



Healthwatch Bury Annual Report 2016/17



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Message from our Chair

Despite numerous challenges during the past year, for Healthwatch Bury it was still business as usual, thanks to the commitment and dedication of the staff team.

Following the departure of our former Chief Officer at the end of March 2016, I was required to adopt the role (on a voluntary basis) for an initial period of three months.

On top of the loss of our Chief Officer we had to contend with moving offices not once but twice! In April, we had high hopes, when we were able to visit St John's House to discuss various options with a retired architect who kindly volunteered to draw up the plans free of charge.

However, it was disappointing to find that there was still no guaranteed date for the builders to start work.

In May, following a meeting with our contract managers from Bury MBC, the Board made the important decision for Healthwatch to move to Europa House in June, for an initial period of three months,

as the lease for the office in Manchester Road could not be extended for any longer.

The report gives more detailed information about our staff and activities during the year, so now for the good news.

We finally moved into St John's House on 3rd January 2017 and I continued to cover the chief officer role until 30th January 2017, when I was delighted to welcome Joanne Horrocks as our new Chief Officer.

Joanne has a wealth of experience and I am looking forward to working with her in the future.

Barbara J Barlow

Chairman



Message from our Chief Officer

I am delighted to present to you our Annual Report for 2016-17. I started working for Healthwatch Bury at the end of January 2017. It has been a difficult year for Healthwatch Bury, having to move office twice alongside the loss of a number of key staff and Board members. Despite these difficulties the Board and staff have continued to deliver and be the voice for Bury on health and social care. As part of their work to improve and develop the work of Healthwatch Bury the Board undertook a 360^o survey inviting their stakeholders to express their view on Healthwatch Bury, the results of which are outlined on page

Alongside developing local services it is clearly a time of great change and challenge for Greater Manchester (GM) following the landmark devolution agreement with Government in 2015, to take charge of health and social care spending across the conurbation. The agreement gives the region additional powers, and greater accountability through an elected mayor. GM faces an

unprecedented challenge now to deliver this agreement and the pace of change particularly across all areas of health and social care is staggering.

It will be more important than ever that all communities and individuals across Bury are fully engaged and able to influence this change and in how it is delivered, both at a local and conurbation level. I am excited about the role that Healthwatch Bury can play in supporting local people and communities to do this.

I have been warmly welcomed into Bury by the Board, members of the public, all organisations across the health and social care sector and my Healthwatch colleagues. I am looking forward to working on this exciting agenda over the coming year.

Joanne Horrocks

Chief Officer



Highlights from our year

This year we had 105 new twitter followers



We moved twice in one year



We've visited all our Township Forums



We completed a 360° review



We've spoken to over 1036 people.



We've met hundreds of local people at our community events



Who we are

We are a consumer champion for health and social care, and have significant statutory powers to ensure the voice of local people is strengthened and heard by those who commission, deliver and regulate health and care services.

We are uniquely placed as part of a national network, with an independent local Healthwatch in every local authority area in England. We work closely with all key public sector and NHS organisations, charities, Bury Council and other Greater Manchester Healthwatch colleagues to ensure that decision makers put the experiences of people at the heart of their work both at a local and Greater Manchester wide level.



Our vision

Our vision is better health and social care services through public involvement.

Healthwatch Bury Guiding principles are:

- **People First** - We listen carefully to users of health and social care.
- **Partnership** - We work in partnership with other groups, seeking a stronger voice, together.
- **Inclusion** - We seek the views of those who are not often heard.
- **Critical Friendship** - We celebrate excellence; support service improvement and speak out on failings.

Our priorities

- Ensuring a positive start to life for children, young people and families
- Ensuring comprehensive advice and support is available to enable people to adopt healthy lifestyles and enjoy positive wellbeing
- Helping to build strong communities, wellbeing and mental health
- Promoting independence of people living with long term conditions & their carers
- Supporting the creation of healthy sustainable environments

Our Board



Barbara Barlow
Chair



Graham Evans
Treasurer (resigned December 2016)



Carol Wilson



Sharon Brearley
(Resigned September 2016)



Alan Norton
(Appointed September 2016)



Emma Waite
(Resigned January 2017)



Robin Ward
(Appointed September 2016)

Our Healthwatch Team 2016/17 (from left to right):



Andrea Wilson - Administrator and Social Media Coordinator

Andrea provides administrative, customer services and communication support. A major part of her work involves developing and maintaining an active media presence on social media channels. She also plans and supports the delivery of Healthwatch Bury events.

Annemari Poldkivi - Research and Public Participation Coordinator

Annemari's role is to develop a framework for ensuring more involvement of local people in the commissioning, provision and scrutiny of local health and care services. Annemari welcomed her first child, Emma, in December 2016.

Sue Williams - Administrator and Social Media Coordinator

After a number of years working for Healthwatch Bury providing administrative, customer services and communication support Sue moved on to pastures new in November 2016 to be closer to family in Wales.



*Listening to local
people's views*

Listening to local people's views

Healthwatch Bury has been actively gathering people's experiences by engaging with the local communities. We have been using various methods for doing that:

- Attending large community events and Open Days
- Drop in sessions at Bury Market
- Drop in sessions at the local libraries
- Presentations to local community groups
- Healthwatch Bury members meetings
- Via social media sites
- Via the website
- Via newsletters and e-bulletins
- Joint events with Bury Diabetic Society
- Carrying out various surveys
- Local colleges and schools
- Township forums



Young people (under 21) and older people (over 65).

Attended Bury College Fresher's Fair - engaged with young people aged 16-18:

- Throughout the course of the day, the Healthwatch Bury stall was visited by new students looking to enrich their college and community experience. The event showcases the range of facilities available to students.
- Healthwatch Bury staff had conversations with young people about their own health and wellbeing, engaging with new students and asking them if they would be interested in becoming Healthwatch Bury members - 21 students expressed an interest over the 3 days.

Engagement sessions with Bury Diabetic Group:

- Session in April 2016 - engaged with 18 people to gain feedback from service users.

- Two Healthwatch Bury and Diabetic Support Group drop-in sessions in the Millgate, Bury in June 2016 - engaged with 84 people over the two sessions.
- Diabetes event in February 2017 at Bury Carers - engaged with 25 people.
- Presentation to the Jewish community at the Nicky Alliance Centre over 25 attendees

Healthwatch Bury engaged with 1036 people in 2016/17 through its public engagement.

Talking to the disadvantaged, seldom heard or vulnerable.

Healthwatch Bury regularly shares leaflets and copies of the signposting directory with other organisations across Bury to hand out to disadvantaged, seldom heard or vulnerable people. We also attended:

- Black History Month event at Chesham Primary School - engaged with 35 people
- HW Bury stand at Fairfield Hospital - engaged with 20 people.

- Two presentations at Sunnybank a registered residential care home for clients with mental health problems - engaged with 21 residents plus 20 staff members.
- The team talked to Friendly Faces at Stainton Park (a group set up to tackle loneliness and social isolation amongst older people) - engaged with 16
- Dementia Café event at Clarence Park in May 2016
- Creative Living Open Day (people experiencing mental/emotional distress) - engaged with 35



Healthwatch Bury drop-in session at Asda Pilsworth - 30th June 2016



*Helping
local people find
the answers*

Helping you find the answers

Healthwatch Bury Signposting and Information Service collates and gathers evidence on issues and concerns the public are experiencing locally with health and social care services.

The public can access the service via telephone, email, online form submission, post and outreach events. Below is a breakdown showing how the public has accessed the service during the previous year.

Type of contact:

 Telephone 34%

 Email 21%

 Office 2%

 Outreach 43%

Healthwatch Bury can help people in lots of different ways. Over the last year members of the public have contacted us to ask information about a number of issues. Some of the examples include information regarding diabetes, dental charges, care homes.

We have received and supported calls from people wanting to know how to make a complaint about a service they have received.

The pie chart on the next page highlights which types of enquiries received over the previous year.

Healthwatch Bury Health and Social Care Signposting Directory

Healthwatch Bury worked in partnership with Healthcare Publications and published the signposting directory in autumn 2016.

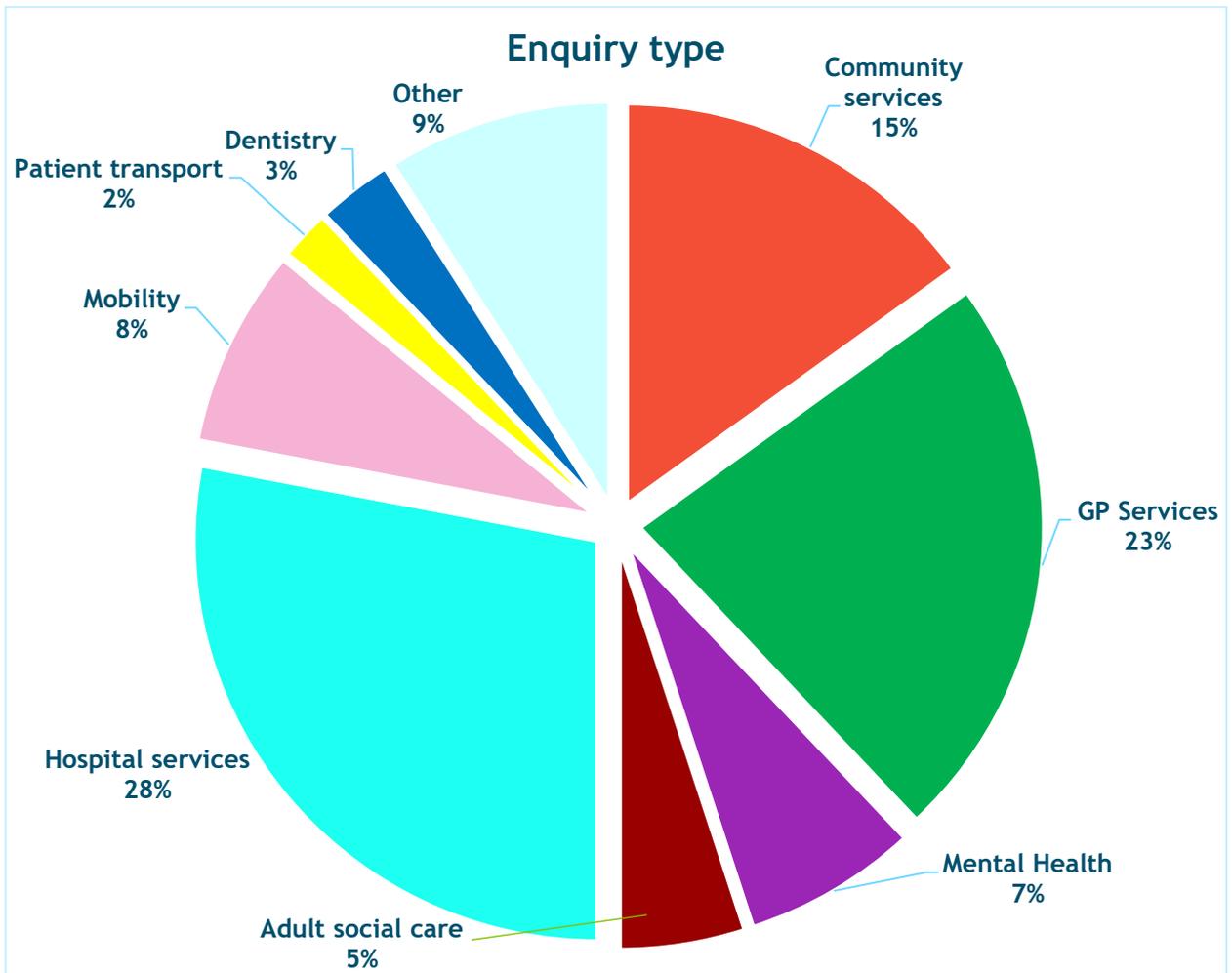


The directory contains information and contact details of the GP surgeries, pharmacies, dentists, opticians, care homes and

other organisations in Bury. The copy is available in a paper format and has also been uploaded to Healthwatch Bury website.

Copies of the directories were distributed to various sites such as Age UK Bury, Bury MBC and other agencies drop in sessions and other engagement events

Helping people get what they need from local health services



Other enquiry types included:

- Autism
- Foodbank
- Diabetes
- Befriending
- Children's services
- Library Services
- Gluten-free prescribing
- Pharmacy



*Making a
Difference
together*

Have you
visited
Care Home
Rel
What was it like?

Making a difference together - Our work & recommendations

Healthwatch Bury work has focussed on priorities highlighted to us by the local people in 2015/16.

Healthwatch undertook pieces of work based on what local residents were telling us. Further information can be found below or on our website: www.healthwatchbury.co.uk

Dementia

We decided to hold this event because a number of people made contact with us to ask for help. They told us that they, or someone close to them, had been diagnosed with dementia but they didn't know who to talk to or where to find the support they needed.

We didn't have all the answers but we knew a man who would be able to provide, at least some of the answers, so we invited John Pearcey, Making Space Dementia Project Worker, to be our guest speaker.



Making Space is a Bury Dementia Action Alliance member and is committed to improving the lives of people living with dementia and those who care for them. The organisation works with people between the ages of 16 and 85 and is 'dedicated to providing high quality health and social care services that are innovative, responsive and flexible to each individual's needs and choices'.

Firstly, John spoke about the dementia pathway as this often means different things for different people. He explained the changes that have recently taken place in Bury regarding the diagnosis of dementia.

The process of diagnosis was moved from the Memory Clinics to GP practices from 1st April 2015. It means that approximately 90% of the patients are now getting their diagnosis from their own GP instead of from a psychiatrist, as in the past. Having an appointment with a psychiatrist was quite scary for many people and, as a consequence, the

diagnosis for some service users was often delayed.

In addition, GP's are able to talk to people about their condition and help them to come to terms with it. The change to the pathway now provides quicker access for patients who are seen in a familiar environment.

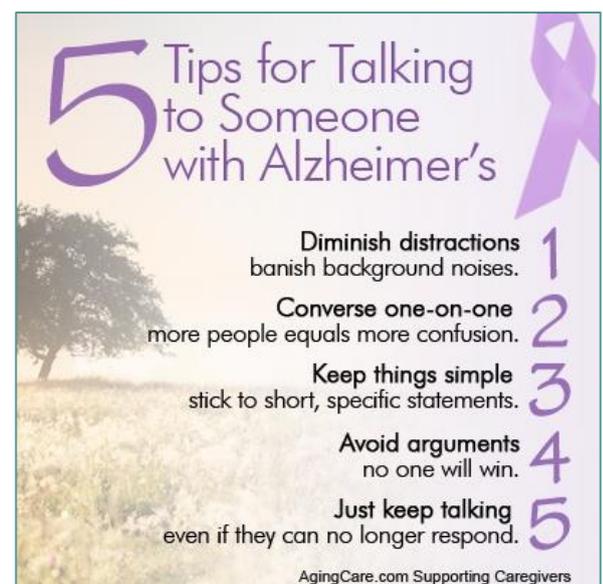
John pointed out that social interaction is very important for keeping healthy and research has proven that two of the best ways of keeping your brain active and helping to prevent dementia in later life are learning a foreign language or learning to play a musical instrument.

A service user was willing to share her experience of the two different pathways. She told us that her mother-in-law was diagnosed with dementia seven years ago when the waiting time was six weeks for an appointment at the Memory Clinic, before being referred to a psychiatrist for diagnosis. Her father was diagnosed last year and she found the new pathway to be 'so much better and faster'. Bury CCG is piloting the scheme, with the intention of it being rolled out nationally.

Secondly, John spoke generally about caring for someone with dementia but emphasised that dementia affects people in different ways, so one to one sessions give the best support.

His useful tips for caring for someone with dementia included:

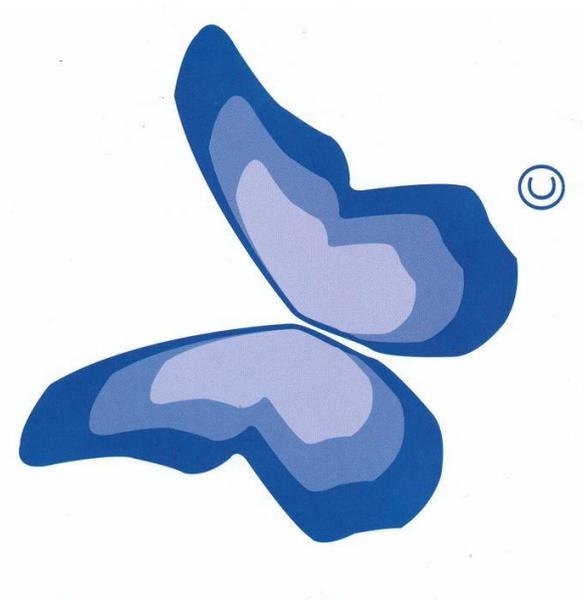
- Create structure in people's lives
- Engage people, suffering with dementia, in meaningful activities on a daily basis
- Join community groups and activities
- Live in their world (reality reorientation)
- Producing a Life Story Book helps patients
- Engage with other carers
- Arrange a carers' assessment through Bury MBC after the diagnosis of your loved one
- Take the service users to 'Making Space' for a few hours, if and when you need a break



Finally, John gave information about the support available.

- Bury Carers Centre
- Home care agencies
- Mobility aids
- Internet - House of Memories application
- A butterfly symbol which aims to improve patient safety and wellbeing by teaching staff in hospitals and care homes to offer a positive and appropriate response to patients with memory impairment, confusion or forgetfulness. Patients are able to request the discrete butterfly symbol on their notes

- A forget-me-not symbol enables staff to recognise when someone is experiencing memory loss or confusion. This will allow them to take more time when communicating with patients and to offer additional help or support with such tasks as eating, drinking, going to the toilet or being accompanied outside of the ward area.



It is possible for organisations to become dementia friendly. A Dementia Friendly organisation (or a person who becomes a Dementia Friend) learns a little bit more about what it's like to live with dementia and then turns that understanding into action.

Working Together with other organisations

Pennine Acute Hospitals Trust

The Forum initiated with ourselves, North Manchester, Oldham, Rochdale and Pennine Acute provides a useful forum to share information and discuss concerns affecting the Trust. We have considered topics from Healthier Together, the CQC inspection and outcomes to women and children's *services*.

Pennine Care Foundation Trust

The forum including Healthwatch Bury, Oldham, Rochdale, Stockport, Tameside and Glossop and Trafford meets on a bi-monthly basis allowing people to work together and share information.

Independent Complaints Advocacy (ICA)

The NHS Complaints Advocacy is there to provide practical support, advice and information, if you wish to make a complaint about an NHS service you or someone you know has received. An advocate works from our office on a fortnightly basis. Healthwatch Bury signpost and refer people in need of support to the *ICA*.

Bury Clinical Commissioning Group (CCG)

The Chair is a member of the Primary Care Commissioning Committee and attends CCG Board meetings as a member of the public.

PAT Clinical Services Transformation Programme Board

The Board meets to discuss the future shape and location of our hospital and community services. These deliberations have been overseen by the Board, in a joint meeting between senior Trust and CCG directors, Healthier Together and Healthwatch North East sector representatives.

Maternity Listening and Action Group for the North East Sector

The Maternity Listening and Action Group (MLAG) was launched so that women and their family's views are heard as part of the planning and delivery of maternity care.

The Group is made up of representatives from the local community, maternity healthcare professionals, midwives, support workers and new mothers and fathers.

The group meets bimonthly, a representative from Healthwatch Bury attends these meetings on behalf of all the Healthwatch in the North East sector - Bury, North Manchester, Oldham and Rochdale.

What do they do?

- Carry out a programme of work to explore the experiences and needs of recent service users in order to improve services
- Monitor the range and quality of services available against the delivery plan, clinical guidance recommendations and developing best practice
- Monitor acceptability and equity of access services available for women locally

- Provide advice and feedback on maternity commissioning and service delivery
- Feed into the development of initiatives e.g. Joint Strategic Needs Assessment, early needs provision



Hot topics discussed at the meetings include:

- Breast feeding peer support
- Skin to skin
- Home birth
- Communication and induction
- Mental health
- Gentle caesareans

MLAG volunteers make regular visits to the maternity units in the North East Sector ('Walking the Patch') to collect feedback from service users.

Future plans for MLAG include having a Working Group that will meet up in-between bi-monthly meetings. The proposal is to do this following 'Walk the Patch'.

The group would also like to recruit more women to attend MLAG from different communities. Any woman who is using or has used maternity services recently is invited to attend the meetings, as are fathers and other family members, including *young babies and children*.

Greater Manchester Healthwatch Mental Health Meetings

A new model for mental health has been proposed under the leadership of the Greater Manchester Health and Social Care Partnership Group. Many services will be provided on a conurbation basis, hence the need to strengthen the GM-wide Healthwatch response.

The national mental health strategy was published comprising fifty recommendations covering almost every aspect of public life. The national strategy was cascaded to the Greater Manchester Mental Health Strategy and further cascaded to each of the constituent GM areas by means of locality plans. A GM Healthwatch Mental Health Network was established and it was agreed to hold network meetings on a monthly basis.

The work stream focuses around the eight Healthwatch consumer principles of:

- Essential services
- Access
- Safe, dignified and high quality services
- Information and education
- Choice
- Being listened to
- Being involved
- A healthy environment

Topics for discussion include:

- 24/7 crisis care
- GM CAMHS transition plan
- Suicide prevention & self-harm
- Drug & alcohol services
- Dementia



PLACE Assessments

Last year, Healthwatch Bury responded to requests from Pennine Care Foundation Trust for people to take part in PLACE assessments (Patient-Led Assessments of the Care Environment) at different venues within the Trust.

PLACE are voluntary and were introduced in 2013. The programme is open to all NHS and independent sector hospitals, hospices and treatment centres. It was a government initiative, to ensure the assessment is impartial and based on patient perspective and experience, first created to enable organisations to undertake an annual self-assessment to a standard format of their non-clinical services.

The results are a Trust indicator and are shared with the Care Quality Commission who use the information in discharging their responsibilities for monitoring and reporting on Trust performance.

PLACE is a visual assessment focusing on the environment in which care is provided, as well as supporting services. In addition to senior staff, the assessments **involve** local people (known as Patient Assessors) going into hospitals as part of teams to assess how the environment supports the provision of clinical care, assessing such things as privacy and dignity, food, cleanliness and general building maintenance and, more recently, the extent

to which the organisation has also considered, where relevant, aspects of the environment in relation to patients suffering from dementia.



Assessment teams are a collaboration between staff and patient assessors, therefore patients must make up at least 50 per cent of the assessment team. Anyone who uses the service can be a patient assessor, including current patients, their family and visitors, carers, patient advocates or Healthwatch members. The only restriction, to becoming a patient assessor, is that current staff are not able to assess the hospital where they work.

PLACE assessments provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be improved. They give patients and the public a voice that can be heard in any discussion about local standards of care, in the drive to give people more influence over the way their local health and care services are run.

Our work in focus - case study

A member of the public contacted Healthwatch Bury towards the end of last year with regards to a friend who is house bound. The lady in question (Rhona) was seen by an Occupational Therapist (OT) that had requested an urgent assessment for a wheelchair. The friend was concerned about the amount of time it was taking to receive the chair and that when they tried to contact the Posture and Mobility Services they were having difficulties getting through.

Following a telephone conversation with Rhona it was apparent that she was happy for her OT to chase this up with support from Healthwatch Bury. Rhona gave her permission for Healthwatch Bury to contact her OT and the Posture and Mobility services on her behalf.



The OT was advised by the Posture and Mobility Service to write a letter expressing the urgency of the wheelchair provision required.

Action: A member of staff at the Posture and Mobility Services explained to Healthwatch Bury that urgent priority 1 cases usually take 7-8 weeks to be accessed and priority 2 usually up to 28 weeks (at this point Rhona had been waiting 22 weeks). As the provision of equipment required for Rhona was not standard stock there would also be environmental restrictions that would need to be accessed. Healthwatch Bury were assured by the Posture and Mobility Service that Rhona would be accessed within the following 7 weeks.

Outcome: Rhona received her chair and spent time with her OT who helped her to get used to manoeuvring around her home.

Rhona's OT appreciated the support from Healthwatch Bury and believed this was of added benefit to Rhona's case.

The CCG are looking at funding for the Posture and Mobility Service in Bury and Healthwatch Bury will monitor this.

This case demonstrates that working in partnership with other organisations and services can really benefit people in Bury and help to find the best outcome for the patients.



360° Review

healthwatch

healthwatch.co.uk

360° Review

In October 2016 Healthwatch Bury undertook a 360° survey inviting their stakeholders to express their view on Healthwatch Bury. Twenty three stakeholders from across health and social care responded to the survey.

The key messages were:

☛ *Strategic context and relationships*

The vast majority of stakeholders understood the rationale behind Healthwatch Bury's priorities and most also felt they were collaborative, added value and contributed to local decision making. There were a small number though who were less sure about Healthwatch Bury's involvement in local decision making.

☛ *Community, voice and influence*

Broadly speaking, stakeholders agreed Healthwatch Bury bases its insight on the views of local people, adds value by doing so and is an organisation that they could confidently promote. While the majority of stakeholders felt that Healthwatch Bury involved local people, some felt that Healthwatch Bury could do more to work with seldom heard groups and local groups. Stakeholders acknowledged capacity issues within Healthwatch Bury.

☛ *Making a difference locally*

The overall picture indicated that stakeholders weren't always aware of the extent that Healthwatch Bury makes a difference with their reports. Stakeholders in the main, also felt Healthwatch Bury did not involve them in the production of their reports.

☛ *Information and signposting*

Stakeholders felt more could be done to develop and promote this side of its service.

This was followed up by a workshop with Healthwatch Bury and eight stakeholders to agree the findings and actions based on the survey responses.



The outcomes from the workshop were:

📌 *Strengths*

It was felt that Healthwatch Bury has good and largely productive relationships with its stakeholders, particularly with the Pennine Acute NHS Trust and Pennine Care Foundation Trust including Community Services.

Involving local people was recognised as a strength of Healthwatch Bury especially:

- ✓ Representing the public's views on key issues and working to base their insight on the views of local people
- ✓ Attendance at key meetings e.g. Health and Wellbeing Board and GM Quality Surveillance Group
- ✓ Representing an independent view

📌 *Areas for Improvement*

Healthwatch Bury has been without a Chief Officer (CO) and key staff recently and the impact this has had on their capacity was recognised, especially with regards to reporting findings to key stakeholders to bring about change. The appointment of a new CO was seen as critical and there was general recognition that the team need to extend their reach and target new relationships with stakeholders at all levels.

The governance of Healthwatch Bury was discussed as an area that would benefit from a review.

Healthwatch Bury's work with seldom heard groups and the local voluntary sector was discussed as an area for improvement. The development and promotion of the information and signposting activity was also identified as an area to work on.



The key recommendations from the report were:

- ✓ Overall there was agreement that Healthwatch Bury needs to build its leadership capacity by appointing a new CO as soon as possible. Relatedly, Bury Council invited Healthwatch Bury to participate in their system leadership/manager training programmes. It was further suggested that Healthwatch Bury should look to establish clarity around the roles and responsibilities of Board members and members of staff.
- ✓ Healthwatch Bury Board to review, strengthen and agree their governance arrangements and publish decision making policies on their website.
- ✓ Healthwatch Bury should engage more with local voluntary groups. In addition it was recommended that the team extend their reach and target new relationships with key stakeholders at all levels.

The Healthwatch Board was pleased the report recognised that we value our independence and work hard to gather feedback from the local community, in order to reflect their views on key issues.



The Board fully appreciates the need to continue discussions with further ‘seldom heard’ groups, and will continue to develop and build on our work such as our engagement with the seven groups (96 people - face to face) during the ‘conversations’ funded by Greater Manchester Centre for Voluntary Organisation (GMCVO) which provided valuable insight into their specific problems.

Steps are already in place to start to take forward the recommendations from the review in particular:

New Chief Officer

Joanne Horrocks, joined Healthwatch Bury as Chief Officer in January 2017, after a career in local government across Greater Manchester. Having previously held management positions in policy, governance, complaint management and commissioning, Joanne brings a wealth of experience that will

help Healthwatch Bury move forward. One of Joanne's key tasks will be to address the recommendations from the 360⁰ review and to support the Board to develop a strong Healthwatch organisation for the people of Bury.

Governance Review

In line with the recommendation to review, strengthen and agree our governance arrangements, Healthwatch Bury has engaged Peter Stone Consulting to undertake the review. The organisation was felt to have the right experience having worked with over 3000 voluntary and community sector organisations across the country and demonstrated a strong understanding of what was needed. The review is expected to be completed shortly and will include Board development training.

In January 2017 Healthwatch Bury also moved to new offices in St John's House, the Rock, a central location and an ideal base to enable the organisation to move forward.

To help in the re-energising of Healthwatch Bury, the website has been re-developed and will be going live in June 2017.

Feedback was sought from Healthwatch members who responded positively to the new site.

The new web site also includes Browsealoud which will enhance its accessibility through easy speech, reading and translation tools. The site has been designed to be flexible and simple to develop alongside the needs of the organisation.



*Our plans
for next
year*



What next?

To address the priorities and challenges from our 360° review we will be prioritizing the following for the forthcoming year:

- To review, strengthen and agree the governance arrangements and publish decision making policies on our website. Ensure and build public trust and confidence through our democratic, transparent, accessible and inclusive approach
- To further develop and implement an engagement programme that will connect with more local voluntary and seldom heard groups and encourage more people to participate and tell us their stories
- Empower local voices of all ages to influence the design and delivery of local services and demonstrate that impact of sharing those experiences with Healthwatch can have in making a difference
- Improve relations with key stakeholders through increasing our influence at the right strategic and planning levels both locally and across Greater Manchester.

In particular our focused priorities for 2017/18 will be to:

- Recruit highly skilled Board members to drive Healthwatch Bury forward
- Organise Member and public information sharing events throughout the year
- Refresh & realign Healthwatch Bury policies to sit alongside the new governance arrangements
- Deliver a communication and engagement campaign that raises awareness of Healthwatch Bury across a minimum of 12 key voluntary groups
- Deliver a minimum of three key large scale research and engagement activities based on need and key areas of strategic importance
- Improve working relationships with stakeholders and attendance at key groups and meetings to ensure there is strong understanding of Healthwatch Bury internally, with partners and the public it serves
- Develop and deliver the new Healthwatch Bury Advocacy Service



Our finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£122,000
Additional income	
Total income	£122,000
Expenditure	
Operational costs	£18,410
Staffing costs	£42,744
Office costs	£21,144
Total expenditure	£82,298
Balance brought forward	£39,702



Contact us

To contact us for information or to tell us about your experiences of accessing Health or Social Care services within Bury, please see our contact details below.

Address:

Healthwatch Bury CIC

St Johns House

155 - 163 The Rock

Bury

BL9 0ND

Tel: 0161 253 6300

Email: info@healthwatchbury.co.uk

Website: www.healthwatchbury.co.uk

Twitter: [www.twitter.com/healthwatchbury](https://twitter.com/healthwatchbury)

Facebook: <https://www.facebook.com/Healthwatchbury>

We will be making this annual report publicly available on 30th June 2017 by publishing it on our website and 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 at the address above.

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