

Healthwatch Doncaster

Annual Report 2015/16



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Message from our Chair Steve Shore



Welcome to the Healthwatch Doncaster Annual Report for 2015-2016. I am very proud of the significant progress that we have made as an organisation this year and am very much looking forward to the next 12 months, whilst not being complacent about the challenges that we face in the current uncertain economic and political climate. As you can see from this report Healthwatch Doncaster has been heavily involved as the champion of the citizens of the Borough in health and social care. We have been involved in many meetings and events across Doncaster as you will read subsequently. Highlights for me were our annual event at Doncaster Deaf Trust and the launch of our new website that demonstrate our commitment to digital media as well as good old fashioned meeting people as a way of delivering our objectives.

On an organisational front, I was pleased at the quality of new Board members we were able to recruit last summer; Debbie Hilditch, Michelle Shore, Vic Holbrey and Andrew Bosmans have injected a real enthusiasm and new skills into our existing Board of Sheila Barnes, Arnold Ntiege, Debbie Osborne and me. Arnold is currently taking a sabbatical from his role to devote more time to his studies, but is planning to return next year.

As always, we would be able to do little without the commitment and hard work of our volunteers, who support everything we do. Thanks to all of you.

I'd also like to thank our staff; Sandie, Marion, Akhlaq and Angela, who have worked really effectively in all that we do. I would also like to put on record my thanks to Philip Kerr, who stepped in to Healthwatch Doncaster at short notice to manage the office and did a great job. Thanks also to Paul Ritchie from Carers Federation, who has been a huge help and support as we move towards becoming an independent social enterprise, as have our commissioner, Doncaster Metropolitan Borough Council.

And finally, I am delighted to confirm that we have achieved independence. On 1 July Doncaster Healthwatch CIC will take on the contract to deliver Healthwatch Doncaster. We have moved premises to Cavendish Court and appointed a new Chief Operating Officer, Andrew Goodall. It has been a lot of hard work by staff, volunteers and Board members to get us past the winning post, but the Board of directors are determined to deliver an organisation that exceeds the expectations of our members, stakeholders and commissioners over the coming years. Watch out for our launch event in the next few weeks.

Message from Healthwatch Vice Chair Debbie Hilditch



It has yet again been a very busy, challenging but a positive and productive year for the Healthwatch Doncaster staff team and volunteers.

2015/16 has seen a significant increase in people wanting to talk to Healthwatch Doncaster and tell us about their health and social care experiences. Our innovative web site has enabled more people to have a say directly about their experiences, compliments or complaints, of local services and get feedback from those service providers.

Our active volunteer base continues to grow, and our Enter and View volunteers have recently supported our partners to undertake Doncaster and Bassetlaw Hospitals PLACE inspection.

We have also been focusing on young people and their experiences of local services. We are establishing a 'Young Healthwatch' in Doncaster so that young people can shape and influence how Healthwatch works with young volunteers and addresses their issues and concerns about local services. This will be a continued focus for us to build our links with local young people across the coming year. We are looking to work directly with a young volunteer to develop our social

media strategy and build our 'digital footprint' locally.

The dedicated staff team, volunteers and Board members have continued to spread the word about Healthwatch, encourage people to support our activities through a variety of community drop ins, Healthwatch events and partner engagement events. We have been developing our engagement strategy and our engagement group continues to be active across all communities in Doncaster.

This year we have looked to develop our NHS Complaints Advocacy service, particularly within our local prisons. Our advocate is working very closely with HMP Doncaster and the NHS Nottinghamshire healthcare unit to promote the service. We are starting to see an increase in prison clients accessing the service and look forward to seeing future growth in this area.

The Keeping Safe Forum has gone from strength to strength over this year, with a significant increase in its membership and partnerships.

I would like to thank our funders Doncaster Metropolitan Borough Council, our Board, our volunteers, our partners, stakeholders and local people.

The year at a glance

Healthwatch Doncaster's Twitter account has 913 followers having sent over 2,000 tweets



Our Facebook page currently has 125 'likes' - all our followers receiving health and social care news straight to their newsfeed!



We decided to make our shop front bright and colourful explaining all about Healthwatch!



Our dedicated team of Enter & View volunteers took part in Doncaster and Bassetlaw Hospitals PLACE inspections this year



264 people have visited our Duke Street office for information and advice over the past year



We've attended 50 drop-in sessions across the Borough, spreading the word about Healthwatch!



Who we are

The Government created Healthwatch through the Health and Social Care Act (2012). This Act paved the way for a national body - Healthwatch England and required that each local council with social care responsibilities, using initial funding from central government, establish a Local Healthwatch from April 2013.

Healthwatch Doncaster was established in April 2013, as one of 147 local Healthwatch organisations.

We exist to influence the providers of health and social care services to make things work better for people.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and social care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Citizens of Doncaster will be able to have their views of health and social care services heard by those who design, commission, deliver and monitor services locally and nationally, and have direct access to person centred information and advice to help navigate their way through the health and social care landscape.

Mission: To work collaboratively with everyone in Doncaster to improve the quality of local health and social care services.

Values: Healthwatch Doncaster will be a strong, **independent** voice and consumer champion for the citizens of Doncaster.

Innovation: Healthwatch Doncaster will strive to be creative and original in its work.

Quality: Healthwatch Doncaster is committed to promoting best practice and ensuring quality in all areas of performance.

Diversity: Healthwatch Doncaster embraces, encourages and celebrates diversity and strives to be inclusive in all aspects of its work.

People: Healthwatch Doncaster will support its staff and volunteers to help them develop and grow.

Your Healthwatch team



Sandie Hodson

Community Engagement Officer

“I have experience in community engagement, management and training gained in both the voluntary and public sector (Public Health). My role currently involves all aspects of engagement and participation including recruiting, training and supporting volunteers. I am really pleased to be working in my home town helping to support Healthwatch Doncaster to give local people a chance to have their say about local Health and Social care provision.”



Akhlaq Hanif

Administrator/Signposting and Information Officer

“Having studied to University level and undertaken some voluntary work, I am delighted to have joined Healthwatch Doncaster to support my colleagues and assist members of the public with any advice, guidance or concerns they may have and providing them with the information. Alongside these duties, I undertake day-to-day administrative duties for Healthwatch Doncaster.”



Marion Boyd

Advocacy Worker

“I have considerable knowledge and experience around community regeneration, social inclusion, empowerment and Health and Wellbeing. Having worked and been based in communities within, both Sheffield and Rotherham, for the past 15 years, I am excited to now be working in Doncaster. My role is to support and empower individuals in order for them to have their voice heard.”



Angela Barnes

Keeping Safe Forum Project Manager

“I have a strong background in community engagement having worked in Doncaster and Sheffield, where I worked for a national organisation supporting local community and voluntary services throughout England. I am pleased to be working with members of the Doncaster Keeping Safe forum to promote Keeping Safe in Doncaster.”

Our priorities

Healthwatch Doncaster's commitment to all communities in Doncaster is:

- To be recognised as the first port of call for anyone in the Borough of Doncaster for a health and social care issue
- To be the public voice for health and social care services in Doncaster
- Make a significant impact in Doncaster - get Healthwatch on the front page!
- Deliver successful projects highlighted in the media that demonstrates our achievements
- Identify and maximise opportunities e.g. Herbert Protocol
- Become a social enterprise
- Build on strong partnerships with other organisations who are able to complement our work plans and actively seek new ones
- Increase our volunteer base embracing all communities by providing support to ensure our offering is engaging, motivating and makes a real difference
- Have a shared vision that everyone understands and how they fit into it!
- Have Healthwatch Doncaster represented in each ward in the Local Authority area
- Use our statutory power of 'enter and view' to act appropriately on concerns collected around any health or social care service in Doncaster
- Continue to provide support to people who wish to make a complaint about their treatment or care from local NHS services
- Sustainability - ensure funding from 2016 onwards supports our needs

What we have achieved in the past 12 months

healthwatch
Doncaster



Gathering people's experiences through investment in innovation



In October 2015, Healthwatch Doncaster launched its new Feedback Centre at its Annual Event. This was purchased to aid service users in the Borough to give their feedback on health and social care services.

One of the Borough's main hospitals, Doncaster Royal Infirmary, has received the most comments (75).

As part of the Centre, service providers have the option to leave a 'provider response' which then is highlighted to the service user if they provided an email address.

To date, 89 provider responses have been left.

400 - Number of health and social care providers available for feedback to be left. Service users can submit a service if they cannot find it on the website

Feedback given by local people has been forwarded on to the Care Quality Commission (CQC) prior to their inspections of health and social care services in the Borough.

Also, information has been reported back to meetings with local stakeholders.

Part of the implementation of the Feedback Centre involved a complete re-design of our website.

27 people have contacted us through the website on a range of topics from requesting support on pursuing an NHS complaint; enquiring to volunteer; and to ask about signposting options.

43 items published ranging from news relating to Healthwatch or any items of interest about health and social care

Healthwatch Doncaster Feedback Centre Event - January 2016

On 20th January 2016, we held a drop-in session for our membership and the general public at Doncaster Trades to promote our new online feedback centre. In addition to the drop-in we distributed in excess of



150 flyers to the public in Doncaster's Transport Interchange to let them know how easy it is to leave feedback about health and social care services online via the centre.

Engaging with the people of Doncaster

Membership is now over 1200.

445 service user experiences gathered

Held 50 drop in sessions in local communities.

Networking at 20 events hosted by other organisations.

We have hosted three large scale events and four smaller ones.



Cancer Awareness Event - April 2015

On 29th April 2015 we hosted a cancer awareness event at Doncaster Trades with speakers from Healthwatch Doncaster, Doncaster CCG and Public Health. The topics covered were Prostate Cancer and Skin Cancer. In addition to the presentations we had information stands with experts on hand to answer questions relating to the prevention, symptoms and detection of cancer.

Annual Event - October 2015

Our Annual event in October was held at Doncaster Deaf Trust on Monday 5th October. The event was a showcase of the work throughout the year and highlighted our partnership working through contributions from CHaD (Choice for All Doncaster) South Yorkshire Police, The Alzheimer's Society, and a company called LHM, who helped us to launch our Feedback Centre and talked about its scope.



Pictured L-R Rosie Winterton MP (who opened the event) then members of the Healthwatch Doncaster Support Team - Angela Barnes, Philip Kerr, Akhlaq Hanif, Marion Boyd and Sandie Hodson.

Other People's Events - Working Together



We had a stand at 20 events hosted by other organisations -

- Assessment Officers Conference
- Doncaster CVS AGM
- Aspire 2 Local Services Event
- Carers Rights Day
- DiAL AGM
- Doncaster 50+ Information Event
- Doncaster Children's Centre Community Event
- Doncaster and Bassetlaw Members Event
- Doncaster Keeping Safe Event
- Doncaster Metropolitan Borough Council Carers Event
- Doncaster PRIDE
- Redmond Centre Community Event
- St John's Information Centre
- St Leger Homes
- St Vincent's Medical Practice Information Event
- Town Fields Gala
- Well Denaby/Re-Read Information Drop-in
- Wellness for Life (Mental Health) Event

- Wheatley Baptist Church Information Day
- Wheatley Dementia Awareness Event

Alongside the Support Team, we are assisted by our enthusiastic team of volunteers who help spread the word about Healthwatch, and take your feedback on health and social care services.



Healthwatch Doncaster Board member Sheila and volunteer George at an event



Volunteer Sue (right) at an outreach event taking a feedback using a handheld tablet

Our work in volunteering

Healthwatch Doncaster greatly appreciates the work of our volunteers and we would like to take this opportunity to thank the 25 volunteers that have played an active part in Healthwatch Doncaster over the last twelve months, undertaking a variety of roles, including:

Being a member of our Board

Being a member of our Engagement and Publicity Group

Being a Young Healthwatch member - helping to develop the youth branch of Healthwatch

Helping out at events

Representing Healthwatch Doncaster at meetings

Training to become Enter and View Authorised Representatives

Helping out in the office

Volunteer Story

An interview with Sue Flintoff one of our engagement volunteers conducted by Sandie Hodson:

Sue has been volunteering with us since May 2015. I recently chatted with her over a coffee to gain some insight into her volunteering journey. Prior to contacting us she had been considering taking up volunteering to keep herself occupied after retiring. Her first port of call was the Do-it.org website, where she saw our appeal for volunteers and filled in an on-line enquiry. I then contacted her to arrange to meet and discuss

potential volunteering opportunities. Sue was looking for a flexible volunteering opportunity that enabled her to contribute to something worthwhile, she wanted variety and to work with people. Sue decided that volunteering for Healthwatch fitted all her criteria and decided to give it a go. And the rest as they say is history, Sue is an active volunteer who contributes to our engagement activity, including being a member of the Engagement/Publicity Group, is an Authorised Representative for Enter and View and a great ambassador for Healthwatch Doncaster.

Sue says she benefits from volunteering with us as it gets her out, gives her a sense of purpose doing something worthwhile and interesting. This was her first experience of volunteering and she says she feels that she has been well supported through the process from induction to where she is now. She is looking forward to being part of Healthwatch's future and is excited about the potential impact of our work.

Thank you to Sue and all our active volunteers.

If you are interested in volunteering with Healthwatch Doncaster please contact:

Sandie Hodson

Tel 01302 965450

Email:

sandra.hodson@healthwatchdoncaster.org.uk

Helping people get the information they need about local health and care services

With the technological advancements made in the way information is disseminated, Healthwatch Doncaster has continued to be a hub of information for local people to obtain information about health and social care services over the past year.

The figures below detail the way in which people have come to us to request information and advice; what they have asked about, for example, enquiring about the availability of a dentist in their area; and where they have been signposted onto and/or where the Support Team have helped to get them information.

In comparison with 14/15, there has been a 35% increase in total signposting queries over the past year, totalling 682, which have come through a variety of different communication methods.

Breakdown of mode:

Total for 15/16	Percentage increase/decrease from 14/15
Telephone - 377	42.3% increase
In-person - 264	14.8% increase
Email/Website - 41	310% increase
Total = 682	

Breakdown of top 5 themes:

- Dentist: 122
- ICAS Advocacy: 110
- GP Surgery/Health Centre: 55
- Information and Advice: 34
- Healthwatch Doncaster Volunteering: 31

An assessment from 2014/15, shows a marked increase (175%) in the queries relating to Advocacy, which is a result of the on-going engagement work conducted by the Support Team and distributions of the Advocacy leaflet.

Breakdown of top 5 final destinations for signposting queries:

- NHS Choices: 129
- Healthwatch Doncaster: 124
- Healthwatch Doncaster ICAS: 112
- GP: 39
- Doncaster Keeping Safe Forum: 22

In the case of Healthwatch Doncaster ICAS and Healthwatch Doncaster, there have been significant increases in final destinations for signposting queries in the past twelve months. In the case of ICAS, it's a 261% increase on 14/15. With Healthwatch Doncaster the increase is 63.2% on last year's figures.

Weekly Updates:

To continue to inform local people about what Healthwatch has been undertaking throughout the week, the weekly update has been distributed 43 times over the last year. It also allows local organisations to promote any news about health and social care that might be of interest whilst providing a summary of local and national news of all things health and social care. These updates are also uploaded to our website and social media channels.

Social media

At the time of publication, Healthwatch Doncaster's Twitter page has 913 followers and the Facebook page has 125 likes.

E-bulletins

Seven e-bulletins have also been published which include an update from Healthwatch Chair, from the Doncaster Keeping Safe Forum and a list of upcoming events where Healthwatch will have a presence.

Case Study

Background

A client messaged Healthwatch Doncaster's Facebook page requesting advice with her on-going dental pain. She had found the out-of-hours options, including NHS 111, unhelpful and had been dissatisfied with the tone of her dentist's receptionist about her issues. She made an enquiry on how to make a complaint.

How We Helped

Our Signposting and Information officer explained how Healthwatch's Advocacy service could help if she wanted to formalise a complaint against her dental practice about her experiences and made her aware of the ways she could provide feedback on the services to Healthwatch Doncaster, NHS England and the local Clinical Commissioning Group.

Feedback

The client was satisfied with the information provided and confirmed she would compose her own letter of complaint but she thanked Healthwatch for their prompt response.

Media publicity for Healthwatch

In Doncaster Gazette's 16th October 2015 edition, a piece on Healthwatch's annual event on 5th October 2015 including a picture featuring Rosie Winterton and the support team, was published detailing the day's events and comments from Healthwatch Doncaster Chair Steve Shore.

Healthwatch England, the national organisation for Healthwatch' held a reception at the Houses of Parliament in October 2015 for the launch of their annual report. Healthwatch Doncaster Board member Andrew Bosmans joined Healthwatch Doncaster Chair Steve Shore where they promoted the work of Healthwatch in the Borough. Doncaster Free Press included a brief overview of their trip in their November 5th edition.

Part of Healthwatch Doncaster's role is to show how influential it has been in bringing about effective changes to Health & Social Care services as a result of evidence gathering and public feedback.

One of the ways it will do this is by offering a free, confidential, impartial Independent Health Complaint Advocacy Service that is delivered by qualified and experienced staff.

What is Healthwatch Doncaster's Independent Health Complaints Advocacy service?

Most of us use the NHS at some point in our lives, and many of us use these services regularly. Whilst the NHS works hard to make sure that people are satisfied with the services, unfortunately sometimes things do go wrong.

The NHS complaints procedure is in place to make sure that issues are resolved at a local level, but on some occasions it is recognised that someone might need support to make a complaint. Our advocacy service is there to work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

For those who wish to deal with their complaint themselves, Healthwatch Doncaster has produced a Self Help Information Pack (SHIP) which aims to help our clients feel confident about raising their concerns.

The self help pack explains the different options for raising your concerns about the NHS and offers you practical tips and things for you to think about when raising your complaint.

Current Advocacy case information

During the past financial year, the Independent Complaints Advocacy Service has:

Provided advocacy support to 135 people wanting help in making an NHS complaint

100 new cases were opened

93 cases have been closed and marked as resolved

42 currently remain open and are receiving Advocacy support

Working Partnerships

The Independent Complaints Advocacy Service continues to work closely with local NHS Trusts.

The Independent Complaints Advocacy Service works with NHS Trusts in three ways:

- Ensure that patients are informed of the service and are provided with supporting information
- Have a robust referral system in place for patient to access the service immediately
- Provide support in identifying areas of good practice and areas that need improvement

These trusts include:

- Doncaster and Bassetlaw Hospitals NHS Foundation Trust: Doncaster Royal Infirmary
- Doncaster and Bassetlaw Hospitals NHS Foundation Trust: Mexborough Montague

- Rotherham, Doncaster & South Humber NHS Foundation Trust (RDaSH)
- HMP Doncaster/NHS Nottinghamshire Healthcare Unit
- NHS Doncaster Clinical Commissioning Group

Testimonials

Quotes from clients that have received assistance from Healthwatch Doncaster's Independent Complaint Advocacy Service.

These helped deliver wider outcomes for the benefit of health and social care in Doncaster.

“Thank you for all the help provided and all the patience shown. I would happily recommend to anyone with help required to make a NHS complaint”

David Hargreaves

“I would like to thank you for your support and the work you have carried out on my behalf over the last month. On findings from your letter there is information which I have not been able to fully understand previously and I thank you for that. Many, many thanks for generosity (time) and kind words.”

Charles Barrass

“Some people are born to do something and advocacy is Marion's calling. I couldn't have wished for a more compassionate, helpful and knowledgeable advocate. Keep it up, you're excellent at your job. I cannot thank you enough for all your help.”

Kay Cooper

“To Marion and staff at Healthwatch Doncaster, just to say ‘Thank You’ for all your help and support”

Stephen Webster

“A note to say Thank you for all you've done”

Sharon Ellison

Doncaster Keeping Safe Forum



The Doncaster Keeping Safe forum is a friendly, approachable forum that any adult in Doncaster can join. The main aim of the forum is to support Adults in Doncaster to keep safe from all types of abuse. The forum works in partnership with the Doncaster Safeguarding Adult's Board to share information and consult on issues affecting local communities in relation to Keeping Safe

Over the course of 2015/16 we have:

Held monthly meetings for the Forum based around local themes for example:

Introduction to Keeping Well in Winter campaign

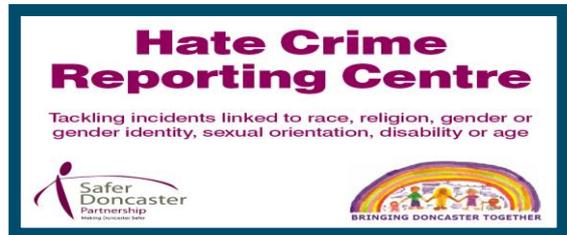
Communication plan for the DSAB,

Focus on fire safety

Food hygiene

Hate Crime (Hate Crime Poster was produced and distributed to forum members)

Engagement around the 4 priorities of the Adult Safeguarding Board.



Average number of members who have attended each of the meetings: 20

Importantly the Doncaster Keeping Safe Forum has ensured the wider community know how and where to contact safeguarding teams if there are concerns about harm and abuse to individuals and or groups of people. Through the distribution of the 'Keeping Safe' materials and our engagement work we have raised awareness and built confidence with our volunteers and the wider community in relation to safeguarding alerts and reports



Number of new Forum members during 2015/16 and information about Keeping Safe is distributed to 88 members: 54

Involvement in other committees and groups

Healthwatch Doncaster works with many other committees and groups across Doncaster with Board members, volunteers or support team attending.

These include:

- Health and Wellbeing Board
- DMBC Health and Wellbeing Board Officers Support Group
- NHS Doncaster CCG Governing Body
- NHS Doncaster CCG Engagement & Experience Committee
- Regional Healthwatch Lead Officers Group
- Quality Surveillance Group
- Yorkshire Ambulance Service
- Rotherham Doncaster & South Humber NHS Foundation Trust
- Doncaster and Bassetlaw Hospitals NHS Foundation Trust
- South Yorkshire & Bassetlaw Patient Experience Forum
- Learning Disability & Autism Partnership Board
- DRI - Patient Experience Group
- Carers Forum
- Doncaster Carers Forum
- NHS Complaints Advocacy Forum
- Inclusion & Fairness Forum
- South Yorkshire and Nottinghamshire Healthwatch sub-group

We also work with Healthwatch England, the Care Quality Commission and NHS England and Parliamentary Health Service Ombudsman.

Involving local people in our work

- This year we have laid the foundations for Young Healthwatch and have a core group of young people who are actively contributing to its development. Our other work with young people included working with the National Citizen Scheme to deliver workshops to 45 young people and being involved in Danum Academy year 7 Health Information Fair gathering young people's experiences of using services.
- Our latest cohort of Enter and View representatives have taken part in Doncaster and Bassetlaw Hospitals PLACE (Patient Led Assessment of the Care Environment) inspections at Doncaster Royal Infirmary and Mexborough Montagu Hospital, helping to ensure that inspections are independent.
- Our Annual Event held at the Doncaster Deaf Trust on October 5th at which we showcased many of the things we had been involved with. This included presentations from some of our partners.

Future priorities

In 2016/17, with the support of the Board, Support Team and our volunteers, Healthwatch Doncaster aim to focus on the six priorities listed below

Intermediate Care/Out of Hospital Care

This supports/promotes independence, reduces admittance to Accident and Emergency and acute sector. An evidence-based approach demonstrates 61% of those admitted should have been looked after in their own home or community setting. This priority will be supported by the day-to-day activities of Healthwatch Doncaster whilst sharing information to local stakeholders.

Primary Care

Common themes from feedback users focus on quality of service, access to appointments, discharge support and linkages to community services and prescribing. An element of this work will involve showcasing the work of the Healthwatch Doncaster Advocacy in GP practices across the Borough whilst working with GP practices for use in management of complaints

Working Together

This is a programme of work across South Yorkshire to review and plan future provision of some surgical and medical services provided by a District General Hospital (two separate programmes, one provider lead/one commissioner lead). Healthwatch is already part of the Working Together communications and engagement group and will respond to engagement events as identified for any impact on patients in Doncaster.

Mental Health

To work with children and young people to identify how access to counselling services could be improved particularly for 17-19 year olds.

Engagement with seldom heard/protected groups

Through our Advocacy and Engagement plans try and work with disengaged service users and assist them in finding a voice.

Social Care Commissioned Services

Ensuring social care services are of high quality and reporting processes are in place.



Financial Information

Below is the budget for Healthwatch Doncaster from April 15-March 16

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		293,241
Additional income Keeping Safe Forum		46,764
Citizens Advice		4,000
Total income		344,005
EXPENDITURE		
Operational costs		77,210
Staffing costs		171,254
Office costs		42,344
Total expenditure		290,808
Balance Brought Forwrd		4,000
Savings and efficiencies returned back to Doncaster Council		49,197

Get in touch

Address: 3 Cavendish Court, South Parade, Doncaster DN1 2DJ*

**Healthwatch Doncaster moved into its new offices at: 3 Cavendish Court, South Parade, Doncaster, DN1 2DJ on 20th June 2016.*

Phone number: 0808 801 0391 or 01302 965450

Email: info@healthwatchdoncaster.org.uk

Website: www.healthwatchdoncaster.org.uk

Supported by Carers Federation, Christopher Cargill House, 21-23 Pelham Road, Nottingham, NG5 1AP

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to 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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