public.
- **Offering a free, confidential and independent complaints advocacy service**, which includes supporting people to make a complaint about NHS commissioned services.
- **Creating and developing an effective partnership approach** to work with commissioning organisations, community groups, service user groups and service providers to raise awareness and identify opportunities to champion the voice of the people.
- **Signposting people to appropriate Health & Social Care Service(s)** to help them understand the appropriate options and make an informed choice.
- **Reporting information and making recommendations** to commissioning groups, scrutiny committees, quality monitoring bodies and organisations using evidence based insight.

A vital key to our success is the number of people we engage with, which is why we have continued to develop our digital media programme further.

***This has resulted in nearly 15,000 hits to our website, a post reach of over 27,000 on Facebook and 1,900 followers on Twitter.***



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# Engaging with people who use health and social care services

From April 2014 to March 2015, we received over 1000 views, comments and complaints. Although an open-door service, the majority has come through planned activity, including:

- Attendance at over 100 local engagement events and support forums, including:
  - Queens Park Community Day;
  - Pop-up stall at the Brunel Plaza Shopping Mall and Great Western Hospital;
  - Community and Voluntary Sector Christmas Fayre;
  - Monthly slot on health programme on community radio; and
  - Facilitating the Patient Participation Group forum.
- Undertaking and supporting focussed projects driven by evidence based insight and local influences, covering:
  - Access to mental health services;
  - Confusion regarding where patients and their families can go to make a complaint about an NHS service;
  - Learning Disability Partnership Board survey; and
  - Defining a work plan based on the priorities of local patients and residents of Swindon.

Following concerns identified by Healthwatch England, we asked people if they knew where to go to make a complaint about an NHS service.

**Nearly two-thirds [62%] said No.**

As Healthwatch Swindon, it is imperative that we are representative of the whole community and have focussed on particular projects to ensure we engage and involve:

- Children and Young People;
- Seldom Heard Groups; and
- Disadvantaged and/or Vulnerable People.

## Children and Young People.

Attendance at the Health and Wellbeing Week at the New College saw Healthwatch Swindon engage with over 100 students, where we focussed on young people's views on involvement and feedback in healthcare. This also resulted in work experience placements for 4 students over a 10-week period.

Being involved in the Healthy Weight Implementation Group presented an opportunity to be involved in a project to develop health and wellbeing awareness in primary schools. The event, aimed at Years 5 and 6 students, saw over 10 primary schools attend and take part. Further work is being explored to develop Health Ambassadors within this age group.

## Seldom Heard Groups.

As well as regularly attending forums that represent seldom heard groups, such as the Harbour Project's Refugee & Asylum Seekers forum, we have made a good link within the Lesbian, Gay, Bi-sexual and Transgender community.

As well as identifying a range of concerns in terms of accessing healthcare and support organisations, it has also highlighted the lack of involvement of this community in the planning and influencing of the delivery of commissioned services.

### **Disadvantaged and/or Vulnerable People.**

Following the promoting and publicising of the survey conducted by the Learning Disability Partnership Board (LDPB), Healthwatch Swindon collated, analysed and presented the findings. Key points identified formed the focus of planning for the LDPB forum in November 2014.

Healthwatch Swindon also attended the Discover Autism Spectrum Happiness AGM, where anxieties were raised about the development of the Swindon Autism Strategy. We have contributed appropriately to promote and publicise the Swindon Autism Survey and ensure involvement in the draft Autism Joint Strategic Needs Assessment.

### **Enter & View.**

Local Healthwatch organisations have a statutory power for authorised representatives to “Enter and View” provider premises to observe matters relating to health and social care services.

During 2014, Healthwatch Swindon did not exercise its right to “Enter and View” any provider premises.

However, in January 2015, we conducted a recruitment and selection event for potential “Enter and View” candidates, which was well attended.

This will not only allow us to develop an “Enter and View” programme but also means we will pro-actively react to any concerns or issues raised where it is felt an “Enter and View” visit is required.

During 2014/2015, our volunteers also participated in the Patient Led Assessment of the Care Environment (PLACE) visits at the Great Western Hospital.

### **Dying Matters.**

Healthwatch Swindon has actively encouraged patient and public participation and feedback in end of life care, including attendance at the Long Term Conditions service redesign.

In January 2015, we recruited patients with an interest in end of life care to discuss and feedback on new documentation being prepared to ensure appropriate care and information for people at or towards the end of their life, and to support those who are important to them.

Healthwatch Swindon is also committed to continue its support for the Dying Well Charter and look forward to contributing to and promoting involvement in the Dying Matters Awareness Week in May 2015.

### **Exploring further opportunities.**

It is essential that Healthwatch Swindon continue to explore opportunities and develop relationships to further gather experiences and views and ensure the people of Swindon are involved and engaged in matters relating to health and social care.

From April 2015, Healthwatch Swindon will be identifying opportunities to develop outreach “drop-in” stations to access communities and locations.

It is also important that we strengthen the connection with the Community and Voluntary Sector, and meetings have already taken place with key contacts.

It is also important to recognise that there are patients and members of the public who live outside Swindon but use health and social care services within Swindon. Therefore, we will develop a workplace engagement strategy and build on previous joint ventures with neighbouring Healthwatch.



# Providing information, signposting and support for people who use health and social care services

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

As part of our service, Healthwatch Swindon provides people with information and advice to help them access the right services and make informed decisions about their care.

The move to Swindon Advice and Support Centre (SAASC) in October 2014 has allowed us to be part of a central point of information and signposting for health, well being and social care.

We also welcome, and actively promote, the My Care My Support website ([mycaremysupport.co.uk](http://mycaremysupport.co.uk)), which has been developed to act as a one-stop source about care and support choices available to residents of Swindon.

As with the previous year, the Non-Emergency Patient Transport Service (NEPTS) has been central to the majority of enquiries. We have helped to:

- Provide an understanding as to why the patient is not eligible, even if they had been previously; and
- Ensure, where special allowances for eligibility exist (even if the patient does not meet the standard criteria), NEPTS is provided; and
- Where the patient is not eligible, signpost them to relevant alternatives and advise of the NHS Healthcare Travel Costs Scheme.

Due to the frequency of this enquiry, we have also uploaded detailed information on our website.

Healthwatch Swindon has also continued to host the NHS Health Checks at SAASC, where a community based Health Ambassador is also on hand to offer 1-2-1 support and advice on how to improve your health, your way.



Access to out of hours and urgent care has also been topical, particularly with the awareness of the increased demand on the Emergency Department.

Healthwatch Swindon supported and publicised the work initiated by the Swindon Clinical Commissioning Group to inform people of alternatives to the Emergency Department as well as highlighting the most appropriate health service based on the medical emergency.

Once again, we publicised the information through our website and social media.



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## Independent NHS Complaints Advocacy Service.

Part of the contract is to provide an independent NHS complaints advocacy service. In April 2014, Healthwatch Swindon brought the advocacy service in-house, which has allowed a higher level of support and signposting.

Between April 2014 and March 2015, Healthwatch Swindon have managed 71 cases, which have ranged from empowering clients to navigate their own way through the complex complaints system to supporting clients to submit the complaint to the Parliamentary Health Service Ombudsman.

In terms of issues raised, the following providers have featured most: **hospital trusts (46%), GP surgeries (26%) and mental health service providers (19%).**

Acknowledging the type of providers mentioned above, it is imperative that we continue to establish and maintain a working relationship with the appropriate Patient Advice and Liaison Teams (PALS).

In terms of complaint classification, the following have featured most: **Treatment (22%), Diagnosis (17%) and Communication (14%).**

Of the 71 cases, 13 cases have been satisfactorily resolved and 5 cases have been supported through to the Parliamentary Health Service Ombudsman.

The work of Healthwatch Swindon, especially within the advocacy provision, continues to be diverse due to the wide range of health and social comments received.

Furthermore, as we always encourage clients to seek local resolution first - supporting them as required - impact and resolution may have occurred that we may not necessarily be aware of.

The provision of the Independent NHS Complaints Advocacy service is a key part of our role, especially as evidence released by **Healthwatch England** estimated that 250,000 incidences go unreported due to the complexity of the complaints process.

As we look to define the service further, we welcome and support the work by **Healthwatch England** to develop a national standard for independent complaints advocacy.

## Other information provided.

Being based at SAASC, we have been able to refer and signpost appropriately to **Citizens Advice Bureau, Swindon Advocacy Movement, Swindon Carers Centre and Swindon Mind** amongst others.

We have also provided information and guidance around:

- Continuing Health Care Plans
- Patient Participation Groups
- Managing Anxiety and Stress
- Registering for Primary Care Services
- Voluntary Support Groups
- Safeguarding Awareness and Alerting
- Local News and Events
- Bordering Healthwatch

During 2015, Healthwatch Swindon will look to establish itself as a physical presence of the My Care My Support website.

We also welcome the introduction of the new pilot model for Community Navigators and look forward to supporting and assisting them in their role to help patients and public navigate the health and social care system.



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# Influencing decision makers with evidence from local people

## Producing reports and recommendations to effect change

Healthwatch Swindon continues to utilise our role on the **Health and Wellbeing Board** and **Health, Adult and Children Services Overview and Scrutiny Committee** to provide an update of our work and raise areas of concern for their consideration, including:

- Access to primary care;
- The delivery of mental health services; and
- The non-emergency patient transport service.

Working with Delivering Health and Independence, Healthwatch Swindon conducted a training needs analysis of personal assistants. The results were used to bid for additional funding to provide training for personal assistants.

## Putting local people at the heart of improving services.

Through our role on the Joint Strategic Needs Assessment (JSNA) Steering Group, we have been able to contribute appropriately and involve service users and carers to inform JSNAs.

- Wiltshire Sight (formerly Wiltshire Blind Association) raised their concerns to Healthwatch Swindon regarding the provision of Eye Health in Swindon, particularly with no indication of a JSNA Sight Loss review. We introduced Public Health Swindon to Wiltshire Sight and other sight loss support groups within Swindon, which resulted in service user's experiences and views informing the draft Sight Loss JSNA.

## Working with others to improve local services.

During the past 12 months, we have built on our existing relationships to work together with key organisations to ensure patients and local people are involved in improving services.

During 2014, Healthwatch Swindon concluded the work to develop a framework to utilise patient and carer experiences to improve the service quality in GP Practices through Patient Participation Groups.

The completion of this framework, funded by NHS England Regional Team, is a celebration for Healthwatch Swindon and plans are underway to coincide a national and local launch of the framework with NHS England.

## Care Quality Commission (CQC)

The CQC monitor services' performance against national standards and regulate health and social care providers. In September 2014, prior to the inspections locally amongst GP practices, we met with the CQC and reported comments, both good and bad.

As well as helping to inform the inspections, we worked very closely with the relevant Patient Participations Groups (PPGs) to advise them how they could assist the CQC. Now that all the planned inspections have been completed and the reports produced, Healthwatch Swindon will be looking to support relevant PPGs to review the reports and recommendations.



### **Swindon Clinical Commissioning Group (SCCG).**

As well as being actively involved in and promoting health service redesigns in the last 12 months, we have also worked with the engagement team of SCCG to enhance their opportunities to engage with the people of Swindon.

- In February 2015, we hosted a pop-up stall in the Brunel Plaza Shopping Mall and invited SCCG to attend to gain feedback on their commissioning intentions update.
- Following Healthwatch Swindon attendance at the Eye Health Service Redesign, we supported and continue to participate in the Eye Health Patients Reference Group, which reviews and monitor eye health services in Swindon.

Healthwatch Swindon has also provided reports to the SCCG regarding comments received about the Non-Emergency Patients Transport Service.

This feedback has assisted SCCG to review the performance of the service and the contractor, Arriva Transport Solutions.

We look forward to identifying further opportunities to work together and also to act as a critical friend.

### **Great Western Hospital Foundation Trust (GWH)**

As the biggest provider of secondary health care services within Swindon, it is key that we developed a working relationship with GWH as an independent and critical friend.

With over 35% of all contacts received by Healthwatch Swindon during 2014/15 relating to GWH, it is clear that we need to ensure a transparent relationship and develop an effective engagement and reporting strategy.

Healthwatch Swindon has continued to actively support and be involved in the **Nutrition and Hydration Steering Group, Cancer User Forum, End of Life Care and the Eye Health Patients Reference Group.**

We co-hosted the “**Spotlight on GWH**” event with GWH in June 2014 and spent a week in February 2015 with a pop-up stall in the reception area. Both these events were valuable opportunities to engage and involve patients and members of the public.

For 2015/16, Healthwatch Swindon, in partnership with Healthwatch Wiltshire, has proposed monthly engagement activities with the GWH, which will focus on key areas and departments.

To ensure an effective feedback mechanism, we have also organised quarterly meetings to highlight both concerns and report positive feedback.

### **Local Safeguarding Boards.**

With the introduction of the Care Act 2014, Healthwatch Swindon continues to recognise the importance of its role in terms of safeguarding and now sees the Chair, Will Evans, taking a very active role in both the adult and children safeguarding boards.

Attendance at the Local Safeguarding Adult Board (November 2014) identified an opportunity to re-engage third sector organisations in the safeguarding vulnerable adults awareness sessions. Including volunteers, Healthwatch Swindon organised a session for over 30 attendees of various third sector organisations.

Two Healthwatch Swindon volunteers also sit on the Safeguarding Service User Forum.



# Impact Stories

## Case Study One: Reviewing Mental Health Services in Swindon

**Project Lead: Pete Rowe**

**An independent survey by a local service user network group gave cause for concern about the experience of service users of some mental health services provided by Avon & Wiltshire Mental Health Partnership NHS Trust (AWP).**

As a result of the survey and direct feedback received regarding accessing mental health services, Healthwatch Swindon developed a project to explore:

- are the results and comments of both the independent survey and direct feedback received representative of those who access mental health services in Swindon;
- is there a platform for those who support the service user to also voice their comments and concerns; and
- are there any gaps or failings in the current provision of mental health services?

February 2015 saw the first of three focus groups, which was completely service user and carer led. The objective of the focus groups was to develop a questionnaire by service users and carers to understand what works well, what does not work well and what needs to change.

The questionnaire has been developed and will be trialled amongst the focus group before circulation to as many service users, carers and family members as possible.

Further to the focus groups, we have also arranged staff involvement workshops, where the same questions will be asked.

1 in 4 people in the UK will experience a mental health problem each year.

The focus groups and staff involvement workshop has already identified key areas, which we believe will be further supported by the questionnaire responses, including:

- clearer support and information for carers;
- immediate access and support when experiencing a mental health crisis;
- appropriate support and review to ensure safe discharge; and
- training and awareness sessions to assist health care staff in a non-mental health setting.

The project has already seen service users invited to review the re-commissioning of a local service and an invite to hold regular drop-ins at a service user network group.

Once the final report with recommendations has been completed, it will be presented to the Health and Wellbeing Board, Swindon Clinical Commissioning Group and AWP.





## Case Study Two: Non-Emergency Patient Transport Service

### Project Lead: Jason Ferris

Since the Non-Emergency Patient Transport Service (NEPTS) contract began, the nature of enquiries has changed, but since September 2014, the main reason has been around eligibility.

The misconception that Healthwatch can book, amend or cancel transport has also featured as a common nature of enquiries.

As a result, and due to an increase in calls, Healthwatch Swindon reviewed the feedback and engaged with patients and public to understand further the key factors behind the comments.

From this exercise, we identified the key areas of concern being:

- No understanding or explanation given as to why the patient is not eligible, even if they had been previously; or
- Inconsistent communication regarding special allowances for eligibility even if the patient does not meet the standard criteria i.e. going out of area due to a service temporarily unavailable; or
- Implication given that Healthwatch Swindon would provide non-emergency patient transport as opposed to actually signposting to alternatives.

“Thanks to Healthwatch Swindon, I was able to make sense of the NEPTS and allowed me to feedback my experience.”

Mr L, Swindon Resident

Talking with local Healthwatch, it was clear that they were receiving similar feedback so it has been a collaborative effort to address.

#### Short Term Solutions.

Healthwatch Swindon has supported residents to understand the service, the eligibility criteria and, where appropriate, either challenge the decision on their behalf or empower them to do it themselves. We have also signposted appropriately, provided information on alternative options and featured as a regular item on our [website](#).

Between December 2013 and February 2015, nearly 40% of NEPTS enquiries were regarding eligibility.

In cases where special allowances exist, i.e. ophthalmology referrals, we have clarified and raised the criteria to the patients and Arriva Transport Solutions (ATS) to ensure that transport was provided, as agreed with the Swindon Clinical Commissioning Group (SCCG).

We regularly report to the SCCG and have supported ATS to identify ways to deliver a clearer and more informative service to patients. This has included a patient information card.

#### Long Term Actions.

As well as raising our concerns with the appropriate monitoring bodies, Healthwatch Swindon will be conducting its own work in September 2015. The project will look to explore these initial findings further and review the impact of the short-term solutions as well as gaining user feedback regarding the service.



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# Our plans for 2015/16

**Our work plan priorities will define our activity for 2015/16 in addition to the projects we are currently committed to.**

However, it is essential that we remain flexible enough to pro-actively respond to other comments or issues raised outside our work plan.

In addition to this, Healthwatch Swindon is still in its infancy and therefore further work is required to build on our previous activity to raise awareness of our guiding principles, especially the Independent NHS Complaints Advocacy Service.

We have continued to make steady and credible progress based on relationships of mutual respect. However, we must not forget that we have a role to play as a critical friend to those that commission and provide health and social care services.

## **Work Plan Priorities in Detail. Access to Primary Care.**

Primary care related comments, particularly around GP surgeries, continue to feature for Healthwatch Swindon, whether it is access to, concerns about reduction of hours or visibility of the complaints process.

Healthwatch Swindon is currently developing a work programme, which builds on previous activity involving its Patient Participation Group Forum and a project, which reviewed how user-friendly and informative GP surgeries websites are.

We also look forward to taking our seat on the Primary Co-commissioning Board from July 2015.

## **Quality of Care in Care Homes.**

January 2015 saw our first training of potential “Enter and View” authorised representatives. We recognise the concerns perceived by the public regarding Care Homes, particularly where Care Quality Commission’s inspections have highlighted improvements required.

Through “Enter and View”, we look forward to exploring the unique opportunity we have to gain insights from a resident and family’s perspective.

## **Hospital Discharge.**

Healthwatch England’s special enquiry into unsafe discharge matched the feedback we received direct.

From July 2015, we will be holding quarterly meetings with Great Western Hospital and monthly engagement events, which will focus on several topics including hospital discharge and dementia services.

Healthwatch Swindon is also pleased to announce that it will be involved in the review of the pilot Home from Hospital scheme.

## **Children and Young People.**

It remains a challenge to engage Children and Young People to give their views and feedback on health and social care services. We will continue to explore opportunities following our involvement with the School Sports Partnership as well as participate in the steering groups for the Special Education Needs Disability Reforms and provision of services for those going through transition - from childhood to adulthood.





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# Our governance and decision-making

## Our board

One of the main priorities through 2014 was to appoint a Chair and recruit further board members. This was achieved and now the board is made up as follows:

- **Will Evans (Chair)**
- **Carol Burns (Vice Chair)**
- **Ben Curtis (Director)**
- **Iain Watts (Director)**
- **Valerie Vaughan (Director)**
- **Mary Cosker (Director)**
- **Julie Margerum (Director)**

Every member of the board is a volunteer and appointed due to their skills and experience.



The newly formed board met in December 2014 and since has held regular monthly meetings that are publicised.

The board members continue to become involved further in the strategic direction of Healthwatch Swindon as well as specific areas.

## How we involve lay people and volunteers

Informing patients, public and volunteers of what we are doing or what we plan to do is essential.

We have nearly 2,000 individuals that we communicate regularly through monthly e-bulletins and social media updates.

Our volunteers also receive a weekly update to ensure they are aware of any opportunities or future activities.

A summary of issues and trends is produced by operational staff for the monthly board meetings to allow the board to make informed decisions based on evidence gathered.

In addition to this, Healthwatch Swindon continue to work closely in an independent capacity with service providers, commissioners, service user groups and third sector organisations to identify and highlight potential areas of focus.

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“Volunteering at Healthwatch Swindon is a great way to utilise your time and skills to do something positive. I've gained a deeper understanding of how the Health and Social Care organisations are run and how they work together, behind the scenes.”

**Ms. P, Volunteer**



# Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		£151,000
Additional income		
• Funding for Schools Sport Partnership Event		£ 150
<b>Total income</b>		<b>£151,150</b>

EXPENDITURE		
Office costs		£ 17,941
Staffing costs		£102,782
Direct delivery costs		£ 30,427
<b>Total expenditure</b>		<b>£151,150</b>
Balance brought forward		£ 0



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## Contact us

- Healthwatch Swindon is a company limited by guarantee.
- Registered in England and Wales No. 08429563.

### Get in touch

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Twitter: #HealthwatchS

Facebook: Healthwatch Swindon

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Swindon Clinical Commissioning Group, Health and Wellbeing Board, Overview and Scrutiny Committees and Swindon Borough Council.

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

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

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