

healthwatch
Liverpool

Annual Report
2017/18



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Message from our Chair and Chief Executive

2017-18 was another year in which NHS and social care services were challenged to meet the level of need facing them, with growing demand, tight resources and staffing pressures.

Locally we also saw the opening of the Royal Liverpool Hospital's new building postponed due to the collapse of Carrilion and at the end of the year the transfer of Liverpool Community Health services to their new provider Mersey Care. Further changes to services lie ahead. There is a proposed merger between the Royal and Aintree hospital trusts and the proposed relocation of Liverpool Womens Hospital.

Liverpool people are very proud of our local NHS services and we are pleased that services worked well together to survive the particularly challenging winter period. But there is no room for complacency. Patients tell us how grateful they are to services that were there for them when they or their families most needed them - in some cases saving their lives.

Patients however also tell us how busy services are and how tired and overworked staff seem to be. On occasions they also tell us how, despite the best efforts of staff, this impacted on their care.

Social care is under even more pressure, with the impact of massive cuts to local authority funding and increasing levels of need.

We are pleased to hear more examples this year of health and care services working together to provide joined up care. Our visits to the three Reablement Hubs showed how well care services can be provided. A revisit as part of our project on Hospital Discharge, to a daily multidisciplinary board in one of these Hubs, showed health and care services working together to get people well, independent and back to their own homes.

Sadly we also hear, often through our enquiry service, of examples where services did not join up



well together and people did not receive the high quality care they expected. The challenges facing our local services have never been greater and it is more important than ever that people tell us what they really think about their care.

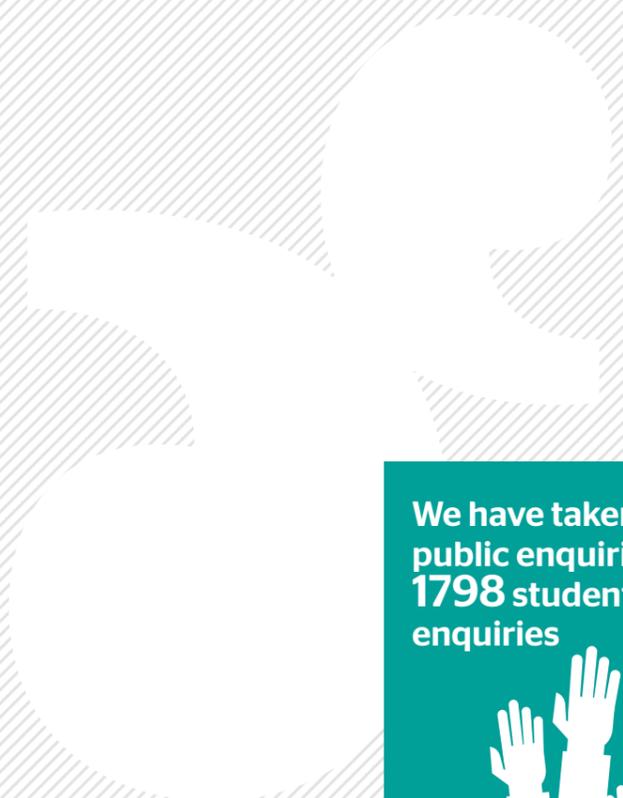
I want to pay tribute to our staff and volunteers who enable us to play our part, providing information and advising thousands of enquirers, helping people find the services they need, and helping people's experiences to inform and improve services. I am very proud of the work we have managed to achieve but am aware of how much more needs to be done.

2018-19 will see some new areas of work for us. In April 2018 we took over responsibility for the NHS Complaints Advocacy services for Liverpool. We are also launching a new public forum, Liverpool Care Matters, to listen to people's experiences of care services and to share them with those with the power to make change happen. As part of this we are already talking to carers and people using mental health services about their experiences.

Health and care services matter - we all need to be heard when decisions are being made that affect us. Please share your experiences with us.

Lynn Collins
Chair, Healthwatch Liverpool
Sarah Thwaites,
Chief Executive, Healthwatch Liverpool

Highlights from our year



This year we've reached **166,583** people on social media



We have taken **2440** public enquiries plus **1798** student enquiries



We've visited **54** local services through GP, A&E and Trust Listening Events and Enter and Views, where we spoke to **1382** people



Our reports have explored issues ranging from **GP Services to Care Homes**



We've spoken to **444** people about accessing dental services and **289** people about accessing GP services

We've heard from or spoken to a total of **7,700** people this year



About us



Health and care that works for you

Your health and care matters. You need services that work for you, your friends and family, helping you to stay well, get the best out of services and manage any conditions you face. We're here to help local people understand their options, be able to make informed choices and to be listened to about their experiences, needs and preferences. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Health and care staff who:

- + Receive and act on both praise and constructive feedback;
- + Know that how they do their work makes a difference and want to keep on making that difference.

Patients who:

- + Know what services and options exist;
- + Are able to make informed choices, with support where needed, including when something goes wrong.
- + Feel able and willing to share their experiences to help services improve further.

Our vision

A health and care system in Liverpool which:

- + Is stable, well-resourced and trusted;
- + Can meet the growing and changing needs of our diverse population;
- + Enables staff to deliver the best quality, joined-up care;
- + Listens to and learns from people's experiences.

A Healthwatch for everyone in Liverpool which helps make this possible.

Helping you find the answers



How we have helped the community get the information they need

Navigating the health and care system can sometimes feel overwhelming, in an ever changing landscape of services. People are often unaware of what services currently exist or how best to access them. By providing people with clear, reliable information through the Live Well directory and in a supportive, person-centred way through our enquiry work, we can make a real difference.

Our enquiry work also underpins all our other areas of work by giving us real, up-to-date information about the problems that people are experiencing.

Our directory and enquiry service are important because people need control over their own lives, especially their health. Our services can empower people to take this control. A lack of timely, accurate advice can create barriers to accessing suitable services, problems can get worse, life can be more difficult and there can be increased pressure on services.

We want everyone to have access to the best quality local care, and knowing what is available is the first vital part of this.

Online information

We collect, input and update information on thousands of services onto the Live Well directory which provides the public with information on health and wellbeing related services and activities. It started off as a Liverpool only directory but now also includes Wirral, Knowsley and Sefton. We are responsible for collecting and maintaining the 1725 Liverpool records on the site.;

Services are constantly changing and we are always working to keep the information on the directories accurate and up-to-date.

Entries include GPs, dentists, pharmacies, specialist health services, care services, lunch clubs, community activities and self-help groups.

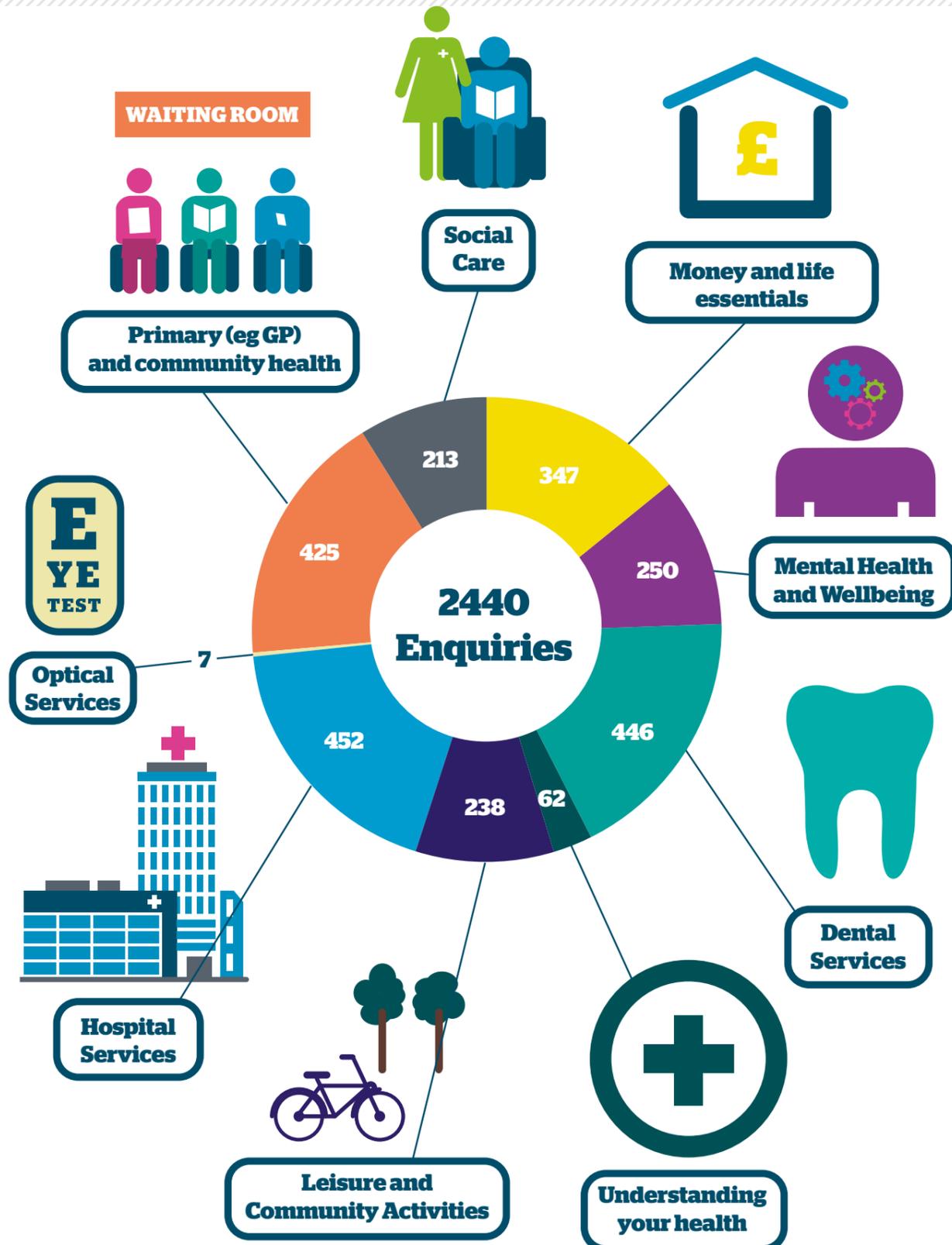
The role that the directory plays in helping people navigate the system was highlighted in the CQC system review:

“Healthwatch Liverpool manages the Livewell Directory which provided a comprehensive list of services and support available, including befriending services and statutory assessments for support. Staff and providers were complimentary, describing the directory as easy to use”

Katie speaking to a student at a Hope University Freshers event



What you've asked for information about



Search endlessly or ask us

Many people do not have access to the internet or in a time of stress may find a directory too impersonal. We are always happy to be the 'human version' of the directories for our enquirers.

In 2017-18 our enquiry service dealt with 2440 health and social care enquiries, plus an additional 1798 student enquiries at welcome, fresher and student wellbeing events at universities and colleges. This included providing GP and dentist information to 1635 students, and information about the Meningitis ACWY vaccination to 528 students.

We provided dental health information cards to 1,500 parents of Reception and Nursery aged children via Liverpool Community Health's dental health promotion officer.

People contact us looking for information for themselves, family members and friends, or for people they are supporting professionally.

We provide information in a way that suits their circumstance and we pride ourselves on providing a personalised service to meet individual needs.

Finding the right options

People can contact us about anything that concerns health or wellbeing. Sometimes people aren't sure what it is that they are looking for or what services might be out there to help. We are happy to listen and take it at the person's own pace, sometimes over several calls or emails. We often suggest possibilities that the person hadn't even considered and always remember that people are individuals who need to make their own decisions about what will work for them.

People who call us are often relieved that we aren't a call centre but 'real' people who know the system and the city and can help them see their way through the maze. We are often thanked for how quickly we can provide relevant and detailed information and how much of a difference our approach makes.

Often our enquirers go on to contribute to our work by providing valuable feedback about services they have accessed. This gives us early warning of where things might be going wrong in a service and so informs the other areas of our work.

Sarah being interviewed about the Live Well directory for BBC Radio Merseyside (image credit: Up for Arts)

We are extremely proud of our helpline, but to enable more people to access our services, we take our information team out and about. For example, we attended:

- + Carers Week event, where we spoke to and advised 50 carers about issues arising for them from their caring roles. See 'Our Plans for Next Year', for a specific upcoming project with carers.
- + Liverpool Mental Health festival, where our information team spoke to 900 members of the public.

"Thank you so much for supporting me with this. It felt like such a big issue and you were really calm and helped me find the right help. Thank you for phoning to see how I'm getting on, I feel like I can get back in touch with you if I need help in the future." - Member of the public

"Thank you so much for your help, you've been really helpful, I don't know where I would have gone for advice if you couldn't help me" - Member of the public

"Thank you so much, the information has been sent out to my patient I am sure it will have a good effect on her quality of life. A great Service!!" - Health professional



Your views on health and care



Hearing what people really think

Because patients are the experts in how services work for them, decisions made without hearing the patient perspective miss a vital part of the picture.

People can be wary of speaking up. We can give people from across Liverpool's diverse communities a 'safer' way to share their experiences and the assurance that doing so makes a difference. This is one of our core priorities on which our work is based.

When we speak to members of the public and professionals across our events and enquiry helpline, we take their enquiries, hear their views and experiences, and provide relevant information to help resolve their concerns, but we also try to use their feedback to help prevent the same problem happening to others.

We supplement this with other ways of hearing what people think about health and care services.

In 2017/18 we held 41 Listening Events in health services, talking to 1344 patients in wards and waiting rooms about their experience of using that service. These listening events covered:

- + 26 GP practices across the Liverpool area
- + Our local mental health trust, Mersey Care: Baird House, Walton Life Room and Talk Liverpool
- + Our local Community Health services, then Liverpool Community Health: Walk in Centres in Old Swan, Garston and the City Centre.
- + All our local hospital sites: The Royal Liverpool University Hospital (3 events), Broadgreen Hospital, Liverpool Heart and Chest Hospital, The Walton Centre, Aintree University Hospital, Liverpool Women's Hospital (two events) and Alder Hey Children's Hospital
- + We also began visits to Clatterbridge Hospital's clinics in Liverpool hospitals.

Because Liverpool's hospitals serve a wider area than just Liverpool:

- + In these visits we spoke to 143 non-Liverpool residents about their experiences of using Liverpool's hospitals.
- + we worked together with our neighboring local Healthwatch to talk to as many patients as possible

For our visits to A&E departments we wanted to get a better picture of A&E services across the

region so together with the other local Healthwatch all the A&E departments in Merseyside and Cheshire were visited, asking patients the same questions on the same day.

Throughout the year we aim to be visible in local communities, to make it easier for people to tell us what they really think. As well as our 41 listening events in health settings, we attended 41 local community events and held 23 community outreach sessions. Over the past year, we have visited many communities engaging disadvantaged or vulnerable people in our work. These visits and events aim to enable as many people as possible to have a strong voice in sharing their views and experiences.

At these events we:

- + discuss our work and what we do;
- + take enquiries about health and social care services;
- + help people understand the benefits and aims of sharing their views, and how their experiences can make a difference;
- + offer an opportunity for people to share their patient experiences.

As part of our GP access project, we had already gathered hundreds of people's views via listening events in GP practices and an online survey. We knew that these would not have captured all views, so arranged visits to particular communities who may have different experiences of accessing GP services.

We engaged BME mental health service users at a monthly men and women's group, people with experiences of homelessness via a Crisis forum and we engaged with a wide range of older people via sheltered schemes and social groups.

We also visited a Chinese Elders Tea House Reminiscence event at St James Community Centre, where we spoke to 42 people, using a translated survey and a Chinese language facilitator to remove the barriers to participation.

"They arranged everything for me, when I see a doctor the interpreter is quite good, but sometimes they don't have interpreters in the waiting area, I need one to help me make an appointment. I need to ask for help from other people in the waiting room to help translate for me. I don't know how the phone appointments work as I can't ask in English."

Making a difference together



How your experiences are helping to influence change

Hearing your experiences is only part of our role. We also want to make sure that what you tell us is heard by the people who provide and fund Liverpool health and care services and influences their decisions.

Hospital services

In advance: Before each Listening Event we liaise with the hospital. If they have any specific issues that they want to know patients views on, we can include these when we talk to patients. This has included noise levels at night within wards, and food availability and quality.

Immediate: We provide the hospital with a verbal overview on the day to make sure that if there are any urgent issues they can respond to these immediately.

At the end: our reports are made public on our website, shared and discussed with the hospital and their commissioners. What patients have told us also influences the commentaries we write each year on each hospital's Quality Account.

Themes: We know that many of our hospitals face similar pressures (more and sicker patients, limited resources and difficulty recruiting staff) and that this impacts on the care that patients receive. We make sure that patient experiences of these are heard when these issues are discussed.

Staffing levels

"It's let down by the lack of staff - meaning that staff here are run off their feet. They are always short staffed."

"Feel sorry for the staff, they're overloaded and can't do care as well as they're too busy"

"I was left in a wet bed for several hours one night."

"I came here for the first time 12 years ago. The consultants then had registrars to support them, now there is more reliance on advanced nurse practitioners, it extends the waiting times to see the consultant, and everybody gets squeezed in. They need more resources, both the nurses and the doctors are absolutely rammed, they need additional staff, although the pressures are never passed on to you by the staff. They're very busy, but we're never rushed. They're all brilliant. I feel lucky to have the service here."

Quality of care

"I was really poorly on Tuesday & actually thought I was dying. I was really scared so a nurse stayed with me the whole time without having any breaks or lunch. She kept reassuring me that I wasn't going to die on her watch"

"The staff are amazing, that's what makes it, it's such a daunting thing to have to do, at first I refused treatment, so it feels like they knew they'd have to support a bit more. The same people deal with me, I trust them, I get comfort and reassurance. They know what you're like and it feels more personal."

Communication

"I am not being told anything till the last minute."

"The staff who have been here a very long time, they presume you know certain things. I've learnt things over 12 chemotherapy sessions but weren't always told about them at the start. The newer staff communicates better, but the older ones just presume you know. They ask you if you have any questions, but I don't always know what to ask."

"I'm not entirely sure why I'm here; I was referred by my GP."

Access to GP services

In advance: Before we started our GP access project we looked ahead to the changes that were coming for GP services and where patient experience needed to shape this. This included national plans for extended hours, bringing in new job roles to practices meaning that in future people may see health professionals other than GPs for more of their care. We also talked to the Liverpool Clinical Commissioning Group who commission GP services in the city, to find out what questions they had and how patients experience could influence their decisions.

Immediate: after each visit we provided the GP practice with information on what their patients had told us, without naming or identifying any patient.

Ongoing: At regular intervals over the project we made our initial findings public on our website and shared them with Liverpool CCG.

At the end: We have now collected the experiences of 1000 people and are analysing what they told us in depth. Our report will be presented to the

CCG and shared on our website. We are already using every opportunity to share what we have found to date.

This includes the key findings that:

many patients would welcome being able to access GP appointments over wider hours than at present but are concerned that this might spread resources too thinly.

many patients find getting through to their practice by telephone to be a frustrating experience

“The phones, sometimes it takes me over an hour, ring at 8am, engaged all the time.”

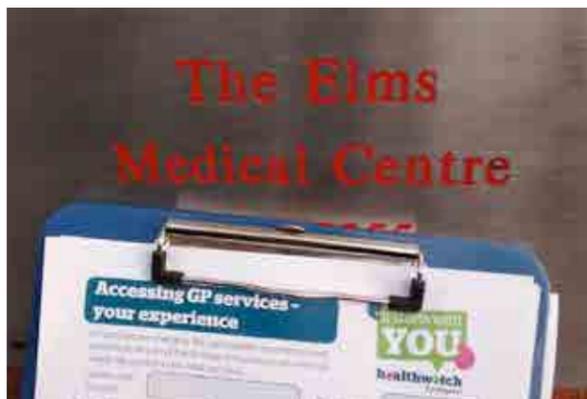
For some people, even when they get through by telephone, getting an appointment can be difficult:

“I can’t get through on the telephone to book an appointment and when I do get through, the appointments are weeks away. I work shifts so this makes things difficult.”

“You can’t pre-book for the same week, and are told to phone on the day but then it is constantly engaged. I have been waiting to get an appointment for 10 days, so have ended up seeking private treatment. The practice is overstretched.”

Patients are generally very satisfied with the quality of their care once they have an appointment

“It’s wonderful, can’t fault it. Every GP I have met has been absolutely wonderful, if you’ve got a problem they’ll sort it out for you. Wonderful patient care!”



Care Homes

Liverpool’s care homes have experienced a number of problems with some closing and some others requiring improvement. Care homes are an important part of social care provision, providing round the clock care to some of our most unwell and vulnerable people in the city, people who may be isolated and not easily able to share their views about the services they use. We use Enter and View visits to care homes as a way for us to engage with these residents and their family members. This year we have visited:

- + Grace Lodge Nursing Home
- + Waverley Care Home
- + Stonedale Lodge Care Home
- + Greenheys Lodge Residential Care Home
- + Gordon House Care Home
- + Eldonian House Care Centre
- + James Nugent Court

All the visits we have conducted this year have been planned, announced visits. We wanted to advertise our visit to increase the numbers of residents and visitors who are available to speak with us. At each visit we leave our information cards and feedback forms for people who would like to comment but are unable to attend on the day.

In addition to the above care homes, we also visited Sedgemoor, Granby and Venmore Reablement hubs as part of the hospital discharge project. We visited these hubs to understand better, the needs of these service users around hospital discharge, as it had become clear from discussions with partners, what a vital role the Reablement Hubs play in the safe discharge of patients with more complex needs who are medically fit for discharge, however need more intensive support to enable them to return safely home to live independently.

We wanted to see first-hand how the Hubs operated, what we could learn from them about hospital discharge - where it works well, where it can be improved and the challenges that still remain to be addressed.

The information gathered from these visits helped to inform the summary report which concludes the Hospital Discharge project.

We selected a range of homes for our Enter and Views, from those for older people to those that support younger people with complex and enduring mental health needs.

We use what we learn from these Enter and View Visits in a number of important ways:

Influencing and overseeing individual services

After each visit we produce a report which we share with the home and make public. In last year’s Enter and View reports we made 21 recommendations and will follow up with the homes to see what changes they have made.

We work in partnership with organisations to share information and get a collective picture of which homes may be experiencing problems and need additional support and where there is best practice that could be shared. We attend and have a regular agenda item on the local Quality Assurance Group which includes CQC inspectors, Liverpool City Council and health partners.

Making it easier for services to do well

We want to see our local care homes provide the best possible experience for their residents, so we also look out for trends and areas where friendly guidance and ideas might help homes tackle some of the common problems that we see and hear about. Two examples are activities and dementia friendly environments.

Activities

During our visits, one of the areas that residents told us they would like to see improved was activities. People said they wanted more and different activities to add to the quality of their lives. Some activities coordinators we spoke to in care homes talked about the challenges of providing activities and welcomed ideas and support. We produced a short booklet outlining some activities which can be relatively easily used within a Care Home setting.

Front cover of our Care Home Activities Guide



An activities coordinator who has used this has shared with us:

“I loved it! It had things I hadn’t thought of. It gave me a confidence boost too, knowing I was actually doing a lot of those activities already.”

A resident also told us how much they loved the new activities and specifically highlighted getting involved in hand massage, as something new that they enjoyed.

Dementia friendly environments

We noticed a variation in how dementia friendly the environment was even in homes exclusively serving people with dementia. We therefore collected best practice ideas to share with homes and have been pleased to see these implemented and beginning to be reflected in CQC findings.

We also wanted to share some of the good practice we saw, so we began to produce a newsletter for Care Homes. The first issue featured the ‘Library’ at Stonedale Lodge which was created for a resident who loved to visit the local library with a relative but became too unwell to continue with the visits. The home turned an unused part of a corridor into a library which can be enjoyed by all the residents on that unit.



Library at Stonedale Lodge

Strategic Impact

We know that our care homes face problems and find it difficult to recruit and retain staff (especially nurses) and to provide the level of care we'd like to see. Liverpool has seen homes close for both financial and quality reasons. Liverpool also has fewer homes that are rated as good or outstanding by the CQC than other areas.

We make sure that what we have learned feeds into strategic discussion on care homes. Examples of this include:

- + Merseyside and Cheshire Quality Surveillance Group
- + CQC system review of older people's care
- + Care Home Needs Assessment
- + Liverpool Care Home Improvement Plan
- + Supporting a new initiative to bring community groups and care homes together to reduce isolation and improve the quality of life of residents.

Working with others

We can't do our work in isolation. We need to work together with a wide range of partners to have the most impact for local people: volunteers, partner organisations, community organisations and many more. This year we pay particular thanks to the stars of our "It Starts with you" video - local community members who shared why they believe it is so important that people tell us what they really think about health and care services.

There are limits to the role of Healthwatch. We don't regulate health and care services, commission them or make the decisions about how they are run. We need to work with those who do, making sure that they know what the experiences of local people are and have these at the forefront of their mind when carrying out their role.

We also depend on support from our commissioners and the cooperation of health and care services. We thank you all for your help and support.

Our report is full of activities that we couldn't do without help and cooperation. From information sharing with the CQC and local authority around care homes to professionals referring people to our information line. From the people who share their feedback with us to the NHS and care staff who welcome us to their services and are willing to learn from our feedback. The following give some further examples:

Liverpool strategic partners

We have non-voting seats on bodies such as the Liverpool Health and Wellbeing Board, the Governing Body of the Liverpool Clinical Commissioning Group and very many other groups. But we know that decision making starts well before issues reach these strategic bodies and to be influential we need to be involved sooner, making sure that people are fully consulted over important decisions. We have developed contacts across the complex Liverpool health and care system so that we can raise issues before they become a big problem.

With our neighbouring local Healthwatch

Our local hospitals provide services to people across boroughs, especially Sefton and Knowsley. Often someone living in one area will use services in a neighbouring area or care for a relative who lives in another local authority area. We work together to get our residents the right information to make the right choices for them and to make sure that when they have something to say about their care it is heard and not lost.



Healthwatch Liverpool and Knowsley Banners side-by-side at a BBC Radio Merseyside event

Some big NHS decisions in future are likely to be made at a regional level, as Healthwatch we need to work together to keep patients and their experiences at the heart of these. For example

- + we hold joint A&E days, allowing us to get a picture of people's experiences of A&E services across the region on the same day.
- + we work together to get seats for Healthwatch on important strategic bodies and to make sure that we provide an influential voice for Merseyside's residents on these.
- + we share intelligence, concerns, good practice, ideas and training with our local Healthwatch colleagues - this year we organised training on Report Writing from the Writers Guild, which was also attended by neighbouring Healthwatch staff.

With Healthwatch England

Along with other local Healthwatch we share information with Healthwatch England to help them have a national picture and be able to inform decision making at a national level, for example we were quoted in their Care Home report.



We're proud to be part of the national Healthwatch network and were pleased that our enquiry service was recognised at the Healthwatch Network awards 2017.



Lucy and Katie from Healthwatch Liverpool and Nicky from Healthwatch Knowsley at Aintree Hospital

it starts with
YOU



“It’s extremely important that people give either compliments or complaints because how else are we to learn other than by people’s experiences?”

Jeanette, patient experience film participant

#ItStartsWithYou

This year for our #ItStartsWithYou project, we wanted to put patient experience into the spotlight, by putting you in the spotlight!

For our work to ‘Start with You’, we need to hear from you. While we always strive to provide accessible opportunities for you to share your voice and experiences, we know that there are many reasons why some people may shy away from giving feedback on services. So we wanted to promote the benefits of giving feedback on the care you receive as a patient, including helping services to improve and to recognise good practice.

This year, we worked with Liverpool film makers ‘Concrete Films’ to produce a short talking head style film to hear people’s experiences of being a patient or a carer.

We worked with 6 local people, who throughout the short film shared their own experiences of using local services as patients and/or carers. Through sharing their stories, we and they hoped to empower you to use your voice and give feedback too.

We distributed the film in many ways, including via YouTube, on social media platforms and across the many networks of professionals working in the wellbeing sector. We will continue to share this film, to promote the many benefits of giving feedback on health and social care services.

From informing the work of Healthwatch Liverpool, to helping services acknowledge the good practice

of their services and staff, don’t forget, “It Starts With You”.

The team at Healthwatch Liverpool wish to thank our film participant volunteers: Joe, Ayo, Bella, Lisa, Jeanette and Angie, for their involvement and support in this project, and for offering their time and their voices, to empower others like them, to share their stories and inform future change.

Informing our decision making

- + Our priorities and activities are informed by what the public tells us. Our enquiry service, our contacts with community organisations and the people we talk to at listening events give us a good insight into what matters to people. We are always looking to hear from more people. Our community contacts are a vital part of helping us do this.
- + We know that sometimes the issues that most need our attention are not always the most visible. Sometimes we have to look a little deeper or speak to people whose voice is rarely heard to get the full picture. For example we know that social care is often badly understood and invisible other than to people who use it. Any of us may need social care in future for ourselves or our families. We want more people to help shape social care services. Towards the end of this year we started planning Liverpool Care Matters, our new social care forum to help us to have more conversations about what people want care services in Liverpool to look like.

Patient Experience Film



You can watch the full film on our website:
www.healthwatchliverpool.co.uk/your-stories



Angie

Angie shared her experience of her mum's misdiagnosis and highlighted the importance of learning when mistakes are made

Ayo

Ayo shared his story of the excellent care that he received while in hospital. He didn't get the chance to show his gratitude at the time and wants to make it easier for patients to give feedback at the end of their treatment



Joe

Joe shared his experience of A&E waiting times and the impact that understaffing can have on a patient's care.

Lisa

Lisa told us about the importance of trust and communication between health professionals and patients with learning disabilities



Bella

Bella shared her story of a loved one passing away in a hospital and the need for honest and prompt conversations to be had between hospital staff and the bereaved family.



Jeanette

Jeanette shared her story about a nurse going above and beyond the call of duty in the care of her husband



Our plans for next year



What next?

April 2018 saw Healthwatch Liverpool taking over two new activities - NHS Complaints advocacy and Social Care Engagement. These will be key areas of work for us in 2018-19. In addition we have identified strategic priorities where we are particularly keen to talk to the public and have their voices heard.



Rose, one of our volunteers at an event

Our top priorities for the next year

1. Social care - making sure people's voices are heard about the range of social care services within the city, including care homes.
2. GP services - making sure the changes that are coming to GP services are influenced by what the public needs.
3. NHS staffing levels and resources - patients are telling us more often about how overstretched staff appear to be in our hospitals and other NHS services. We know that waiting time targets are being missed more often. We want to make sure that decision makers understand how this impacts on patients experiences of care.
4. Mental health - people have told us about their difficulty in accessing services when they need them and that there are gaps in services. We want decision makers to understand the gaps in services and how this impacts on people's lives and care.
5. Reorganisation of services - after a year of change last year with Liverpool Community Health being taken over by Mersey Care, more changes lie ahead with plans to merge Aintree University Hospital and Royal Liverpool and Broadgreen Hospital NHS Trusts. We want the public to be informed and involved, and able to rely on services even in times of transition and that services continue to improve and provide more joined up care.

Our finances



Healthwatch Liverpool is one of the largest and most complex local Healthwatch in the country. In a difficult financial climate we count ourselves very fortunate to have the resources to continue delivering our services. This was however, a year of change internally for Healthwatch Liverpool with two members of staff leaving, two changing roles and two more reducing their working hours for family reasons.

For us, as for the rest of the voluntary sector, the temporary nature of funding can make it difficult to recruit in a timely way. Our contract was due to end at the end of March 2018 and we had to delay recruitment to several posts until the funding for 2018-19 was confirmed. This meant that at the start of the year we had 14 members of staff (11.54 Full Time Equivalent) whereas at the end of the year we had dropped to 12 members of staff (9.7 Full Time Equivalent).

These delays were frustrating: they meant that we had fewer staff than we needed at times and also that we left some of our budget unspent. This however means that we are in a healthy financial position going into 2018-19 and, despite our funding for our core service remaining at the same level as it has been since 2015 (a real term cut), we can continue to maintain and even expand our service provision.

From April 2018 we are delivering two additional services and have funding for these: NHS Complaints Advocacy for Liverpool and social care engagement on behalf of Liverpool City Council. We have since welcomed three new full time team members and are recruiting to three more posts.



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	401,543
Expenditure	£
Staffing costs	292,964
Office costs	22,973
Operational Costs	21,444
Total expenditure	337,381



**The views and stories
you share with us are
helping to make care
better for our local
community**

Contact us

Get in touch

Address: 4th Floor, 151 Dale Street, Liverpool, L2 2AH

Phone number: 0300 77 77 007

Text / WhatsApp: 07842552878

Email: enquiries@healthwatchliverpool.co.uk

Website: www.healthwatchliverpool.co.uk

Twitter: [@HW_Liverpool](https://twitter.com/HW_Liverpool)

Address of contractors

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 2018. 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 require this report in an alternative format please contact us at the address above.

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healthwatch
Liverpool

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