



Annual Report 2018-19

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Message from our Chair

It is again with pride and pleasure that I offer a very warm welcome to each and every one of you to our Annual Report.

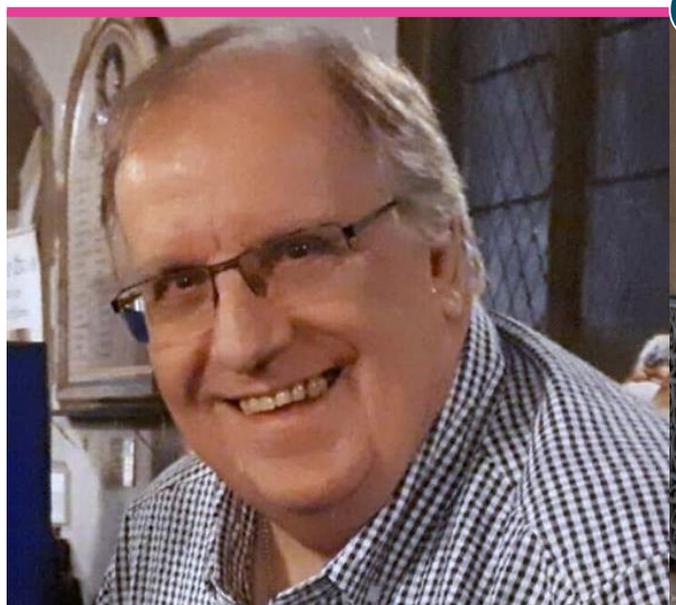
It has been, as it always seems to be, a busy, challenging and hugely rewarding period for Healthwatch Sutton.

A more detailed report of our activities from the year follows, but I would like to take this opportunity to highlight the Children and Young People's Mental Health and Wellbeing Survey Report on pages 8-10. This report has shown many aspects of our children's mental health and will help transform how our health and social care services are delivered and in turn, enhance their lives in the future. The report has also helped to secure the Trailblazer in local schools and its 'fame' has spread to Liverpool, Brighton and Cardiff. It has also been adapted for the Prison Service.

I would also like to take this opportunity to acknowledge the voluntary and community sector as it provides invaluable support to health and social care in Sutton. I hope that their contribution will be given the recognition it deserves.

I also want to express my very sincere thanks to the exceptionally hard-working staff - Pete, Pam, Ishmael, Lorraine and our newest member of the team, Gemma. Without them, Healthwatch Sutton would not be the force for good it is today.

Finally, I praise unreservedly our Board members, and our volunteers for all that they do, not only in Healthwatch Sutton but across the voluntary sector. As well as giving their time freely, they bring a wealth of life experiences that hugely benefit and enhance the lives of Sutton residents.



David Williams
Healthwatch Sutton Chair

It has been, as it always seems to be, a busy, challenging and hugely rewarding period for Healthwatch Sutton.

About us

Healthwatch Sutton is the people's champion for health and social care in the London Borough of Sutton.

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 health and care decision-makers so that 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.

Health and 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 health conditions they may have.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need. People's views come first - especially those that 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.

People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by visiting services to see how they work, running surveys and focus groups as well as going out into the community and working with other organisations in Sutton.



Our staff and board

Our Staff

Pete Flavell
Chief Executive Officer

Pam Howe
Outreach & Engagement Officer

Lorraine Davis
Team Administrator

Ishmael Evans (to March 2019)
Communications & Engagement
Officer

Gemma Thatcher (from May 2019)
Communications, Engagement &
Projects Officer

This year, we said goodbye to Ishmael. We want to say a huge thank you for all his hard work whilst at Healthwatch Sutton and wish him good luck in his future endeavours.

Our Board

David Williams
Chairperson

Barbara McIntosh
Vice Chairperson

Adrian Attard
Treasurer

Adrian Bonner
Trustee

Annette Brown
Trustee

Derek Yeo
Trustee

Launa Watson
Trustee

Shri Mehrotra
Trustee





Highlights from our year



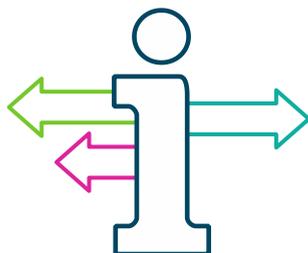
Find out about our resources and the way we have engaged and supported people in 2018-19. **Our resources:**



5,736 people shared their health and social care story with us.



We have **18** volunteers helping to carry out our work. In total, they gave up **5,568** hours over the year.



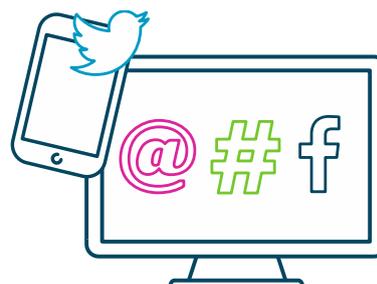
468 people accessed Healthwatch advice and information online or contacted us with questions about local support, **34%** more than last year.



We visited **A&E** services and **4** community events to understand people's experiences of care. From these visits, we made **15** recommendations for improvement.



5 improvements we suggested were adopted by services to make health and care better in our community.



13,900 people engaged with us through our website and social media channels including Twitter & Facebook.

Children and young people's mental health

Over half of the secondary schools in Sutton took part in our survey to look at the mental health of young people who go to school in Sutton.

The following schools took part:

- + Greenshaw High School
- + Nonsuch High School for Girls
- + Wallington High School for Girls
- + Carshalton College
- + Limes College
- + The John Fisher School
- + STARS (Sutton Tuition and Reintegration Service)
- + Carshalton High School for Girls
- + Sutton Grammar School

To ensure that each student was able to access support for their mental health if they needed it, they all received a card giving the contact details of local and national support organisations.

We used a research tool called the Warwick-Edinburgh Mental Wellbeing Scale to find out how mentally 'well' each student was feeling. This gave us a score from 7 to 35. We could then use this score to cross-reference against other questions in the survey to find out more about what effects young people's mental wellbeing.

Other questions looked at issues that students had experienced in the last month (e.g. loneliness, suicidal thoughts and discrimination), what support they have accessed, and what support they would like to have as well as questions about their demographics.

To analyse the data, we were supported by CORC (Child Outcomes Research Consortium) and Sutton Council's public health data analysts.

You can find the full report, executive summary and responses from Sutton Council, Sutton Clinical Commissioning Group and South West London and St George's Mental Health Trust to the report on our [website](#).



Children and young people's mental health cont.

5146

children & young people responded to our survey

25%

had felt
lonely

6%

had experienced
self-harm

53%

had experienced
exam pressure

Young people who identified as female score significantly lower wellbeing than those who identified as male.

Young people would prefer to access support that is face-to-face, followed by online, group and then phone.

The wellbeing of young people improves significantly the more hours of sleep they have.

Young people who use their screens more, score lower in wellbeing.

LGB (Lesbian, Gay, Bisexual)
young people are

2

times as likely to experience
issues relating to body image

LGB (Lesbian, Gay, Bisexual)
young people are

30%

of people said that they had
felt that they had needed
support for their mental
wellbeing

4

times more likely to
experience suicidal thoughts

It doesn't help that my mum struggles with her mental health.

I don't feel normal like other people.

I would like someone to talk to without worrying they will say everything to my parents. Just give me advice.

I am slowly getting better. Relapse is an important part of recovery.

I don't feel happy with my body image when I look in the mirror, and I feel like it's so cliché to be sad over something like this.

Children and young people's mental health cont.

Our recommendations

- + The findings from this report should be used to inform the emerging plans for delivery of the Trailblazer funding allocated to Sutton (Borough) and to support additional emotional support for young people in Sutton.
 - + All secondary schools, from across the Borough, meet up to discuss the findings and actions that can be taken to support young people.
 - + Use these findings to influence the commissioning intentions of Sutton Council and Sutton CCG.
 - + As most young people would speak to their friends or family if there is something affecting their emotional wellbeing, investigate ways to inform and support friends and family so that they can offer effective help.
-

Our impact

We have received formal responses from Sutton Council, Sutton CCG and South West London and St George's Mental Health Trust. Our work has also helped to:

- + **Secure the Trailblazer bid in Sutton.** This work was instrumental in securing an extra £1.8million funding for schools to provide support for the mental health of young people locally. We are now working with the leaders of the Trailblazer and helping to focus resources based on these results. For example, the Trailblazer leaders are looking to provide additional support for young LGBT people.
 - + **Facilitate discussions with local secondary school headteachers.** Arrangements are being made to present at the secondary heads meeting in Sutton to discuss the actions that can be taken to support young people in schools.
 - + **Influence the recommission of CAMHS.** The results have already been used by CAMHS (Child and Adolescent Mental Health Service) commissioners to influence the recommission of CAMHS.
 - + **Improve support for friends and family.** The Trailblazer project is looking to investigate ways to support friends and family so they can offer effective help.
-

What's next?

We are now developing a survey for 9-11 year olds in primary schools across Sutton. We are hoping to launch in September, followed by a survey for young people with a learning disability.



A&E at St Helier Hospital

We were approached by Epsom and St Helier University Hospitals NHS Trust to investigate the experience of people using A&E at St Helier.

The Trust were achieving the shortest A&E waiting times in London, but the results of the Friends and Family Test (a service-rating survey) did not seem to be reflecting this success.

We agreed to collect more detailed information about the A&E service at St Helier so the Trust could make changes to improve the experience of patients, their carers and families.

We took the themes from 1000 anonymous Friends and Family Test comments given by people who rated the service poorly and used these to develop the questions for the survey.

We looked at the following themes:

- + Experience of waiting
- + Managing pain
- + Rating and comment on staff
- + Addressing patients' needs
- + Being given consistent information
- + Experience of accessing other services prior to A&E attendance.

Our volunteers visited people in the A&E waiting area. The difficulty we found by approaching people here, however, is that they have not yet experienced the A&E service at this point.

Therefore, we devised a system for people to complete the survey after they had gone home. People were asked in the waiting area if they wanted:

- + To complete a survey online, then they were given a leaflet with a web address.
- + To complete a paper survey, then they were given a paper copy and freepost returns envelope.
- + To be called by one of our volunteers at a later date, then they gave contact details.

Additionally, our volunteers spoke to patients on the Acute Medical Unit. All these patients had been admitted to hospital through A&E so they were able to complete the survey straight away.

We found that collecting responses from people attending A&E was particularly challenging compared to other services in the hospital. We handed out several hundred forms and leaflets and collected a total of 87 responses.



A&E at St Helier Hospital cont.

Waiting times

58% of respondents said that they were not told how long they would have to wait.

Of the patients who gave an opinion on the fairness of the order in which people were seen, **78%** thought that it seemed to be fair with the remaining **22%** stating that it did not seem fair.



Pain relief

Removing those patients that did not want pain relief, **22%** of patients stated that they didn't ask for pain relief but needed it, and a further **5%** stated that they asked for it, but didn't receive it.



Our recommendations

- + Look at ways to improve communication with patients about waiting times. Potentially research other Emergency Department's patient information systems concerning waiting.
- + Investigate reasons behind perceived unfair order of seeing patients. If some situations are unavoidable, look to improve information to patients to explain prioritisation of patients.
- + Review processes in place to address pain relief on arrival at the Emergency Department to identify potential ways to improve access to pain relief and ensure that those who have identified a need are able to receive medication where appropriate.

Epsom and St Helier Hospitals NHS Trust's Response

In Epsom and St Helier Hospitals NHS Trust's Quality Account for 2018/19, the Trust made a commitment to act on the recommendations given in our A&E Report. The report was published in August 2018 and we received an update on their action plan in February 2019.

They confirmed that:

- + They are working on improving the information displayed to patients on the TVs. They have experienced some technical difficulties; however, a temporary whiteboard solution is in place.
- + A supplier is producing a laminated handout that explains the process of A&E to patients as many felt that the order in which patients were seen was unfair.
- + A lockable medication cupboard has been ordered to go in triage rooms so that medication can be dispensed as required without prescription.





Helping you find

the answers

How we have helped our community get the information they need

The Healthwatch Sutton Information and Advice Service (I&A) 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.

Residents can make contact by phone, online or face to face drop-in. The ALPs phone menu and website gives residents access to the service and also provides information and signposting resources relevant to health and social care issues.

Case study

Ms X was referred by her Carer and ex-partner Mr Z, who currently lives with her. The client has severe neurological and psychiatric problems after experiencing a stroke, and has a long history of hospital admissions, rehab programmes, and input from a number of health professionals and organisations. She is currently in receipt of Universal Credit (UC) and Personal Independence Payment (PIP).

At the time he called, Mr Z was concerned that all the services for Ms X had ceased. This meant that she was left alone all day whilst he was at work. Although Ms X is physically mobile, she is unable to perform any actions herself. For example, Mr Z leaves her food but she does not eat it, even if she's hungry.

Mr Z felt that social services were assuming a relationship between them that no longer existed. He also felt frustrated, worried and also embarrassed at having to help her with personal care.

Although Ms X was unable to engage in conversation, she was able to sign our consent forms with explanation and support from Mr Z. As Mr Z was happy to continue occupying the same property as Ms X, a volunteer discussed the option of requesting a full community care assessment. The volunteer also advised him to contact Ms X's GP and request a free assessment of her treatment needs. Finally, the volunteer gave Mr Z contact details for Sutton Carers Centre, who provide advice and support to unpaid carers, to request a benefit check because he was unclear about her finances.

Some details have been changed to protect the anonymity of the clients in question.

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.





**Making a difference
together**

Dementia Hubs

In our report 'Exploring the experience of people with Dementia and those that care for them', we made a recommendation to explore the possibility of setting-up a Dementia Hub in Sutton, through the Sutton Dementia Action Alliance (DAA).

There was no finance to support this work so we needed to think creatively about how we would create a 'hub' and what would be available for people with Dementia and their carers.

A group of charities on the DAA agreed we could use their offices across the Borough to run 4 pilot events or 'pop-ups' over the summer. We held the follow events on the following dates:

- + Sutton Carers Centre - Monday 23rd July 2018
- + Sutton Alzheimer's Society - Wednesday 8th August 2018
- + Citizens Advice Sutton - Friday 7th September 2018
- + Citizens Advice Sutton - Wednesday 26th September 2018



Sutton Carers Centre, Sutton Alzheimer's Society, Citizens Advice Sutton, Age UK Sutton, Admiral Nurses and Sutton Memory Assessment Service had stalls at each of the 'pop-ups' to give out information and advice to people with Dementia and their carers.

Each venue had at least one consultation room so that people could talk in private to the stall-holders, refreshments and a presentation on a relevant theme.

Attendance at each 'pop-up' varied with one attended by 14 people and another attended by 2. We asked people who attended and staff who worked on the stalls to fill out an evaluation form and used these to create an evaluation report. The report was taken back to the Sutton DAA for discussion.

The success of these pilot was mixed. However, participating organisations agreed they would like to continue to run the 'pop-ups', only less frequently and in proven locations for foot fall.

Plans to keep this initiative going are currently being developed.

Patient Participation Groups (PPGs)

Patient Participation Groups act as ‘critical friends’ at their respective GP Practices, working in partnership with staff and providing the patient voice.

We are commissioned by Sutton Clinical Commissioning Group (CCG) to provide independent advice, support and information to deliver and develop Sutton’s practice-based PPGs. This enables us to ensure that local people are able to participate in and influence local decision making whilst supporting our local CCG to ensure that local people are at the heart of decision making.

Our work includes:

Providing bespoke support.

Supporting recruitment.

Providing information about local health services.

Improving patient engagement.

Holding an Annual Form for PPG members.

Facilitating volunteer observations at different PPGs.

Encouraging PPGs/practices to ‘sign up’ as members of Healthwatch Sutton.

Case study - PPGs improving the information on practice websites

PPGs responded to patient concerns regarding the inconsistencies in information across Sutton’s practices.

Healthwatch Sutton researched the information currently available, found out what patients wanted to access and looked at good practice websites.

‘At least 100 new pieces of information have or will be added to Sutton’s practice websites’

PPGs were supported to undertake a review of their practice website, as part of their existing activities, and provided with a checklist of suggested items to prompt conversations.

12 PPGs took part with almost half of the respondents reporting more than one face-to-face conversation at their practice.

At least 100 new pieces of information have or will be added to Sutton’s practice websites.

This includes information on:

- + Accessing a chaperone
- + Accessing an interpreter
- + Services offered, by the practice for people with disabilities
- + Registering as a Carer
- + Contacting Healthwatch Sutton
- + The practice’s PPG



Sutton Clinical Commissioning Group's (CCG) Patient Reference Group (PRG)

This patient-led Forum brings together volunteer patient representatives from over 90% of Sutton's Patient Participation Groups to provide patient input into the planning, provision and monitoring of locally commissioned healthcare services.

Working with volunteer officers from the group, we have delivered 6 bi-monthly meetings to provide a Forum for dialogue between patient representatives and Sutton CCG. This has been an effective mechanism where patients have been provided with the opportunity to provide patient feedback, raise issues about local services, be informed about the CCG's priorities, planning and commissioning activities as well as take away information to share with their PPG and the wider practice population.

Key areas of work have included:

- + Sutton Health and Care
- + Primary Care at Scale
- + Primary Care Contracting
- + Connecting Your Care
- + Key winter messages
- + Range of services, commissioned by Sutton CCG, from the voluntary sector

At the end of the year, the patient representatives were supported to undertake a review of their activities to inform priorities and planning for the year ahead, raise any issues and capture feedback for the CCG.

Community Health Champions

In partnership with Community Action Sutton, we have been delivering a programme of **recruiting, training and supporting** volunteer Community Health Champions to share a range of health-related messages to their communities.

Recruiting

Following our initial recruitment of mainly Practice Health Champions from Patient Participation Groups, we have been successful in recruiting Champions from a diverse range of voluntary and community groups this year.

Training

Our 19 volunteer Champions completed the Level 2 Award in Understanding Health Improvement to provide them with an understanding of their role as a Champion, an appreciation of how health inequalities may arise and the principles of promoting health and wellbeing. They also received training on understanding the local healthcare landscape and what to do if they have concerns about the safety of someone they speak to.

Supporting

In addition to building the capacity of our Champions, we are developing a network of Champions, with regular networking opportunities.

What have our Champions been up to?

Our Champions have been busy sharing information, provided by Healthwatch Sutton, about local services at their voluntary, community and faith groups, GP surgeries, workplaces, as well as with friends and family. This information is provided in different formats including online resources, posters, leaflets, newsletters and information stands.



Angela, Practice Health Champion

Angela, the Practice Health Champion at the Jubilee Health Centre (Shotfield Medical Practice and Wallington Family Practice) spoke to people for Cervical Cancer Awareness Week 2019 in the reception area. Angela found that 1 in 3 or 4 women she spoke to were not up-to-date with their screening tests and all said they would make an appointment to see the nurse. Well done Angela!

Sutton Health and Care @ Home

The new Sutton Health and Care @ Home service was launched on 1st April 2018.

We approached the service to offer to support them to ensure that the patient's voice was heard in the design and delivery of the service that is carried out by a team of staff from a variety of services provided by the NHS and local authority.

They commissioned us to carry out two pieces of work. Firstly, to collect all existing user feedback about the services that were being combined into the new service and secondly, to provide a report analysing the data and show key findings. We produced a baseline report for them collating this information.

In addition, the service asked us to support them to develop a feedback system that would monitor the quality of the service from a user's perspective so that they could make improvements.

We developed a survey that could be completed online, on paper or over the phone with a Healthwatch volunteer.

The first questions were based on a series of 'I' statements that were developed by the Patient Advisory Group. These statements outline what a good service should look like and patients state whether they agree or disagree with the statement. For example 'I receive care from the right people, at the right time, in the right place'. Other questions looked at the quality of information received, what was good (and not so good) and asked respondents to rate the service. We also asked if users would like to thank any staff so that compliments could be given.

These reports give an independent evaluation of the service that the management can use to identify areas of improvement





**Our plans for
next year**

What's next?

We will continue to ensure the voice of local people is included in decision making about our local health services. We are particularly looking forward to the following projects:

Care Homes

Our plans to visit care homes in the Borough are progressing. We have looked at a variety of tools that can be used to carry out this work. We are basing our system on the one that was developed by Healthwatch Sunderland which in turn is based on the 8 principles developed by Independent Age. This will involve asking care home managers, their staff, residents (and their friends and families) about the quality of care in each home. We are starting by looking at care homes for older people.

Our volunteers have received training and a project briefing. We are now in the process of scoping a care home that can be used to pilot the tools we are planning to use.

Primary School Students' Emotional Wellbeing

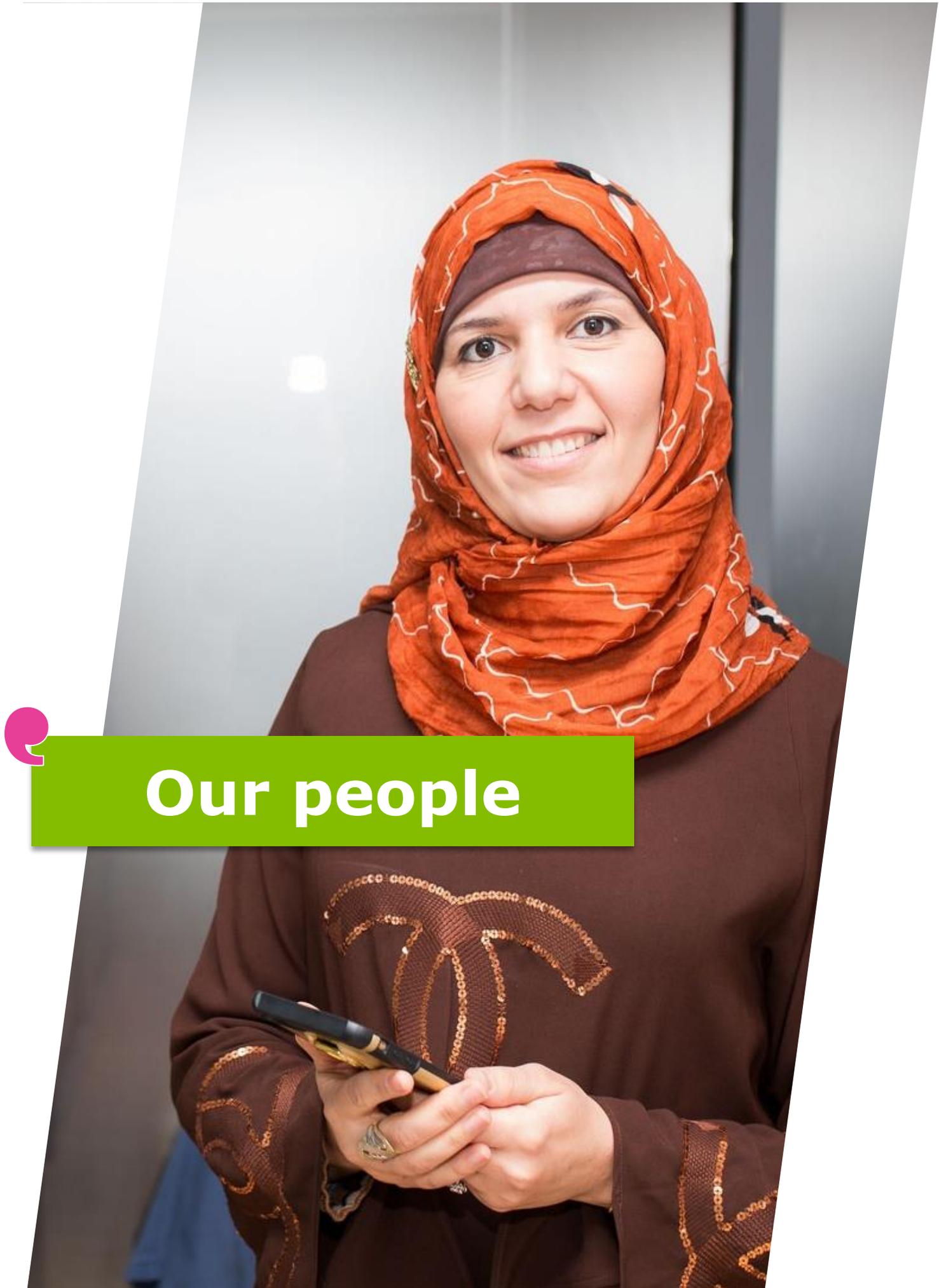
Following on from the success of our secondary schools work, we are developing another survey that can be used by pupils who are in Years 5 and 6 (9-11 year olds). A group of primary school teachers and other stakeholders have been helping us to develop the questions and work out the best way to collect survey responses.

We are now in the final stages of creating the survey and we have agreed that these will all be completed by the pupils on tablet computers. The questions are very different to those used in secondary schools. We are planning to launch this project to all primary schools in September.

Improving Healthcare Together (IHT)

We are currently monitoring the progress of this NHS initiative that is looking to change the way services are provided at Epsom and St Helier Hospitals. The programme is looking to provide a new acute hospital that will provide urgent care on either Epsom, St Helier or Sutton hospital sites.

The IHT team have carried out some engagement and these planned changes could go out to formal consultation in the Autumn of this year.



Our people

Decision making

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.

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 people in Sutton.

Meetings & Committees include:

- + Sutton Health and Wellbeing Board
- + Safeguarding Adults Board
- + Sutton Scrutiny Meeting
- + Sutton Local Transformation Board (LTB)
- + Sutton LTB Communication and Engagement
- + Sutton Clinical Commissioning Board
- + Epsom and St Helier Board
- + Epsom and St Helier Improving Patient Experience Committee
- + South West London Health & Care Partnership Patient & Public Engagement Steering Group
- + Patient Advisory Group
- + Primary Care Commissioning
- + Sutton Mental Health Commissioning Advisory Group
- + Improving Healthcare Together Stakeholder Reference Group
- + Improving Healthcare Together Consultation Oversight Group
- + CCG Quality Committee
- + South West London Healthwatch Partnership
- + Sutton Health, Wellbeing and Social Care Network



Our volunteers

Our volunteers are invaluable to the work we do.

This year, our volunteers have been actively involved in our A&E project. During the summer of last year, they supported us by carrying out 12 visits to A&E and the Acute Medical Unit (AMU) at St Helier Hospital. We visited in teams of up to 4 volunteers and they spoke to patients in the waiting rooms and on the ward. Following the visits, volunteers also supported us by coming into the office to call patients who had asked to carry out the survey over the telephone. Without their support, we would not have been able to collect the survey responses we needed for the report.

As part of our Sutton Health and Care @ Home work, volunteers have supported us in a similar way by carrying out telephone interviews with people who have used the service.

In addition to these specific projects, volunteers have supported us by helping out at events, with data entry and many other activities.

We are also delighted to have a few new recruits. After 4 years of no recruitment, we decided to advertise with the Volunteer Centre Sutton for 'Enter and View' volunteers to support our planned work in Care Homes. We have 7 new volunteers, bringing the total number of Healthwatch Sutton volunteers to 18!

We have been running training for volunteers on 'Enter and View' and half of our volunteers have recently completed safeguarding training provided by Sutton Council, both in the classroom and through an online course.

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

A huge thank you to:

- + Aboo Kohealtee
- + Annette Brown
- + Clare Nunns
- + Daphne Norman
- + David Williams
- + Eileen Laidman
- + Isabelle Harding
- + Launa Watson
- + Neena Mehrotra
- + Rosemary Boxham
- + Sally Sauvageot
- + Shri Mehrotra
- + Stephanie Phillips
- + Noor Suman
- + Shiraz Sethna
- + Sheila Gooljar
- + Susan Hind
- + Chelliah Lohendran



Healthwatch Sutton volunteers and staff at the Christmas meal to celebrate the year of work.



Our finances



How we use our money

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.

Healthwatch Sutton receives additional income, as commissioned by the Sutton Clinical Commissioning Group, to support the Patient Reference Group and the GP Patient Participation Groups. Healthwatch Sutton also receives funding from a variety of NHS organisations.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	109,962
Additional income	60,631
Total income	170,593
Expenditure	£
Operational costs	41,224
Staffing costs	106,266
Office costs	25,290
Total expenditure	172,780
Balance brought forward	54,089

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

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



Contact us

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Address of Contractors

Healthwatch Sutton Information & Advice
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68 Parkgate Road
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SM6 0AH

- + Phone: 020 8405 3552
- + Website: www.citizensadvicesutton.org.uk

Our Annual Report will be publicly available on our website by 30 June 2019. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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

If you require this report in an alternative format please contact us.

Charity Number: 1151601
Company Number: 8171224



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