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Annual report 2019-20

# Guided by you

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# Message from our chair



I offer you all a very warm welcome to our latest Annual Report.

I believe that all Sutton residents can take heart that everyone in the health and social care community has stepped up to the mark and will continue to do so.

I think it is worth mentioning that under normal circumstances, my welcome would solely reflect on Healthwatch Sutton's activities from 2019-20. However, I think you would agree with me when I say things have been far from normal in the face of the COVID-19 pandemic.

I praise unreservedly our staff and volunteers who were able to support our voluntary sector colleagues in these challenging times. We face a lot of uncertainty, but I believe that Sutton residents can take heart that everyone in the health and social care community has stepped up to the mark and will continue to do so.

This Annual Report covers our own extensive and ever-increasing involvement in the highly integrated health and social care community in Sutton. In terms of our projects, as described throughout, most of them were completed before the pandemic re-arranged all of our lives.

Our highlight of the year has to be the national recognition for 'Helping more people to have their say' at the 2019 Healthwatch Network Awards after we surveyed over 5000 young people to find out about their mental wellbeing, and the support available to them. You can read more on page 9.

Finally, I would like to express my deepest thanks to my fellow Board members, to our volunteers and our members, but most of all, to our highly-talented staff team, without whom nothing we have achieved would have been possible.

Best Wishes,

A handwritten signature in black ink, which appears to read 'David Williams'. The signature is stylized and written in cursive.

David Williams  
Healthwatch Sutton Chair

# About us

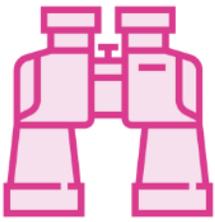
## Here to make care better

We're here to make health and social care better. Our main job is to collect the views of local people and share these with decision-makers so they can improve support in Sutton, and across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.

We could not do this without you. Thank you to everyone who has shared their views and experiences with us this year. It's important that services continue to listen, so please do keep talking to us. Let's strive to make the NHS and social care services the best they can be.

David, Launa, Gemma, Shri and Noor collecting people's views at Wallington Community Wellbeing Charity's Celebrating International Older People's Day Health and Wellbeing Event in October 2019.





## Our vision is simple

Health and social care that works for you. People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

**Website:** [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)

**Twitter:** [@HW\\_Sutton](https://twitter.com/@HW_Sutton)

**Facebook:** [@healthwatchsutton](https://www.facebook.com/healthwatchsutton)

# Our staff and board

## Our staff

**Pete Flavell**

Chief Executive Officer

**Pam Howe**

Patient Engagement Officer

**Gemma Thatcher (from May 2019)**

Communications, Engagement and Projects Officer

**Simon Foxcroft (from November 2019)**

Team Administrator

**Lorraine Davis**

Team Administrator

## Our board

**David Williams**

Chairperson

**Barbara McIntosh**

Vice Chairperson

**Adrian Attard**

Treasurer

**Adrian Bonner**

Trustee

**Annette Brown (to August 2019)**

Trustee

**David Elliman (from March 2020)**

Trustee

**Shri Mehrotra**

Trustee

**Noor Sumun (from August 2019)**

Trustee

**Launa Watson**

Trustee

**Janet Wingrove (from January 2020)**

Trustee

**Derek Yeo**

Trustee



## Our growing team

This year, we were delighted to welcome Gemma Thatcher and Simon Foxcroft to the staff team, as well as three Trustees, Noor Sumun, Janet Wingrove and David Elliman. We also said goodbye to Annette Brown as she stepped down as a Trustee this year. We are grateful for her time, support and hard work over the years and wish her well in her future endeavours.

# Highlights from our year

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Find out about our resources and the way we have engaged and supported more people in 2019-20.



## Health and social care that works for you



### **25 volunteers**

helped to carry out our work. In total, they gave up 2,063 hours.

We employed  
**4 staff**

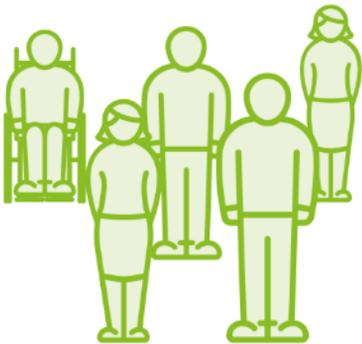
2 of whom are full-time, and 2 of whom are part-time (3 days a week)

We received  
**£170,000 in funding**

from our local authority and other sources in 2019-20.

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## Providing support



### **1,642 people**

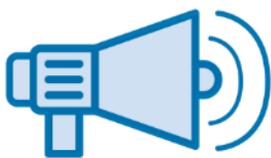
shared their health and social care story with us.

### **1,098 people**

accessed Healthwatch advice and information online or contacted us with questions about local support.

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## Reaching out



### **8,170 people**

engaged with us through our website and social media.

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## Making a difference to care



We published  
**3 reports**

about the improvements people would like to see with their health and social care, and from this, we made 9 recommendations for improvement.



Noor, Pete and Gemma collecting the certificate at Healthwatch England's Network Awards in October 2019

## Healthwatch Sutton receives highly commended recognition at national awards

Healthwatch Sutton was highly commended for 'Helping more people to have their say' at the 2019 Healthwatch Network awards.

We surveyed over 5000 children and young people in half of the secondary schools in Sutton to find out how young people scored on a 'wellbeing' scale, as well as the mental health challenges they've experienced and the support available to them.

**We are incredibly proud of this achievement, and even prouder of the 5000 young people who shared their experiences with us.**  
David Williams, Healthwatch Sutton Chair

This work was instrumental in the application process that secured an extra £1.8million of funding for schools to support mental health in young people. We are now working to ensure this funding is used to focus on the issues highlighted in the report.

Every year, the Healthwatch Network Awards celebrate the many positive stories of how the local Healthwatch network is helping to make care better for thousands of people.

The local Healthwatch shortlisted for 2019 Healthwatch Network Awards were picked from almost 150 award entries.

You can find out more, and read the full report on Children and Young People's mental health on our [website](#).

# How we've made a difference

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Take a look at how your views have helped make a difference to the care and support people receive in Sutton.



## Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Sutton.

### Helping expectant/recent mums and their partners access better mental health support

We worked together with Sutton Clinical Commissioning Group (CCG) and the local perinatal mental health group to design and deliver a survey to find out about the mental health needs of expectant/recent mums and their partners.

We received over 300 responses. 69% told us that they felt they had not received enough or any information about mental health support, and 71% thought there was not enough support for partners.

When asked about barriers to accessing support, people told us the largest barriers they faced were; worrying about people's reactions, not knowing how to access support and anxiety that social services would become involved.

Additionally, 73% told us they would prefer to access support online.

Our main recommendations included:

- Investigate ways to fill the information gaps.
- Develop a campaign to help remove the stigma and reduce fears about social services intervention.
- Put in place clear practical support information in one place online and promote significantly.
- Look to further develop support for partners.



As a result of our recommendations, a detailed action plan has been put together to address the issues raised.

This plan also combines the recommendations from the 'Dads and Partners Survey' that was carried out by Sutton CCG. This is now being actioned and monitored through the Sutton Perinatal and Infant Mental Health Early Help Network that has representation from a wide variety of services and voluntary sector groups.

You can read the full report on our [website](#).

**This perinatal mental health project gave us invaluable insight into the needs of expectant mothers and those who have recently given birth, and we are using the findings and recommendations to improve services.**

Nadine Wyatt  
Senior Engagement Manager, NHS Sutton



## GP registration for people without a fixed address

Our Mystery Shoppers attempted to contact 23 GP practices across the Borough to see whether it would be possible for them to register without proof of a fixed address.

Of the practices who did respond:

- 18 said that it would be possible to register.
- 3 said that it would not be possible to register.
- 1 said that the individual could have an appointment but not register.

Our results showed that the majority of practices would accept registrations from people without proof of a fixed address. However, our results also showed that some practices' approach may not align with [NHS guidelines](#).

NHS guidelines state that GPs cannot refuse to register someone because they are homeless, do not have proof of address or identification, or because of their immigration status.

Our main recommendations included:

- GPs should be reminded of the rights of access for homeless patients.
- There should be more information available to homeless patients about their right to access GP services.
- We will investigate potential to discuss some issues directly with homeless patients.

We presented our report at the GP Practice Managers Forum in November. At the Forum, the report was well received with all present stating they would register someone without proof of a fixed address and would ensure all staff at their practice were aware of this.

You can read the full report on our [website](#).



Enter and View volunteers, Sally, Launa, Daphne, Clare and Shri outside Crossways Nursing Care Home when they visited in October 2019.

## Care Homes Project

We asked people to tell us their health and social care priorities in our survey [‘What matters to you?’](#) and Care Homes ranked highly.

In response to this, we held a project launch event to find out from local people and professionals about the areas they would like us to focus on when we visit Care Homes.

We also carried out an audit of existing projects that have been delivered by other local Healthwatch. We found the methodology and reporting system created by Healthwatch Sunderland covered all the areas we wished to investigate. We are grateful to Healthwatch Sunderland for sharing their tools, and invaluable advice.

We took a 360-degree approach to look at care homes, by speaking to staff, managers, residents and their friends and family. We also used 9 quality indicators as a basis for evaluating the quality of care delivered by the care home.

On 8<sup>th</sup> October 2019, our Enter & View volunteers and CEO visited Crossways Nursing Care Home.

They spoke to 6 residents, 4 staff members, 4 relatives and the manager. Our volunteers also completed observation sheets to capture their experience of being in the care home.

You can read the full report from our visit and learn more about Enter and View on our [website](#).

We are currently in the process of planning 10 future visits to care homes in the Borough, however understandably, these visits have been postponed due to the COVID-19 pandemic.

We will pull the themes from the reports from these first 10 visits to create a Borough-wide report that can be used to improve care home services in Sutton.

**I really enjoyed my visit to Crossways with my fellow volunteers. It was great to see how the house was managed and speak to residents who were very cheerful. When my time comes, I would like to book a place for myself!**

Shri Mehrotra, Enter and View Volunteer

## Primary School Children's Mental Health Project

Following the success of our survey completed by over 5000 students at secondary schools in the Borough, we embarked on a project to find out more about the mental health of primary school pupils.

To do this, we formed a project group, including teachers, Sutton Council staff and representatives from the voluntary sector who work with children.

Together, we developed a new survey targeted at pupils in Years 5 and 6 (9-11 years old). Some survey questions used a smiley face scale.

We agreed to provide all schools taking part with an individualised report they can use internally.

At the end of the project, we will produce a report using all of the data from all of the schools.

This report can then be used by a wide variety of mental health service providers, schools and voluntary sector organisations to put in place support that can improve the mental health of young people.

So far, 10 schools have taken part and we have received nearly 1000 responses.

Most schools have used tablet computers to collect the responses, saving us the time and resources needed to carry out data entry.

When the schools closed due to COVID-19 in March 2020, we paused this project. We are currently considering how we might take this forward once the pupils have returned to school.



In March 2020, we launched a survey to hear your experiences of accessing healthcare during COVID-19 to help identify issues and make sure everyone continues to receive safe and high-quality care.

Thank you to everyone who has responded to our survey.

Here are some of your stories.

I've found it tricky to get prescriptions.

All of my planned consultant appointments have been cancelled after a 16 month wait.

My family has had phone consultations instead of hospital appointments, nurse and GP visits.

I was unable to visit my mother in hospital at any point and difficult conversations like the decision not to resuscitate had to be done quickly over the phone.

Coronavirus has obviously completely changed our lifestyle. Furthermore, being pregnant has meant that I have had to stop work completely and it has changed some of the maternity services available to me.

I tend not to worry the doctor when otherwise I would have booked an appointment.

My mother was admitted to A&E by ambulance from her care home with suspected pneumonia and sepsis. She then tested positive for COVID-19. After 12 days in hospital she has made a full recovery and returned home.

I miss seeing my family and friends. The mental health of my family has definitely been affected.

I cannot see my GP and I am afraid to go even if I do get to see them.

We have all become so much more aware of our health problems, and so much more careful about everything.

My urgent total knee replacement was cancelled which means I am very limited physically.

Because of my age, I dread developing a different serious condition, I want to keep away from hospital.



### Share your views with us

Please keep talking to us. We want to hear your experiences of accessing healthcare in Sutton so we can help services stay safe during this challenging time.

**Website:** <https://bit.ly/healthwatchcorona>

**Telephone:** 020 8641 9540

**Email:** [info@healthwatchesutton.org.uk](mailto:info@healthwatchesutton.org.uk)

# Making a difference together

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Our commissioned work



**We support Patient Participation Groups at GP surgeries, as well as the patient-led, borough wide Patient Reference Group to communicate with local NHS commissioners. This work is funded by NHS Sutton (formerly Sutton Clinical Commissioning Group, SCCG).**

**Through this work, we are able to ensure the views of local people are heard and influence decision-making to improve services and patient experience.**

### Patient Participation Groups (PPGs)

This year, we have continued to provide general and bespoke support to practices and their PPGs to ensure they are being the voice of and the voice for their patients.

By sharing PPG good practice with staff and supporting some new volunteer Chairs of PPGs, we have worked together to develop effective working between patient groups and their practices.

Our newly established Chairs Network (for volunteer patient PPG Chairs), offers the opportunity for sharing experiences, problems and solutions. This is a useful meeting where attendees can hear from each other about ways of capturing patient feedback, effective working with practice staff and establishing contact with Chairs from practices who fall in the same Primary Care Network.

This year, we began some commissioned work focusing on the delivery of services in Primary Care. We began working specifically with 6 practices where the results of the 2019 National GP Survey had identified overall patient experience as below Sutton's average.



Chairs discussing ideas on why some PPGs work, and some don't at their first Chairs Network Meeting.

PPGs, with their practices, have been empowered and supported to explore the findings, as well as identify and agree on 3 key areas for further work.

The 6 PPGs are planning to undertake and evaluate a patient experience survey to 'drill down' and understand the reasons behind the feedback in order to develop an action plan. However, development of this work is currently under review due to the COVID-19 pandemic.

Thank you, I really appreciate your advice (about our PPG) which I will discuss with the partners.

Practice manager



What would you like to see on the agenda at future PRG meetings?  
Take a look above at the PRG's priorities for the year ahead.

## Patient Reference Group (PRG)

We provide independent support to the PRG to ensure meaningful engagement and communication with patients. We also provide opportunities for the PRG to influence the planning and delivery of commissioned services. The group currently has 43 nominated patient representatives from the majority of Sutton's practice-based PPGs.

Our work involves providing administrative and governance support for the bi-monthly meetings. We act as a conduit between the volunteer officers, CCG, guest speakers, GP practices and their representatives. We also provide support to the volunteer officers to plan and deliver a programme of engagement activities around local commissioned services.

We also provided patient representatives with regular updates on commissioning priorities, planning and changes to commissioned services such as Sutton Health and Care, Social Prescribing and Primary Care Networks. This allows representatives to raise their queries, which are then responded to.

On our 5 year anniversary, at our May Meeting, we celebrated the contribution of the volunteers and held a Question Time style panel. Patient representatives were able to ask questions on a range of topics to senior CCG staff and commissioners.

Representatives also distribute information to their PPG and the wider practice population. This helps to facilitate further conversations and patient input at PPGs.

We are planning to continue this engagement work through virtual meetings.

### Community Health Champions

Funding for our work to set up and develop a programme for Community Health Champions ended earlier in the year. However, we continue to provide appropriate information for Champions to distribute in their communities and there will be opportunities for their ongoing involvement in Community Action Sutton's Community Champions.

**A key part of the remit of Healthwatch is to influence decision makers.**

**Healthwatch Sutton has a seat on the Health and Wellbeing Board where key decisions are made about the commissioning and delivery of local health and social care services.**

Additionally, our staff and directors regularly attend a number of other important meetings and committees to ensure that we are well informed about anything that may impact on health and social care in Sutton.

#### Meetings and Committees include:

- A&E Delivery Board
- Dementia Action Alliance
- End of Life Care Project Board
- Epsom and St Helier University Hospitals NHS Trust Board
- Epsom and St Helier University Hospitals NHS Trust Board Improving Patient Experience Committee
- E-Redbag Implementation Steering Group
- Healthwatch England London Network
- Improving Healthcare Together Committee in Common
- Improving Healthcare Together Consultation Oversight Group
- Improving Healthcare Together Stakeholder Reference Group
- Primary Care Commissioning Group
- Primary Care Transformation Operation Group
- Safeguarding Adults Board
- Social Prescribing Steering Group
- South West London Health & Care Partnership Patient & Public Engagement Steering Group
- South West London Healthwatch Partnership
- Sutton CCG Quality Committee
- Sutton Clinical Commissioning Group Board
- Sutton Health and Care Executive
- Sutton Health, Wellbeing and Social Care Network
- Sutton LTB Communications and Engagement
- Sutton Mental Health Commissioning Advisory Group
- Sutton Perinatal and Infant Mental Health Early Help Network
- Sutton Scrutiny Meeting



## Sutton Health and Care @ Home

The @Home service is designed to minimise the number of older people attending A&E and if they do need to be admitted, the service supports them to return home as soon as possible.

We have provided an ongoing feedback and reporting system for the service for over a year.

People who have used the service complete a survey, and we analyse the data and provide a quarterly report.

This report can then be used to review and improve the service by the people who run it. To date, we have produced 5 quarterly reports.

The service management and their commissioners at NHS Sutton have told us they find the reports to be valuable.

**We consider Healthwatch Sutton to be an important partner in our integrated system and the quarterly reports provide the Borough Team with invaluable perspectives from the residents of Sutton that enable us to review both the quality of the services and identify opportunities for service transformation.**

Karol Selvey, Clinical Director, South West London CCG, Sutton Borough

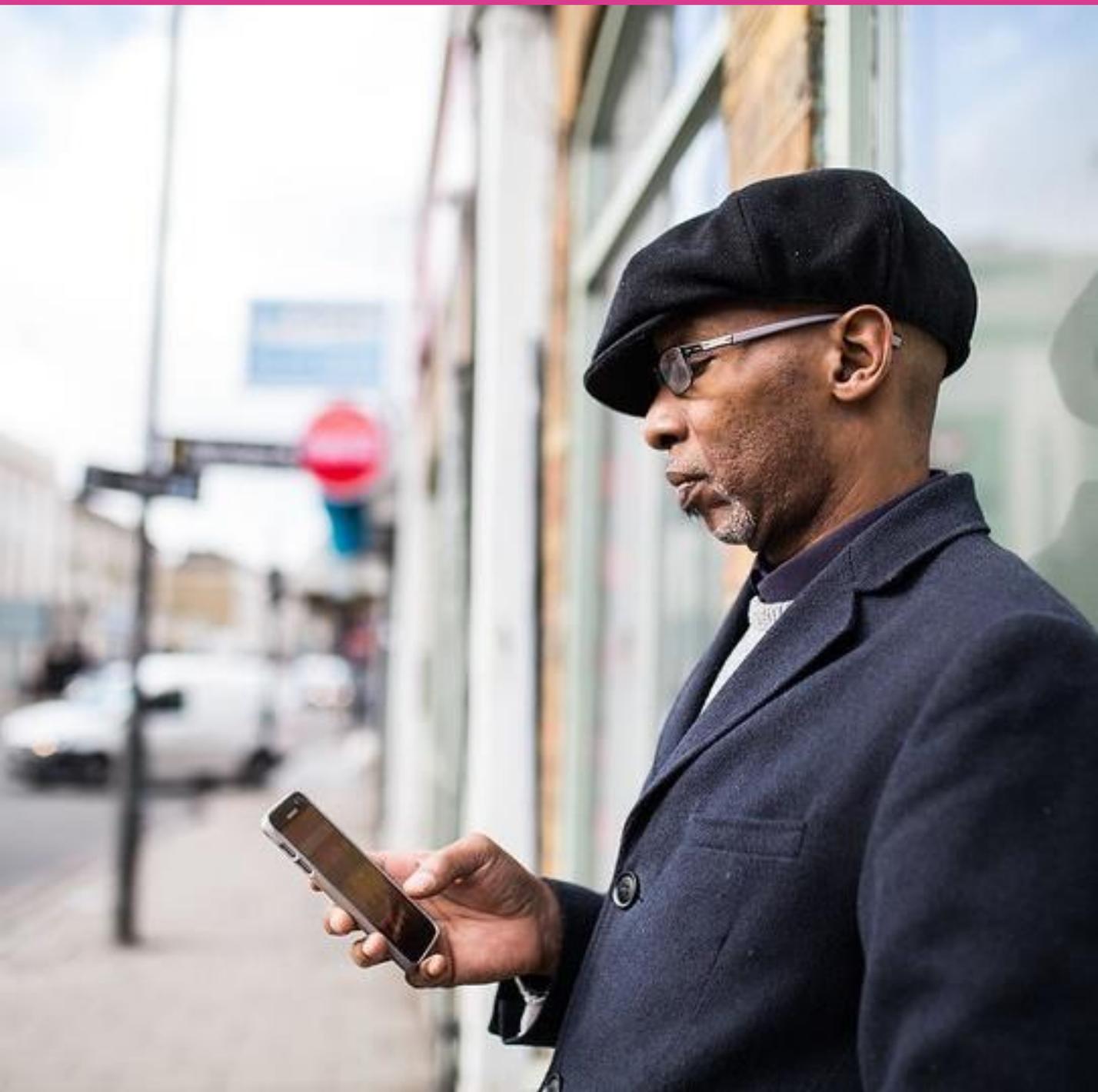
**Healthwatch Sutton has been excellent in supporting the Sutton Health and Care @Home team during their formation and development over the last few years. Their independent reports are very useful in giving us an ongoing insight into the quality of our service from our users' perspective.**

Binu Cherian, Head of Adult Interface Services (Interim), Sutton Health and Care



# Helping you find the answers

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**Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.**

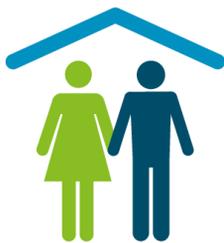
This year we helped **1098** people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

The Healthwatch Sutton Information and Advice Service is based at *Citizens Advice Sutton* and operates as part of Advice Link Partnership Sutton (ALPS). The service is open 9am to 5pm, Monday to Friday. You can get in touch with them by phone, online or in person for information and signposting resources relevant to health and social care issues.

## Here are some of the areas that people asked about

### Social services



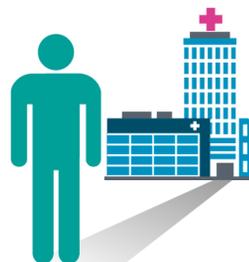
### Complaints advocacy



### Care homes/respite care



### Hospital enquiries



In 2017, Sutton Council awarded the Healthwatch Advocacy contract to *Advocacy for All*. To find out advocacy information from the last year, please see their Annual Report.

## Read more about how we helped local people access the right information and find support.



Mr Z called us asking for support with his benefits. During the call, he told us that he was having difficulties because he was dependent on drugs and alcohol.

We supported him with his benefits and also sent him the details of *Inspire*. *Inspire* is the community drug and alcohol service for anyone over the age of 18 living in Sutton.

We discussed the services available to him, and advised him he could self-refer to *Inspire*.

As he had recently moved to the area, he was unaware of the support available for him and he was grateful to be signposted.



Mr X contacted us asking for help to understand the support available for him and his family. Here is what he said about our service:

Tricia was lovely. We discussed social services and their role regarding my wife and my daughter. I lacked the confidence to do it, so was pleased to be able to get help.



Contact us to get the information you need

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

**Website:** [www.suttonalps.org.uk](http://www.suttonalps.org.uk)

**Telephone:** 0208 254 2616

# Volunteers

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## At Healthwatch Sutton we are supported by 25 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

### This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

### Our volunteers are invaluable to the work we do.

It's been a busy year for us and we are delighted our volunteer team is growing. This year, we welcomed 6 volunteers!

We enjoyed catching up and sharing ideas at our Volunteers Forum in September. We were also pleased to be able to offer new training for our Outreach Volunteers to support them to raise awareness of the work we do.

Our Enter and View Volunteers have been actively involved in our Care Homes Project. In October, 5 volunteers visited Crossways Nursing Care Home to speak to staff, residents and their family and friends.

Our Mystery Shoppers also gave up their time to call 23 GP Practices to find out whether it would be possible for a homeless patient to register.

Furthermore, our volunteers called people to find out their experiences of the Sutton Health and Care @Home service.



Neena, David and Shri helping to keep our members informed by stuffing envelopes.

We are also grateful to our Admin Volunteers who supported us with data entry, and helped us to keep members informed by stuffing envelopes with our Spring and Autumn newsletters.

We are looking forward to having more opportunities for volunteers this year.

*Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch.*



### We would like to say a huge thank you to our volunteers:

Aboo Kohealtee, Adrian Attard, Adrian Bonner, Barbara McIntosh, Chelliah Lohendran, Clare Nunns, Daphne Norman, David Elliman, David Williams, Derek Yeo, Eileen Laidman, Hazel Poole, Isabelle Harding, Janet Wingrove, Joe Jackson, Launa Watson, Neena Mehrotra, Rosemary Bloxham, Sally Sauvageot, Shri Mehrotra, Stephanie Phillips, Noor Sumun, Shiraz Sethna, Sheila Gooljar and Susan Hind.

# Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



## Clare

Clare is an Enter & View, Outreach and Admin Volunteer.

My volunteering started with stuffing envelopes over 7 years ago. Over the years, I have been involved with lots of different projects that interest me and it's an ideal volunteering role as I can fit it around my life.



## Daphne

Daphne is an Enter and View Volunteer. She is also Chair of the PPG at her GP practice.

For many years I worked in the NHS in various roles. When I retired, I became a member of Healthwatch Sutton and was invited to volunteer. It is the best action I have ever taken, and it's a pleasure to work with the team.



## Noor

Noor is an Enter and View and Outreach Volunteer. He is also a Trustee.

Having just retired from a career of over 40 years in the NHS, volunteering with Healthwatch Sutton was an ideal opportunity for me. I enjoy helping Sutton residents have their say, as well as being part of a group that influences change and improves services both locally and nationally.

By telling us what you think of health and social care services in Sutton, you are helping to make care better for our community.



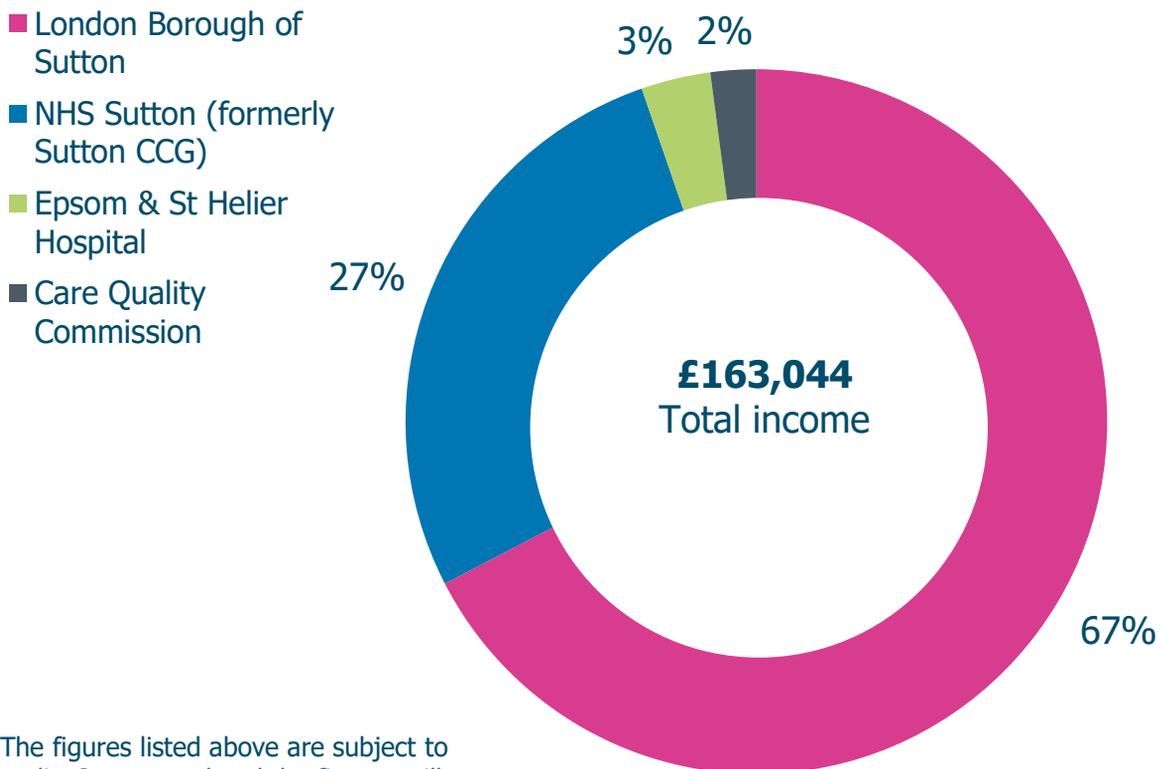
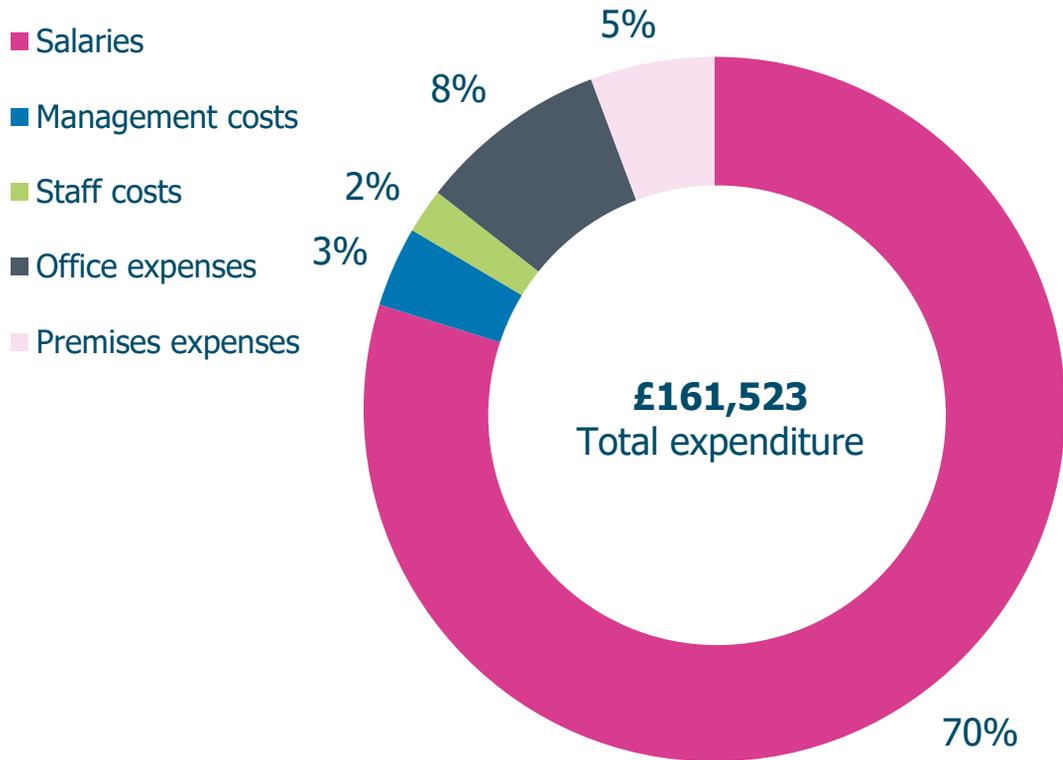
# Finances

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Healthwatch Sutton is a company limited by guarantee and a registered charity. We comply with both company accounting and charity commission SORP requirements.



**We are funded by our local authority under the Health and Social Care Act (2012). We also receive additional income from NHS Sutton and a variety of NHS organisations. In 2019-20 we spent £161,523.**



The figures listed above are subject to audit. Once completed the figures will be updated.

# Our plans for next year

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# Closing message

## Coronavirus (COVID-19)

Who could have foreseen the dramatic changes we have all felt due to the COVID-19 crisis?

We were quick off the mark and launched an online survey to capture people's experiences of COVID-19 in early March, before the lockdown. This allowed us to see how views were changing as the situation unfolded.

A few weeks later, we added a few more questions to learn about people's experiences of accessing health and social care services during the crisis. We found that some people embraced the use of technology, whilst others struggled to access the services they would ordinarily have attended in a clinical setting.

We are yet to see what the long-term impact might be, however, I am completely blown away by the amazing community support networks that have sprung up across the Borough.

## Looking ahead

Once we have returned to some sort of normality, we will be restarting our visits to care homes and assessing how to take our primary school children's mental health project forward.

We are also working with other local Healthwatch organisations across South West London to ensure we can deliver effective representation on the newly formed NHS South West London CCG.

At the time of the COVID-19 outbreak, we were in the middle of the tendering process for our new contract. This contract is now part of Sutton Council's larger 'Making Informed Choices' contract.



Pete Flavell, Healthwatch Sutton CEO

We are looking forward to completing this process later in the year. If we are successful - fingers crossed - we should have the security of a longer contract that will give us a great amount of stability in the coming years.

## Thank you

Lastly, I would like to say a huge thank you to everyone who shared their views and experiences with us over the last year. Our work would not be possible without you. Please continue to share your stories with us – you are helping to make a real difference to local health and social care services.

A handwritten signature in black ink, appearing to read 'Pete Flavell'. The signature is stylized and written in a cursive-like font.

Pete Flavell  
Healthwatch Sutton CEO

Nothing stands still in the NHS or Local Authority landscape, and we are continually adjusting to fit the new picture.

# Thank you

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

- Members of the public who shared their views and experiences with us.
- All of our amazing staff, trustees and volunteers.
- PPGs, PRG patient representatives and GP practice staff
- All the organisations and groups who have contributed to our work, including; Sutton CCG, London Borough of Sutton, Epsom and St Helier University Hospitals NHS Trust, South West London and St George's Mental Health Foundation Trust, Community Action Sutton, Citizens Advice Sutton, Sutton Carers Centre, Age UK Sutton, Home-Start Sutton, Sutton Perinatal and Infant Mental Health Early Help Network, Epsom and St Helier Maternity Voices Partnership, Sutton Mental Health Foundation, Inspire Sutton, Community Works and Sutton Night Watch Homeless Charity.



# Contact us

Healthwatch Sutton  
Granfers Community Centre  
73-79 Oakhill Road  
Sutton  
SM1 3AA

Phone: 020 8641 9540  
Website: [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)  
Email: [info@healthwatchsutton.org.uk](mailto:info@healthwatchsutton.org.uk)  
Twitter: [@HW\\_Sutton](https://twitter.com/HW_Sutton)  
Facebook: [healthwatchsutton](https://www.facebook.com/healthwatchsutton)  
Instagram: [@healthwatchsutton](https://www.instagram.com/healthwatchsutton)

## Address of contractors

Healthwatch Sutton Information & Advice  
Citizens Advice Sutton  
68 Parkgate Road  
Wallington  
SM6 0AH

Phone: 020 8405 3552  
Website: [www.citizensadvicesutton.org.uk](http://www.citizensadvicesutton.org.uk)

Our Annual Report will be publicly available on our website by 30 June 2020. We will also be sharing it with Healthwatch England, Care Quality Commission (CQC), NHS England, NHS Sutton and the London Borough of Sutton.

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

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

Charity number: 1151601  
Company number: 8171224

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