

Healthwatch Sutton

Annual Report 2014/15



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Message from the Chair

On behalf of our Board, our volunteers and members - all of whom give their time so freely - I welcome you all to our Annual Report for 2014 / 2015.

I must also say an enormous “thank you” to our staff for all their continuing efforts in delivering the work so effectively.

It has been a challenging and interesting year. For our Board of Directors it has been a period of some consolidation, which continues, with an expansion of the skills and experience available to us. This will ensure that we can continue to further enhance our reputation as a respected organisation that delivers.

Our report provides a good overview of the years’ work and our projects which are largely based on what local people tell us matters to them. It also outlines how we have progressed the work to develop further the patient involvement and how we endeavour to secure the best health and social care for the people of Sutton.

Nothing (ever) stands still in the health and social care world; thus we will continue to work closely and well, with our stakeholders, including Sutton Clinical Commissioning Group, London Borough of Sutton, Epsom and St Helier Hospital Trust and The Royal Marsden. All this is in addition to the ongoing involvement with the Patient Participation Groups, based at the GP surgeries, as well as the Borough-wide Patient Reference Group. If we all do something, no matter how small, the difference will be noticeable.

As you read this, we will be well into the third year of our existence. We are very conscious that the initial three-year commissioned period for Healthwatch Sutton expires early next year - and that we will need to re-tender for the contract as at April 2016, though that work begins now. With your support and our drive to deliver we aim to still be here, listening to the people of Sutton and, on their behalf, influencing the provision of our health and social care services.

About Healthwatch

Healthwatch was set up nationally in 2013. All local Healthwatch organisations have a clear set of functions. These are:

- Gathering views and experiences from local people
- Influencing the set up, delivery and commissioning of services
- Representing the community voice
- Providing information, signposting and support
- Providing a complaints advocacy service

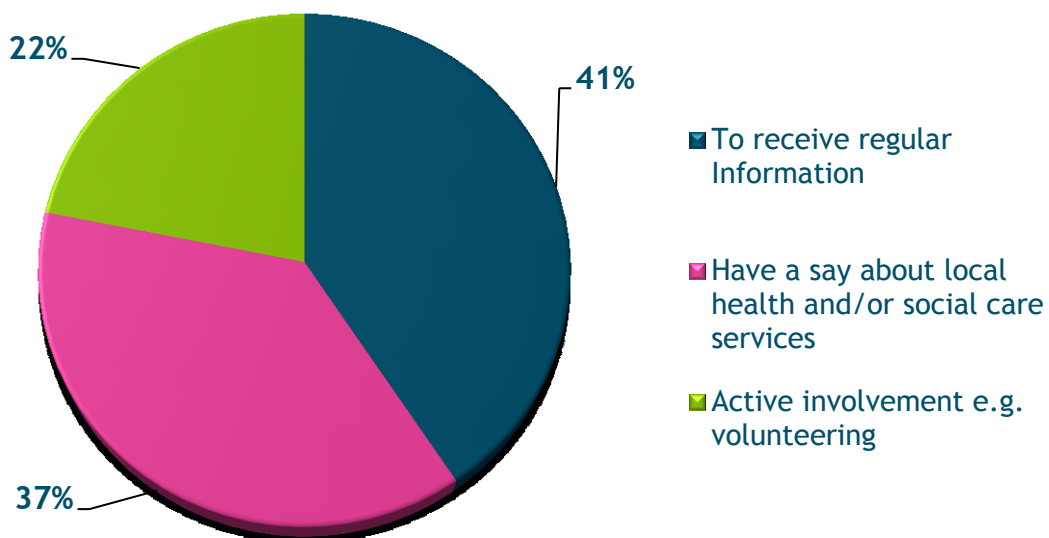


Communication & Engagement

The Healthwatch Sutton membership is made up of people who live or work in the London Borough of Sutton and local Voluntary and Community Groups.



In our Annual Survey we asked members to share with us why they first joined Healthwatch Sutton. The majority of members said they joined to receive information about local health and social issues, followed closely by having a say and sharing their views and experiences.





During 2014-15 we sent out 22 e-bulletins packed with information on both local and national health and social care issues. We also send out a bi-annual newsletter.

We have also been busy raising our online presence using social media.

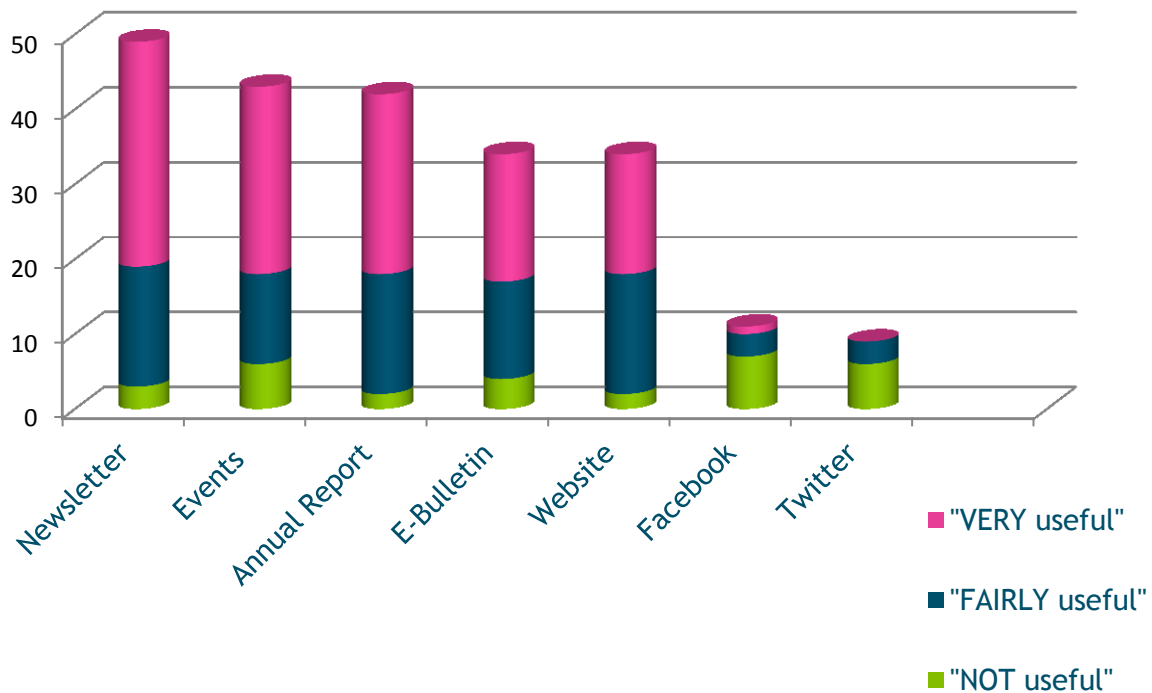
1,046 followers
331 tweets



70 

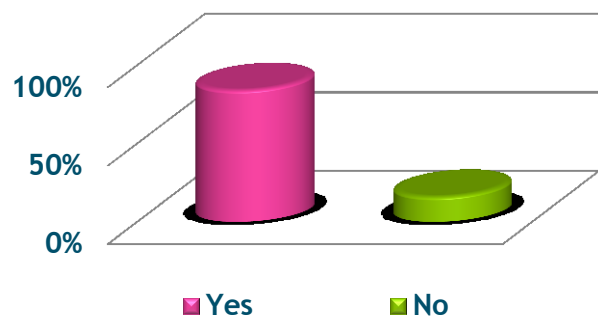


The chart below shows how useful members find the different ways in which we communicate with them. We have identified that a high percentage of our membership do not find social media useful.





Our survey also shows that over 80 % of members think we “listen to and represent the views of the community” as shown in the chart on the right.



We hold quarterly information and engagement events to share information and gather views from local people on specific topics.



What matters to you?

2014/15 saw the launch of “*What matters to you?*” the new way in which we collect information from members of the public. *What matters to you* is a quick and easy way for people to share their views and experiences about local health or social care services. By selecting a category it helps us build up a picture of the areas that concern people most.

“*What matters to you?*” can be completed online via www.whatmatterstoyou.org.uk or on paper. Since the launch, in February 2015, nearly 500 hundred people have had their giving us their feedback using this method. The information we collect helps us to ensure that our projects reflect the priorities of local people.



Our Work

Hospital Discharge

In 2014 we carried out a piece of work to find out about people’s experience of being discharged from St Helier hospital. We did this by asking patients if we could call them for a short telephone interview once they had gone home. We had some very positive feedback; however this work also highlighted several areas where things could be improved. These included:

Communication - poor communication about the services patients need after discharge. Poor discharge summaries.

Delays on the day of discharge due to medication or transport. Delays to the day of discharge due to tests and procedures. Discharges late in the day.

Information - Patients not aware who to contact after leaving hospital. Little or no written information for patients or their families

Since our report, Epsom and St Helier have worked with us to try and find solutions to some of the issues that arose.

In November 2014, the Trust organised a workshop for hospital staff and Healthwatch to get together to discuss the findings and create an action plan.



A work plan was developed by the Service Improvement Team that identified actions to address these problems. This resulted in a further workshop, with staff and Healthwatch volunteers, to look at the literature and other documents given to patients. This has resulted in a series of changes that has been identified to improve these documents.

Several of the recommendations related to improved working between health and social care and better integration of services and these have been taken up as part of the Better Care Fund.

Our report has been used as part of the evidence put forward at Sutton Clinical Commissioning Group’s Quality Committee in relation to the Better Care Fund. Our report has also been used as part of Healthwatch England’s Special Inquiry in to unsafe discharge.

If you would like to read the report you can find this on our website.

Wayfinding Project

Healthwatch Sutton was invited, by Epsom and St Helier hospitals, to take part in two special focus groups to help the Trust in their redesign of signage and improving the patient experience of finding their way around both hospital sites.

In order to make effective contributions two groups of trained ‘authorised’ Healthwatch volunteers undertook to walk around each of the hospital sites to look at signage/wayfinding and gather views and experiences to feed in.



GP Access

In early 2014 we looked at the feedback that we had received from people in Sutton. We found that a large number of Sutton residents had said that they thought that GP services were an area of concern. In particular getting to see or speak to a GP, problems with making an appointment, issues relating to the times that GPs were available and what to do 'out-of-hours'.

We took up the challenge to look at this in more detail and developed a questionnaire about accessing GP services that included over 20 questions. In the space of 2 months over 450 people completed our questionnaire. We got in touch with local voluntary and community groups and asked if we could attend their meetings and events to share our survey. We were very pleased that so many groups were happy for us to come along and talk to their members. We also promoted our survey through social media and websites.

All analysed results of this survey were published in our 'GP Access' report. The key findings were:

A majority of respondents said that they would be willing to travel to another location locally and see a different doctor if they wanted a routine appointment on a Saturday or Sunday.

Patients are keen to have Saturday and evening appointment, though Sunday appointments were less favoured.

Nearly a third of respondents would prefer to use either on-line, email or text to book an appointment instead of 'by phone' or 'in person'.

When patients call their GP they want to be able to make an appointment straight

away and not wait for a call back or call at a specific time in the morning.



Working age people felt that their appointments were less convenient than those of non-working age.

Of the patients who couldn't get a convenient appointment, 24% said this was because they could not book ahead.

The report has been shared with NHS England and Sutton Clinical Commissioning Group (CCG). Sutton CCG are using this information as part of their evidence to investigate the potential move to extend the hours GPs are available in Sutton. You can find our full report on our website.

Our report has also been used by Healthwatch England, as part of the evidence in a national report looking at the difficulties patients have encountered accessing their GP.





Caring for People with Dementia

Dementia and caring for people with dementia appear more and more in government discussions and national media. The feedback that we received showed that Sutton is no exception when it comes to concern about this subject and as such we were keen to investigate this further.

In September 2014, Healthwatch Sutton held a themed information and engagement event in Carshalton which was attended by over 50 participants who expressed an interest in dementia. Speakers from the London Borough of Sutton, Sutton Carers' Centre and the Alzheimer's Society gave an overview of the local and national situation. Following these presentations, in group discussions, participants talked about what the issues were locally and how these might be addressed.

The themes that emerged were very varied; however many spoke of the issues around finding support and accessing information, especially just after diagnosis.

In order to take this work forward, Healthwatch Sutton teamed up with Sutton Alzheimer's Society and agreed to ask a small number of people to take part in making diaries about their experience. This will be done with the support of Healthwatch Sutton volunteers. These diaries will be used to create case studies that demonstrate the problems that carers and the people they care for have encountered and identify possible solutions.

This work is on-going and we hope to be able to publish these case studies in the autumn of 2015.

Children and Young People's Priorities

When it comes to engaging with local people, we wanted to ensure that we engage with a wider age range. We are aware that some of our past projects have focused on issues largely affecting older people. To address this imbalance, we began our project working with young people in Sutton.

Before we could start this work, we needed to find out what areas of health and social care were most important to children & young people. We carried out a prioritisation exercise both on-line and using paper forms and captured feedback through focus groups. We asked participants to identify their top three areas of concern. We were interested to discover that they identified 'body image' as the issue that concerns them most.

We felt strongly that the work we would carry out for this project should involve young people and be in a medium that they might prefer. As a result, we opted to make a short film showing young people speaking openly about the topic with a view to identifying anything that they think might help address problems. A local company called Citizenship Media Group agreed to take on the project brief. They have great connections with young people in Sutton and would also involve them in artistic direction and the editing of the film.

Interviews were carried out with a wide variety of young people during May. The film will be launched in the summer. Look out for invitations to come along to our premiere or other opportunities to see the film that we will be promoting soon.



Jubilee Health Centre

The Jubilee Health Centre, in Wallington is a local care centre which was built as a pilot scheme for the Better Healthcare Closer to Home programme. The Centre provides a range of clinical facilities, including community mental health, physiotherapy, diagnostic and outpatient services, bringing services out of hospital into the community alongside 2 GP surgeries.

Following an ‘enter and view’ visit, made by HWS volunteers in 2013, we have continued to monitor and progress the recommendations made in the report of our visit.

Whilst overall patient feedback was largely positive and feedback indicates the Centre is delivering on its remit a large number of our recommendations related to the patient experience of using the building (poor signage, delays in developing the garden area resulting in the lack of a ‘one door’ access for users of all services

temperature issues throughout the building and patient flow in some areas.

It was also noted that there was a lack of information on the support to people , with health conditions , that can be provided by voluntary and community sector groups.

We worked with commissioners of services to highlight and resolve issues that were within their responsibility. Patient floe was improved. With other areas it proved more difficult to identify

which organisation had responsibility for our areas of concern and therefore to progress improvements.

London Borough of Sutton Scrutiny Committee, having taken a keen interest in the Jubilee Health Centre, agreed to escalate our recommendations alongside their own concerns regarding the overall management oversight of the building.

After a challenging and frustrating few months, when organisations involved failed to either attend Scrutiny Committee meetings or provide adequate responses to written requests, a roundtable discussion was suggested and agreed, bringing together Council Scrutiny Committee, Healthwatch Sutton and representatives from the owners of the building and those involved in building and managing the Centre.

In February 2015 an action plan was drawn up, agreed and will be progressed by a representative from JHC with HWS.

This will include

Able to report

We will continue to monitor progress, carrying out further visits where necessary and liaise with those with appropriate responsibilities to work towards solutions.

We anticipate that the learning from this work will be taken forward when similar local care centres are planned.

- Garden area tidied up and one door access working
- Working on signage
- Progressing requests from voluntary sector groups
- Patient groups at practices beginning to take on their specific issues



Supporting Patient Participation Groups

Patient Participation Groups

During 2013/14, Healthwatch Sutton has provided independent support for the development of Patient Participation Groups (PPGs) and engagement with the Patient Reference Group (PRG) across Sutton.

Almost all of Suttons GP practices now have a PPG and are represented on the PRG.

In November 2014 Healthwatch Sutton facilitated Sutton's first Patient Participation Group Forum. 32 members of patient groups, from 19 different Sutton practices, met to learn about the activities of other groups, share ideas and good practice and explore the challenges faced in setting up and running an effective patient group.

70% Sutton Practices represented

32 patient group members attended

New Patient Group Forum



PPG member "I learned a lot more about running our group and will pass it on... there was a lot that we are not doing"



Patient Reference Group

The Patient Reference Group (PRG) provides a forum for dialogue between patient representatives from practice based groups and Sutton Clinical Commissioning Group (SCCG) to ensure they have meaningful engagement with patients and to deliver an effective patient voice.

Healthwatch support has included introducing agenda setting meetings, minute taking, co-ordinating written feedback, good governance guidance, progressing an election of officers for the group, a competition to design the group's logo and 2 workshops for PRG members.

The PRG holds bi monthly meetings. Membership of the group is voluntary and open to patients elected or selected from individual Sutton GP Practice Participation Groups.

Patient representatives are encouraged to raise issues about local commissioned services, with Sutton CCG and concerns around the provision of podiatry, the NHS 111 service and the changes to the provision of mental health in patient services were highlighted in their work plan.

Representatives are provided with regular updates on commissioning planning, priorities and changes to the way services will be commissioned including Collaborative Commissioning, Primary Care Co Commissioning and the Better Care Fund.

Opportunities to participate in consultations were shared with representatives who are encouraged to inform and engage their wider practice population.

Consultations included the Pharmaceutical Needs Assessment and changes to mental health inpatient services.

Patient Reference Group Commissioning Workshop

In September the PRG undertook a key piece of work with representatives collecting the views of their practice patients about the health services patients would like to see prioritised in the commissioning planning and where they would wish to see these delivered.

21 of Sutton's 27 GP Practices were represented at the workshop and almost 200 bullet point comments noted as a result of conversations and surveys.



Sutton CCG used the patient feedback to inform their commissioning planning for 2015 - 2016.



Volunteers

Our volunteers are an integral part of many of our projects.

We are very fortunate to have a group of 20 loyal and supportive volunteers many of whom have remained with us for a number of years, thus building our volunteer expertise.

This year we reviewed and shared with our volunteer team our volunteer strategy and ratified volunteer roles.

We provide a number of different volunteering opportunities;

- **Healthwatch Champions** - promoting and publicising the work of HWS
- **Volunteer Ambassadors** - providing a link between HWS and statutory and voluntary sector groups
- **Research support volunteers**- helping us investigate health and social care issues
- **Office support volunteers** - assisting the staff support team with office duties
- **Lay representatives** - providing the “lay perspective” on a range of issues/materials
- **Monitoring/Enter and View/Secret Shopper volunteers** - carrying out visits in health and social care settings with other volunteers.

The formal volunteer strategy will enable our Board of Directors to implement and monitor the strategic direction of volunteering in Sutton.

To ensure volunteers are supported, kept informed about our work and projects

and have an opportunity to feedback to us, we hold quarterly volunteer support meetings, which are well attended.

We very much value and appreciate all the work undertaken by all our volunteers and were pleased to have a group attend the Volunteer Centre Big Breakfast where their contribution to Healthwatch Sutton and the volunteering community in Sutton was recognised and celebrated.

We also enjoyed our annual celebratory meal with the ‘team’ that is HWS.



A special thank you to our directors and volunteers, who braved the bad weather at the Carshalton Environmental Fair on the August Bank Holiday Monday, to collect the views of Sutton residents for our GP Access and Children’s and Young People’s survey. Evidence of their dedication!



Information & Signposting

This year SCILL have continued to promote its Community Information and Advice Service and the Healthwatch Sutton Service to ensure the wider public are aware of the services available to them. The team have secured links with a number of health professionals and encourage referrals to the service.

After a lot of hard work and perseverance, in May 2014 SCILL successfully secured a regular outreach every 3 weeks at St Helier Hospital in the Retreat Café.

As a result of the work at the Hospital talks have been arranged and given to the Cardiac Rehab Team, Rapid Response Team and the Stroke Ward. Staff at the hospital regularly speak to the SCILL team if they need help or guidance.

A number of locations at the hospital have SCILL leaflets that can be given to patients. The Hospital Information Centre not only has all the information for SCILL but also calls regularly asking for advice. This is an example of good partnership working.

In April we are anticipating that we will have a regular outreach location at the Jubilee Health Centre in Wallington. This will enable us to speak to the patients and staff directly.

This year we were invited to the Robin Hood Health Centre, Sutton during the flu vaccine sessions to handout leaflets to patients. As a result there was an increase in the number of enquiries for footcare services.

The majority of Pharmacists in the Borough have been revisited to ensure they have our leaflets. We continue to receive calls from people who have been directed to us by their Community Nurse, Occupational Therapist or Health Care Professional. This follows on from the work that SCILL did last year to raise awareness.

Talks have also been given to the START team and The No Panic Group amongst others.

184
Events
attended

Engaged with over
3000 people





On 3rd April 2014 we were invited to speak about Healthwatch Sutton at the Local Area Committee for North Cheam and Worcester Park Wards.

This was a chance to deliver a presentation and take questions from around 40 people.

At the Environmental Fair in August; SCILL and Healthwatch Sutton had a joint stall. The weather was against us and we were all drenched. However it was a chance to talk to people who were glad to escape the rain for a few minutes.

The team spoke to the Rapid Response team at St Helier hospital and through the year this has resulted in over 200 SCILL magnets (with our contact details) being issued to patients.

In February 2015, SCILL hosted an Older Person's Event. This resulted in over 100 "What Matters to You" questionnaires being completed by older people.

The Information Team have assisted and signposted local residents on the following topics:-

- Treatments and Therapies
- Stroke club drop in
- Parkinson's
- Local Physiotherapists
- Chiropody and Footcare Services
- PALS
- MS Society
- Daily living aids and disability equipment
- Dental Services including home visiting services
- Breathe Easy Group
- Fibromyalgia
- Exercise Classes



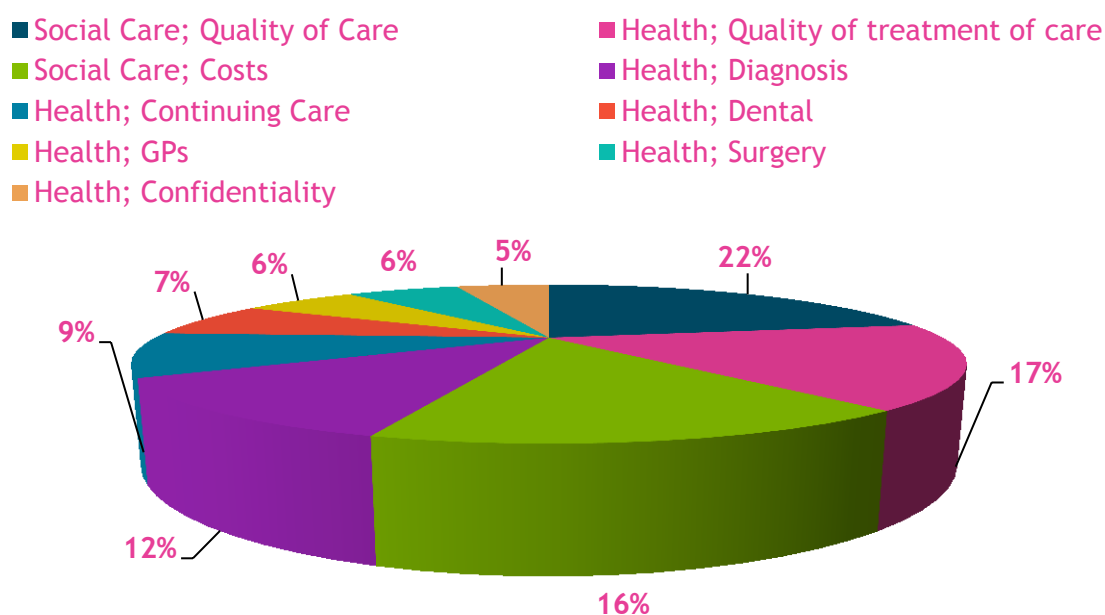


Complaints Advocacy

The complaints advocacy team has 3 advisors, between them they have met with 67 clients during 2014/15. Complaints advocacy advisors are happy to meet with clients and support them in different ways, some clients request help with writing letters or making phone calls while others prefer assistance with attending meetings. While some clients are simply asking for advice

some are looking for more support in making and/or taking complaints further.

The type of enquiries varies however there has been an increase in cases involving breaches of confidentiality and disputes surrounding eligibility for continuing care.



The ages of clients appear to be similar to that of previous years. This may reflect a reasonable expectation of when a person is more likely to require the use of health and social care services. A significantly greater number of clients were seen at the higher age brackets. However, the cases the complaints advocacy service handled at the lower age ranges appeared to be far more complex and involved referrals to our solicitors for guidance on potential medical negligence.

Clients can also have access to two local solicitors who give free advice on clinical negligence and personal injury claims.



CASE STUDY 1

In 2010 the client had registered with a dental practice and agreed treatment to straighten their teeth. There were a number of appointments and serious procedures, with a particular dentist, and an agreement to pay £5000 for surgery on the lower jaw. As treatment progressed the patient became concerned about the dentists hostile attitude and the quality of their work, but trusted the dentist's judgement.



4 years' later the patient discovered that the dentist was no longer practising, having been struck off the register due to operating without professional indemnity insurance. The dentist was also given a prison sentence.

The bureaux assisted the client with a letter to the dental practice concerned. They responded to say they refused outright to admit liability as the dentist was self-employed and therefore they could not be held negligent for their actions.

The bureaux was able to refer the case to a barrister (free of charge), with expertise in medical negligence claims, for their views on the merits of a claim.

If the expert view identifies a chance of success for a complaint or claim for compensation to fix damage done, further action can be considered.



CASE STUDY 2

The client was an employee of a major hospital. In 2013 they underwent facial surgery at a different hospital, but under same NHS Trust. The client was unhappy with the treatment and complained to the chief executive. The hospital offered to re-do the surgery, but the client opted not to go through this. Subsequently, the surgery unit transferred to the hospital the client worked at.



A year later, the client's colleagues reported, to the client, that their original complaint letter was displayed on a notice board in a department of the hospital. The client was able to identify the employee who had pinned up the letter and that there was a connection between this employee and the person who carried out the client's surgery. The client complained to HR but felt that they responded to them as an employee, as opposed to a patient who is owed ethical duties of confidentiality.

The client came to the bureaux to explore options open to them, concerned about the costs and stress of any legal action. The bureaux helped identify the client's goal of seeing that similar issues did not reoccur, that the employee would be disciplined and their informant protected. The client was advised of the NHS Complaints Procedure. More than satisfied with the advice and information provided, the client felt able to continue the process by themselves, reassured that they could return, at any point during the process, for any help they may need (including Employment Law advice if required.)



Our plans for 2015/16

We have two projects that we are currently working on that will be completed in the near future. These are:

- Our film talking to young people about issues relating to 'body image'
- Our project to find out about the experience of people with dementia and their carers following a dementia diagnosis

LOOKing Forward

Following the implementation of our 'What matters to you?' feedback system we now have a comprehensive set of 'eyes and ears' which we will use for our short and long term planning.

Analysis of the data that we have received has identified the following areas for investigation for the year 2015/16.

Outpatient Care

People have told us that this is a priority area for them. Issues they have identified include:

- Appointments
- Enough time with clinicians
- Waiting areas
- Parking

This will be first time that Healthwatch Sutton has carried out a project to look at outpatient services. The team are looking to find an appropriate methodology to find the views of service users and their carers.

Inpatient Care

Healthwatch Sutton carried out a project looking at discharge from hospital in 2014. However our feedback shows that there are several other areas of concern for people about inpatient care. We will be looking to target those areas that we have not already investigated.

The insight that we have received from patients shows us that these areas are of concern.

- Staffing levels at weekends
- Bank nursing staff and having sufficient nursing staff
- Food
- Noise at night



Mental Health of Young People

We believe that our 'body image' work will lead to the need for more work to identify, in a broader sense, issues that affect the mental health of young people in Sutton. Once the film has been completed will be looking to see how we can take this further.

We are always looking to find new ways of engaging with the residents of Sutton and will continue to hold regular events and improve our systems that capture the views and experiences of local people.

We will also ensure that we are able to use the views that we have captured to influence key decision-making

organisations that provide or deliver health and social care services. We will continue to input into the engagement processes of the Better Care Fund, the South West London Primary Care Co-commissioning Committee and monitor the changes coming as part of the Care Act. We will also be monitoring any other potential changes that may impact on local services.

We look forward to letting you know the progress that we have made, in our next Annual Report and through our website, facebook page, twitter feed, e-bulletins and events.

Influencing decision makers

A key part of the remit of Healthwatch is to influence decision-makers. In order to facilitate this, 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. Here in Sutton, we have 2 representatives on this Board with full voting rights. Our Chair is also the Vice-Chair of the Health and Wellbeing Board. In 2014/15, 2 Healthwatch Sutton reports were taken to the Health and Wellbeing Board for information and discussion.

Our representatives regularly attend a number of other important groups and committees, both to share the intelligence that we have collected and to ensure that we are well informed about anything that may impact on people in Sutton.

These meetings include:

- Epsom and St Helier Hospitals NHS Trust Board
- Sutton Clinical Commissioning Group Board
- Sutton Patient Reference Group
- Carers Delivery Group
- Carers Forum
- Sutton Transformation Programme Board
- One Sutton Commissioning Collaborative
- Better Care Fund Sub-committees
- Sutton Safeguarding Adults Board
- South West London Primary Care Co-commissioning Joint Committee
- South West London Patient & Public Engagement Steering Group



Our governance

In Sutton, Healthwatch is set up as a charity and a company limited by guarantee. All of the Trustees on our Board of directors are unpaid volunteers. The Board make the strategic decisions for the organisation. Board meetings are held six times a year. These meetings are open to the public.

The Healthwatch services are provided under 3 contracts

- Sutton Centre for the Voluntary Sector (SCVS) provides the support and administration services.
- Sutton Centre for Independent Living and Learning (SCILL) provides the Information and Advice service.
- Sutton Citizens Advice Bureau (CABx) provides the Independent Complaints Advocacy service.

During 2014/15 we have made some significant changes to the way that we work. Individual projects are now supported by project groups from inception to completion.

Our projects are decided, primarily, by looking at the areas of health and social care that people have identified as the highest priority to them. We do take into consideration other factors that include whether we have also investigated this subject or if other organisations are currently working in that area.

Honorary President:

Ted Gates MBE

Trustees:

Chairperson:

Doris Richards (until November 2014)

David Williams (from November 2014)

Vice Chairperson:

David Williams (until November 2014)

Annette Brown (from November 2014)

Trustee: Adrian Attard

Trustee: Derek Yeo

Trustee: Hilary Smith (until October 2014)

Trustee: Shri Mehrotra

Trustee: Sylvia Aslangul

Staff Team:

Pete Flavell - Operational Manager

Pam Howe - Volunteer and Engagement Officer

Sara Thomas - Communications and Administration Officer





Financial information

Healthwatch Sutton is a Company Limited by Guarantee and a Registered Charity. This requires us to comply with both company accounting and Charity Commission SORP requirements.

Funding is divided between the 3 contracted organisations that deliver the different services for Healthwatch Sutton. SCILL for information and advice, CABx for the complaints advocacy and Sutton Centre for the Voluntary Sector (SCVS) for the community engagement and project work.

Healthwatch Sutton receives additional income, as commissioned by the Sutton Clinical Commissioning Group, to support the Patient Reference Group and the development of GP Patient Participation Groups.

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		197,987
Additional income		30,166
Total income		228,153

EXPENDITURE		
Direct delivery costs		119,989
Staffing costs		102,099
Governance costs		2,762
Total expenditure		224,850
Balance brought forward at 31 st March 2014		10,251
Funds carried forward 31st March 2015		13,554



Contact us

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Company limited by guarantee no: 8171224 | Registered charity no: 1151601

Healthwatch Sutton Information & Signposting Service
SCILL
3 Robin Hood Lane
Sutton
Surrey
SM1 2SW
020 8770 4065 | healthwatch@scill.org.uk

Healthwatch Sutton Complaints Advocacy Service
Sutton CAB
68 Parkgate Road
Wallington
SM6 0AH
020 8405 3552 | www.suttoncabx.org.uk/healthwatchreferral.html

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee, 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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