

HEALTH AND WELLBEING BOARD

3 NOVEMBER 2016

HEALTHWATCH MEDWAY ANNUAL REPORT 2015/16

Report from: Heidi Butcher, Operations and Engagement Manager,
Healthwatch Medway

Author: Jon Pitt, Democratic Services Officer

Summary

Healthwatch Medway CIC was established in April 2013 when Medway Council awarded the contract for delivery of two Healthwatch functions (citizen engagement, information and signposting) to Medway Citizens Advice Bureau.

Medway Healthwatch is funded by Medway Council and is held to account by the Council for its ability to operate effectively and provide value for money.

This annual report covers the period from April 2015 to March 2016.

1. Budget and Policy Framework

1.1 The Health and Social Care Act 2012 set up Healthwatch as the consumer champion for health and social care. Local Healthwatch organisations are commissioned by upper tier and unitary local authority areas in England and were established on 1 April 2013. There are three statutory functions of a local Healthwatch: 1) citizen engagement; 2) information and signposting; and 3) independent advocacy for NHS complaints. Medway Council awarded functions 1 and 2 to Medway Citizens Advice Bureau and function 3 to Support, Empower, Advocate, Promote (SEAP).

2. Background

2.1 The Healthwatch Medway Annual Report 2015/16 sets out the work that has been undertaken during the year with the aim of making health and social care services work for the people who use them.

3. Advice and analysis

3.1 Some of the key activities undertaken during the year have included:

- Information provided to 2,016 people at 45 'Listening Events' held to support the most important aspect of Healthwatch Medway's work. This aims to ensure that members of the public feel that they can speak to Healthwatch about their views on Health and Social Care in Medway.

- A total of 82 hours has been spent carrying out listening events at Medway Hospital, with details of over 1,000 user experiences of the hospital being captured.
- A total of 417 enquiries received by phone, e-mail and letter were dealt with during the year.
- As a result of feedback received, it was decided to focus on an Enter & View programme on Dementia by carrying out a thematic review of dementia care within nursing/care homes.
- At the request of the Council, two focus groups involving service users, potential customers and stakeholders were held to capture people's views of Home Care and Flexi-Care services.
- Increasing the focus on attempting to communicate with hard to reach groups of people, which has resulted in negotiations with Medway Hospital to launch a series of new initiatives to run community outreach programmes.
- The running of a web based information and signposting service and a working hours telephone service.
- One of the reports produced by Medway Healthwatch during the year considered how Healthwatch could work with Medway NHS Foundation Trust to improve how local people were involved in decision making.
- Work being undertaken with Medway Council to direct people to its new 'Citizens Portal', which allows residents to air their views in a more convenient way.
- Work undertaken with the CQC to feedback local opinion of services in Medway and with Medway CCG to look to make it easier for residents to feedback their views on how to improve local services.
- Working with complaints handler 'SEAP' to ensure that complaints are being properly monitored and acted upon accordingly.
- A number of volunteers have been recruited from the Medway community in order to help ensure that Healthwatch is representative of the local population.

3.2 The key emerging patterns and themes that have been raised to Healthwatch Medway during 2015/16 have been:

- Access to GPs across Medway;
- The local acute hospital and the fact that it has remained in special measures;
- Difficulties accessing community and inpatient mental health services for adults and young people.

3.3 The priorities of Healthwatch Medway for the future include the following:

- Continue to work with the local acute hospital;
- Progress with the Enter & View programme in relation to dementia;
- Develop relationships with GPs to improve patient accessibility to services;
- Improve mental health provision;
- Generate income through engagement and consultancy activities.

4. Risk management

4.1. Not applicable in this instance.

5. Consultation

5.1. Not applicable in this instance.

6. Financial implications

6.1 There are no financial implications for the Council arising directly from this report.

6.2 The Healthwatch Medway financial statement for 2015/2016 is set out on within the annual report.

7. Legal implications

7.1 There are no legal implications for the Council arising from this report.

8. Recommendations

8.1. The Board is asked to note the content of the Annual Report and to comment on the activity undertaken by Healthwatch Medway during 2015/16 and its priorities for the future.

Lead officer contact

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Appendices

Appendix 1 – Healthwatch Medway Annual Report 2015/16

Background papers

None.

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Healthwatch Medway

Annual Report 2015/16



Contents

Message from our Chair	5
Message from our Manager	6
The year at a glance	7
Who we are.....	8
Listening to people who use health and care services.....	10
Giving people advice and information	12
How we have made a difference	15
Our work in focus	17
Our plans for next year	20
Our people.....	22
Our finances.....	26
Contact us	28

Easy Read Summary

Healthwatch Medway talks to people about their experience of Health and Social Care services like Doctors, Dentists and Hospitals.

We talk to as many people as we can and listen to everything that they have to say.

We go to local Hospitals and Doctor's surgeries as well as libraries and community centres to ask people what they think.

We've met and spoken to over 2,000 people in the past year. We've also reached over 5,000 people on social media.

We are helped by our team of volunteers who join us on events across Medway. They also help us make decisions about what we do.

We talk to the people who make decisions about Health and Social Care in Medway and give them the views of local people.

We give people information about the services that they need. In the past year 417 people contacted us for help.

We write reports to let the people in charge of services know what they need to change.

Message from our Chair



Welcome to our Annual Report for the year 2015-2016. I trust that you'll find this a useful review of our successes over the past year.

I am delighted to report that Healthwatch Medway continues to operate as the 'Spotlight on local Services' for the people of Medway and I have been heartened to see and play a part in the difference we have made.

2015-16 has been a year of great change for us as an organisation and, in my first year as Chair, it has been a learning curve for me.

The year has not been without its challenges as we embarked on a host of new projects and initiatives but we have successfully delivered on these with the introduction of our 'Enter and View' visits being a personal highlight.

"We have embraced on a host of new projects and initiatives"

We have been working successfully towards our key objectives and priorities as were set a year ago and I am confident in

anticipating more excellent work over the course of the next year.

"We will continue to be your Spotlight on local Services"

I have been enthused by the tireless hard work of our Manager Heidi Butcher and her team and I thank them for all of their hard work. Additionally, I have been supported by an excellent board which provides Healthwatch Medway with a vast array of skills and experiences.

My final vote of thanks goes to our outstanding volunteers who do go the extra mile to ensure that the voice of the people of Medway is heard loud and clear in all Health and Social Care circles.

It's been an exciting year and there is another one to come. We will continue to represent you and your views. We will continue to be your Spotlight on local Services.

Cath Foad

Independent Chair

Message from our Manager



2015-16 has been a fantastic year for us at Healthwatch Medway as we have sought to build upon the positive work of the past few years and move forward as an organisation.

We have continued with our community engagement events across the Medway towns - listening to the experiences of local residents. We have reached out and connected with the local health specific groups and engaged with local parents. And we have recruited volunteers and have mobilised our Enter & View team to launch the new programme.

“We have continued our community engagement events”

We have proved we are able to generate a huge amount of local intelligence regarding Health & Social care services, so this coming year will see us move strategically into our role of the ‘critical friend’ by using the feedback we are able to gather into

formal recommendations and suggestions for service improvements for the local providers that we are working with.

“No decision about you, without you.”

We have seen ‘Self Care’ come on to the agenda in Medway and we are already having conversations with Public Health & the CCG regarding the best ways to educate local people and promote health awareness and self care to local people.

We are currently in discussions with Medway Foundation Trust regarding specific engagement proposals designed to enhance the effectiveness of the patient voice within decision making at the hospital. We will help them engage with patients in the planning, design, delivery, and monitoring of services: No decision about you, without you.

The past year has been one which I look back on with pride. But I am excited about the work that we have to come as we move forward.

Heidi Butcher

Operations and Engagement Manager

The year at a glance

This year we've reached over 5,000 people on social media



Our volunteers help us with everything from Engagement Events to Admin Tasks



We've spent over 230 hours working with the hospital - one of our top priorities this year



We've held 45 listening events at local services



Our reports have tackled issues ranging from Homecare Services to Dementia Care Provision



We've met 2,016 local people at our community events



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

Everything we say and do is informed by our connections to local Medway residents. 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. We have forged strong partnerships with voluntary and community organisations, as well as local service providers and commissioners, to represent the public voice at every level.

As a statutory body, our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Healthwatch Medway is a small organisation with a huge job to do. The staff team is supported by a team of talented and committed volunteers, who help to set the strategic priorities and delivery objectives of the Healthwatch Medway service.

We are working towards a community in which people's health and social care needs are heard, understood and met.

Achieving this vision will mean that:

- Local people shape health and social care delivery
- Local people influence the services they receive personally
- Local people hold services to account

We are the consumer champion for health and social care within Medway.

We achieve this by:

- Listening to people across the Medway towns, to understand their experiences and what matters most to them
- Influencing those who have the power to change local services so that they better meet people's needs now and into the future
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same

Our priorities

Working with our Local Acute Hospital

Increasing Access & Quality of GP Services

Improving Access & Quality of Social Care Services

Providing a Higher Level of Mental Health Provision

Developing Relationships with Commissioners

Engaging with young People

Our Healthwatch Team of staff and volunteers:



Listening to people who use health and care services



Gathering experiences and understanding people's needs

Through active engagement we have collected hundreds of experiences of Health & Social Care across the Medway towns.

The emerging patterns and themes that have been raised to us have been:

- Access to GPs across Medway;
- Our local acute hospital which has, again, remained in special measures;
- Difficulties accessing community and inpatient mental health services for adults and young people.

We have collected feedback from 2,016 people across the Medway towns

What we've learnt from visiting services

Local people shared with us their concerns that Dementia care homes were not offering satisfactory activities for their loved ones, they also shared with us the difficulties they have experienced when initially choosing a care/nursing home.

As a result of this feedback we decided to focus our Enter & View programme on Dementia by carrying out a thematic review on Dementia care within nursing/care homes.

Our Enter & View volunteers designed a question prompt sheet inspired by useful resources supplied by organisations such as the King's fund and the Alzheimer's Society which promote person centred care to people with dementia deserve.

The Alzheimer's Society states that 'good care homes have a good atmosphere and warm relationships among residents, staff and relatives'.

Our Enter & View visits have focused upon the provision of activities and occupation, care within the home and the relationship between the care homes and relatives and friends.

“Our Enter & View visits have allowed us to witness first hand what local people are experiencing. That is invaluable.”

Graham, Volunteer



Giving people advice and information



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

Over the past year we have given information to 2,016 people and have held 45 ‘Listening Events’. The most important aspect of our job is ensuring that members of the public feel that they can speak to us about their views on Health and Social Care in Medway.

“Thank you for letting me know that there is a support group in Medway for MS, I wasn’t told this by either my GP or the hospital consultant when I was diagnosed!”

Anonymous Resident

Holding community engagement events has enabled us to meet with and speak to Medway residents in a variety of different formats. From allowing people to come forward and speaking to us at Medway Hospital to addressing Health and Age specific groups such as Medway Pensioner’s Forum, we are always keen to listen and speak to as many people.

But, part of what makes this activity all the more important is the increase in our ability to speak to hard to reach members of the community. Throughout the past year we have focussed our time and efforts on attempting to communicate with those hard to reach groups of people.

Working in this way allows us to find out what is working well and what can be improved across the Health and Social Care landscape in Medway.

Information and Signposting

But engagement is about more than just listening. Often what people require is more than just a friendly ear and it is our responsibility to provide people with information.

Healthwatch Medway has run a web-based information and signposting service and has, alongside this, continued to offer a working hours telephone service.

We have received 417 enquiries by telephone, email or letter this year.

This service is a confidential and impartial service which is provided directly to residents and helps residents understand the options that they have and the choices that are available to them.

Once we receive an enquiry we signpost people to a number of different organisations which are equipped to deal with and advance the resident’s query. Often these enquiries will focus around information about how to make a complaint or how to contact a GP or service.

In 2015-16 we have dealt with over 60% of the enquiries on the same day with the remaining enquiries signposted within 3 days due to the complexity of issues.

How to Make a Complaint

We found that residents wishing to make a complaint about a service was the most common enquiry that we dealt with.

In this situation we would signpost the resident to the relevant complaints handler. These tend to be the Independent Advocacy for NHS Complaints (SEAP) or Patient Advice and Liaison Service (PALS) for complaints regarding Medway Maritime Hospital.

Social Media

One of the newer and more common ways for people to contact us is through Social Media.

Currently we run successful twitter and facebook pages which enable us to contact people more readily and regularly. They also allow us to contact a different range of people who we may otherwise struggle to develop relationships with.

Our twitter page currently has over 1,600 followers and we receive a large number



Healthwatch Medway
@HWatchMedway

An independent voice for the people of Medway, helping to shape and improve local health and care services.

Medway - Kent
healthwatchmedway.co.uk

1,064 FOLLOWING 1,655 FOLLOWERS

Tweets Media Likes

You Retweeted

CQC @CareQualityComm 2d
Looking for a care home? You can find homes and compare ratings through our map cqc.org.uk/content/map-ca... #CHOD2016

of tweets on a daily basis from people giving feedback on services.



Healthwatch Medway Community

Liked Following Message More

244 people like this
Andy Stamp and 3 other friends

Invite friends to like this Page

See Similar Pages

About

Welcome to the official Healthwatch Medway Facebook page!

Our facebook page has over 200 likes and is a popular way for people to comment their views on a range of issues.

e-Newsletter

In addition we currently send out a monthly e-Newsletter to over 200 subscribers. This allows us to update residents, Councillors, organisations on our activities and on stories which are of interest both in Medway and nationally.



healthwatch Medway
Winter 2015 Newsletter

New Emergency Unit at Medway Hospital

Last month, Medway Foundation Trust (Medway Maritime Hospital), opened their new minor injuries emergency unit at the hospital. The old unit had not been updated for over 15 years and was "outdated" and "often overcrowded", according to the Trust spokesperson, "heves@medway". The spokesperson goes on to comment that the hospital's current emergency attendance capacity is for around 60,000 per year. However, the Trust currently has to deal with over double that number per year. The improvements to the emergency department are hoped, therefore, to help deal with this greater number of attendances at A&E.

This is merely one stage of broader Medway Emergency Department updates which will in total cost around £13.4milion. Next in line is the development of new units for resuscitation and for people requiring major emergency care.

Consultant & Clinical Lead for Emergency Medicine, Dr Andrew Stradling, said Healthwatch Medway, "the opening of the new minor injuries emergency unit marks a major milestone in our £13.4million major redevelopment programme. Our overriding objective is for patients to feel comfortable and have as pleasant experience as possible when they are under our care." Dr Stradling goes on to say that the new unit "has also helped us on an operational level, as we can now treat patients more effectively and quicker than before."

Winter shelter to open in Medway

A shelter project is to be run in the New Year in Medway by organisations "Churches together in Medway" and "Strood Community Project" to help the homeless in Medway. It is estimated that there are over 50 homeless people living in Medway, with many more living in vulnerable housing.

This project will allow guests to stay the night, will offer dinner and then breakfast in the morning. This is the most difficult time of the year for the homeless as temperatures will fall to below zero during the night.

The project is advertising for volunteers including leaders, cooks and laundresses to help the homeless guests.

If you would like to learn more, email medwayshelter@gmail.com or visit the shelter website at www.medwayshelter.medway.com/

Local voices
Improving local health and social care

In this issue:

- 1 Interview with Medway Filomygia Support Group
- 2 Interview with Tea and Chat Support Group
- 3 Updates on Healthwatch Medway
- 4 Trivia
- 5 Volunteer with us!
- 6 Contact us

How we have made a difference



Our reports and recommendations

Our most prominent report was into ways in which Healthwatch Medway could work with Medway NHS Foundation Trust to improve how they involve local people in their decision making.

As a result we are now negotiating working with the Hospital to launch a series of new initiatives to run community outreach programmes.

Working with other organisations

In order to ensure that the people of Medway receive the highest possible level of Health and Social Care service we must always seek to work in their best interests.

This is not something that can or should be achieved on our own. As a result we work with a variety of other organisations. These are just a few:

- We have worked with the CQC to feedback local opinion of services in Medway.
- We have worked with Medway CCG to look to make it easier for residents to feedback their thoughts on how to improve local services.
- We have worked with Medway Council to direct people to their new 'Citizens Portal' which allows residents to air their views in a more convenient fashion.
- We have worked with the complaints handler 'SEAP' to ensure that complaints are being properly monitored and acted upon accordingly.

Involving local people in our work

- We have worked with local people to enable their views to be heard. We have encouraged local people to become involved in decision making boards.
- We work closely with Cath Foad, our representative on the Health and Wellbeing Board, ensuring that she is armed with as much information as possible so that she is able to fully represent the view of Medway residents.

We have also:

- Recruited a host of new volunteers from the Medway community so that we can ensure that we are a truly representative organisation.

“Healthwatch Medway gave me the confidence to sit on the board of MHAG and allow my voice to be heard”

A local Medway resident

Healthwatch Medway, as the voice of Medway residents on all issues to do with Health and Social Care, must always involve local people.

We have encouraged residents to become more involved in decision making processes and have helped them to become representatives on organisational boards to ensure that residents have a voice where it really matters.

Nowhere is this more important than within our organisation. We rely heavily on our volunteers who assist us with Enter & View visits, engagement events and even by sitting on our board.

Our work in focus



Our work in focus: Medway Hospital



“Is our local hospital finally recovering?”

This was said to us recently by a local resident and it echoes the voices of many people that we come into contact with.

For the last few years Medway Hospital has received endless negative news coverage both locally and nationally and, following another damning CQC report in January 2016 we took to the press to say that now was the time for Medway to pull together in support of the hospital and that we would lead the way.

We have spent **82** hours carrying out listening events at the hospital.

We have captured over **1000** recent experiences regarding the hospital plus nearly **100 hours** acting upon feedback and writing proposals.

We have attended **34** meetings (**40 hours**) where the hospital was discussed and we have represented the voices of local people.

We have attended **11** meetings (**26 hours**) at the direct invitation of the hospital.

“How long can the CQC keep them in Special Measures without improvement?”

Anonymous Medway Resident

Medway hospital has dominated the Health and Social Care agenda in Medway for some time and, regularly, we are asked to feedback our findings at Medway Council’s Health & Adult Social Care committee meetings and at the Medway Health and Wellbeing Board.

But, perhaps, most significantly we have recently entered into negotiations with the hospital to look at how we can work with them to improve the patient voice in the decision making processes at the hospital. Presenting our plans to launch a ‘Quality Roadshow’ and a ‘Patient Stories’ network we are working with them to ensure that the views of Medway residents are fed back to the hospital and can be used in the decision making processes.

The hospital is so important to the people of Medway and we will continue to work with them so that we can see the necessary improvement.



Our work in focus: Medway Council



In October 2015 Medway Council asked us to run 2 focus groups involving service users, potential customers and stakeholders to capture people's views of Home Care and Flexi-Care services.

We held focus groups with members of the Medway Pensioner's forum to discuss Home Care and with residents and families of Montgomery Court to discuss Flexi-care.

The focus groups were run to test the Timing, Staff and Communication of the Home Care service and the Flexibility, Consistency and Feedback of the Flexi-care service. We were then able to put together a report for Medway Council which enabled them to ensure that the views of local residents were heard loud and clear.

The findings of our report were incredibly interesting and gave us a real insight into the needs of local residents.

"The feedback we received from Medway Council informed us that our report was extremely helpful from a service users' perspective."

The feedback we received from Medway Council informed us that our report was extremely helpful from a service users' perspective. The findings from the report helped inform and reassure Council Commissioners that the content of the service specification for home care in the community and extra care services was fit for purpose. These services were put out to tender late 2015.

Focus groups allow organisations to listen to the views of local residents.

We have now developed a positive relationship with Medway Council and believe that we are well placed to assist them in ensuring that the views of Medway residents are used to enable them to make decisions in the interests of local residents.

We look forward to working with them in this vein moving forward.



Our plans for next year



Future priorities

5 Work Priorities:

- Continue to work with our local acute hospital;
- Progress with our Enter & View programme;
- Develop relationships with GPs to improve the patient accessibility to services;
- Improve Mental Health provision;
- Generate income through engagement and consultancy activities.

Work with Medway Foundation Trust has been a large part of our activities in 2015-16. Experiences of the hospital continue to dominate the feedback that we receive and plays a huge part in the Medway community at large.

As a result, it remains vital that we continue to support and work with the hospital. Now, more than ever, the views of Medway residents are crucial if the hospital is to make improvements and we intend to ensure that they are listened to.

The initiation of our Enter & View programme was one of the great successes of 2015-16. It is our intention to continue making progress with the scheme by conducting more visits and by rolling out Enter & View across a wider range of services such as hospital departments and GP's surgeries.

We are often told given experiences of their GP surgery and told of a lack of access amongst other feedback. We will

work over the coming year to ensure that we develop better working relationships with GPs to ensure that we can guarantee that the patient voice is heard.

Mental Health should always be a priority for any health organisation and we at Healthwatch Medway are no different. Tackling the stigma that still surrounds mental health will continue to remain a priority as will working to ensure that people have access to the highest possible level of mental health provision.

Finally, Healthwatch Medway operates from the unique position of being the 'Spotlight on local Services' for the people of Medway. Using our expertise and our community links we will continue to ensure that we listen to and represent the views of you, the people of Medway, and use those views to continue to influence decision making in Medway. Healthwatch Medway operates on a small budget and must always seek ways to generate income in order to ensure that we are able to continue to best represent the views of local residents.

Always listening

Healthwatch Medway will always look for ways to enrich the intelligence that we gather. As such we will make it a key and permanent principle that we will always engage with local people. Only then can we truly represent the views of the people of Medway.

We must use 2016-17 to build on the strong groundwork put in place in 2015-16.

Our people



Our Board

Cath Foad - *Chair*



Cath, having experienced some aspects of the National Health Service, both as a patient and carer with doctors, support services and hospitals during her lifetime, has decided it is time to give something back. She has agreed to chair Medway Healthwatch, a role she is looking forward to undertaking.

Alan Street - *Executive Director*



Alan has been a resident of Medway over 40 years. Alan's business experience has included working over 33 years with British Telecom, the last 25 as a Senior Project manager in the West End and City of London managing the provision of high specification, high value (£800K - £15M) communications equipment to government departments, as well as major financial and city Institutions. Alan has previously managed & led 150 highly motivated project managers and engineers to meet the targets in terms of time cost and quality set by our customers.

Dr Greg Ussher - *Executive Director*



Dr Greg Ussher is the Chief Executive Officer of the METRO Centre Ltd, as well as being a Lay Rep on Greenwich Clinical Commissioning Group, Chair of the National LGBT Consortium, and Chair of Outhouse East in Essex. Greg is also Chair of the Kent/Medway LGBT Forum. Greg has a PhD in the prevention, treatment and epidemiology of sexually transmitted infections. Greg has lived in Margate, Kent for the past 7 years.

Richard Iddenden - *Executive Director*



Richard lives in Medway, had careers in the motor trade and the voluntary sector and is now retired but continues to have many community interests. He is currently a Trustee of CAB Medway, a Trustee of HANDS and a Director of Healthwatch Medway. Richard has held a directorship in a large housing association and has supported many local voluntary organisations as a member, as a trustee and acted as mentor to chairs of voluntary organisations. Richard lists as his hobbies photography, website design and music.

Dan Hill - Executive Director

Dan Hill has lived in Medway since 1999. He has worked in the health and social care sector since 2005 with a focus on homeless services and initiatives to manage rough sleeping, working both operationally and strategically.

During this time Dan has taken the lead locally in gathering accurate data on Medway's rough sleeper numbers, taking the time to reach out to people on the street. He has set up and run a number of successful projects, including services for people facing multiple exclusions, with multiple needs, bringing together key voluntary and statutory services to work in partnership.

Dan McDonald - Contract Holder, Citizens Advice Medway

Dan has been the Chief Executive Officer of Medway Citizens Advice Bureau for 6 years and became a Councillor on Medway Council in May 2015. While working and living in the Medway Towns, Dan has become the Chair of Hands Rochester Volunteer Centre, Relate Medway and North Kent and METRO as well as being actively involved in a number of issues facing the residents of the Medway Towns.

Our Staff**Heidi Butcher - Operations and Engagement Manager****Lorraine Camp - Information and Signposting Officer****Ben Green - Engagement Officer****Our Volunteers**

We have a dedicated team of volunteers that work with us to carry out engagement events, administrative work and Enter & View Visits.

At our last Board meeting it was agreed that Healthwatch Medway would seek to recruit a 'Volunteer Board Member'. The recruitment process is currently underway.

Introducing Our New Board Member...



Healthwatch Medway was delighted to welcome Paddy Powell to its board in March 2016. Paddy brings with him a huge amount of experience in Children and Young People's Services. He is currently an apprentice with the Children in Care Council. We look forward to the wealth of experience that he will bring.

His first duty as a board member was to take part in a Q&A to tell us more about himself and his role:

HWM: What interested you in joining our board?

Paddy: *"It's important that young people have a voice when it comes to health and social care and that they know that there is a forum to put their views across. I want to offer that on the board."*

HWM: What skills and experience do you think you'll offer as a board member?

Paddy: *"Most importantly a voice for young people. I've spent a long time working in Children and Young People's services and I want to use that experience to help try to improve health and social care standards in Medway."*

HWM: What do you think of the care system in Medway?

Paddy: *"I think we have a good system at the moment but I think there's been a lack of consistency of social workers which can often be a difficult situation for children in care."*

HWM: Do you think that young people have a voice when it comes to health and social care in Medway?

Paddy: *"I think a lot of young people don't feel they do which is part of why I've joined your board. Organisations such as the council make an effort but more needs to be done."*

Young people use our services a lot but don't always get a say or a thought in what improvements need to be made."

HWM: If you could change one thing about health and social care services in Medway what would it be?

Paddy: *"More responsive care. It can take so long to be seen at Medway hospital and that is such a dangerous situation to be in."*

HWM: What is great about Medway?

Paddy: *"We've got a great Corporate Parenting Group and, over the past 6-12 months I think there's been a real move to involve young people in the decision making processes and I think that's great."*

HWM: Where do you see yourself in 5 years time?

Paddy: *"Making a difference."*

Our finances



Below is a summary of Healthwatch Medway's finances from the period 1st April 2015 to 31st March 2016.

Trustees Statement

The trustees confirm that the summarised financial statement is a summary of information extracted from the full financial statements of the charity.



Cath Foad

Chair of Healthwatch Medway

21st April 2016



Dan McDonald

Contract Holder

21st April 2016

INCOME	£
Funding received from local authority to deliver local Healthwatch statutory activities	£128,770.00
Additional income	£0.00
Total income	£128,770.00
EXPENDITURE	
Operational costs	£30,822.00
Staffing costs	£58,597.00
Office costs	£4,938.00
Total expenditure	£94,357.00
Balance brought forward	£34,413.00

Contact us



Get in touch

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We will be making this annual report publicly available by 15th July 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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