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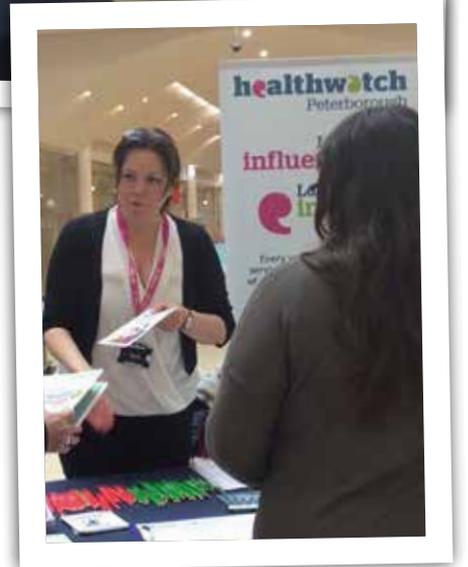
Message from our Chief Operating Officer: Angela Burrows

I am delighted, once again, to demonstrate in this report, the impact of Healthwatch Peterborough on driving improvements in the quality of health and social care services locally. We continue to challenge and influence change using evidence including local health data and service user's feedback.

2016-17 has been a challenging year, much of the latter half working towards the merger with Healthwatch Cambridgeshire, which you can read about on page 23. I believe we have continued to provide an exemplary service with focus on engagement with new and emerging communities reflecting Peterborough's diverse population, with learning disabilities, prisoners and young people, to name a few.

We attended over 65 events, raising awareness of over 60 consultations and increased our audience to communicate with through social media, our popular Enews and young person's mental health short video - having 13,000 unique views this year alone!

The work we do is hugely rewarding, and importantly, has a positive impact in the lives of local people. Our staff and volunteers have listened and been effective on the issues shared with us by those living or accessing services in the Peterborough area.



Finally, I would like to thank our long serving Chair, David Whiles (pictured), who has been committed to Healthwatch Peterborough for over four years, and worked to implement the merger with Healthwatch Cambridgeshire over the last year. Due to health reasons, he has stepped down. David has a long history of volunteering to improve services for local people, and we thank him, and wish him all the very best.



Highlights from our year

A cancer wellbeing service was launched implementing our recommendations



Our volunteer prisoner Wellbeing Rep spoke to over 150 prisoners



We have promoted 61 surveys and consultations.



We have carried out 3 enter view and 4 related activities



We've attended over 65 engagement events.



Our twitter reach has grown to 137,000





Who we are

*We are the local voice of patient participation in Peterborough.
We listen to service user views and use them to drive change.*

Our vision

Health and social care services exist to benefit patients, so it is important that patients are able to tell them what they want, need and expect from them. We aim to act as a conduit by which people can discuss their views with health and social care providers so both can work together to create the best care possible for patients in Peterborough.

Our priorities

- To engage, record and act on public feedback. To use those views to shape our work, champion the views of local people and make recommendations to providers.
- To challenge local providers and commissioners on health and social care service design, delivery and planning
- To provide information and signposting services to help people access local health and social care services. To support them in making informed choices.
- To carry out Enter and View (statutory tool) and use them to drive improvements by challenging providers and commissioners.
- To ensure inclusive participation, engagement and communication including hard to reach and vulnerable members of our community.

Our Team

Angela Burrows - Chief Operating Officer

Barrister, former Law Lecturer and Welfare and Housing Adviser. Angela has been the operational lead for Healthwatch Peterborough since its inception in 2013, representing the organisation on boards and engagement events. Lead for projects including our award-winning and nationally recognised prisoner engagement project and local Cancer Wellbeing Centre project.



Heather Lord - Signposting and Information Officer

Heather has an MA in Industrial Relations and Human Resource Management, and 30 years working to enable and empower people. 15 years working in the charity sector and is committed to meaningful and innovative public engagement. Provides information and signposting services and leads on the Assessable Information Standard project and Enter and View.

Samuel Lawrence - Communications Officer

Samuel has First-Class honours degree in Literature and Creative Writing. Wrote a range of material for charities between summer 2014-winter 2015. He has worked as Communications Officer at Healthwatch Peterborough for one and a half years, keeping people updated informed on the latest developments in local health and social care and opportunities for meaningful engagement with their local providers.



A close-up photograph of a woman with dark, curly hair, looking slightly to the right with a gentle smile. She is wearing a dark-colored top and a pink lanyard with the text 'h althw tch' repeated. The image is overlaid with a large orange circle on the left and a green circle on the bottom right.

Listening to local people's views



We listen to you on as many channels as possible. We listen and respond to people's concerns when we speak to them at engagement events. We give members of the public chances to feed back to us at our community meetings. We visit care facilities and ask people about their care. We are accessible by phone, email, post and on social media. Our website now includes an online patient feedback centre where people can make their views known. And we plan and carry out projects designed to meet members of the public who are harder to reach.

Engaging with hard to reach groups **Accessible Information Standards (AIS) Project**

What is the AIS?

The Accessible Information Standard (AIS) was introduced by NHS England to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand and with support so they can communicate effectively with health and social care services.

Health and social care providers were given a year to implement the new standards, and have been legally required to follow the AIS from 1st August 2016.

Why we did this work

Our engagement work provided soft intelligence that people with sensory and learning disabilities were not getting accessible information and communication support they needed. We wanted to find out more about the experiences of local people and provide useful recommendations to commissioners and service providers.

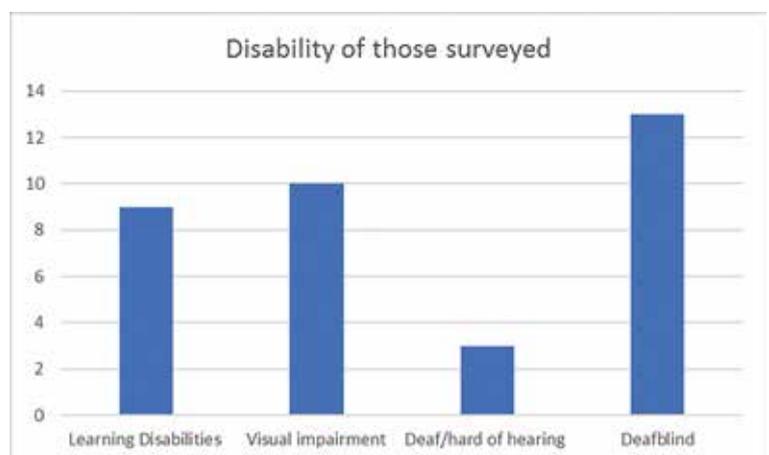


What we did

A survey was produced to find out people's view. We incorporated the views of 35 individuals with a sensory and/or communication disability collected from eight engagement events and presentations.

The 15 Step Challenge at Peterborough City Hospital (PCH) incorporated the AIS for the first time. Healthwatch Peterborough created a new AIS survey to reflect the 15 Step process, using the Healthwatch England AIS toolkit.

Chart 1: data from those surveyed about their relevant disability





What people said

Most people surveyed did not know about the AIS, and had not been asked by an NHS service about their communication needs.

Full data and findings from this report can be found on our website:
www.healthwatchpeterborough.co.uk

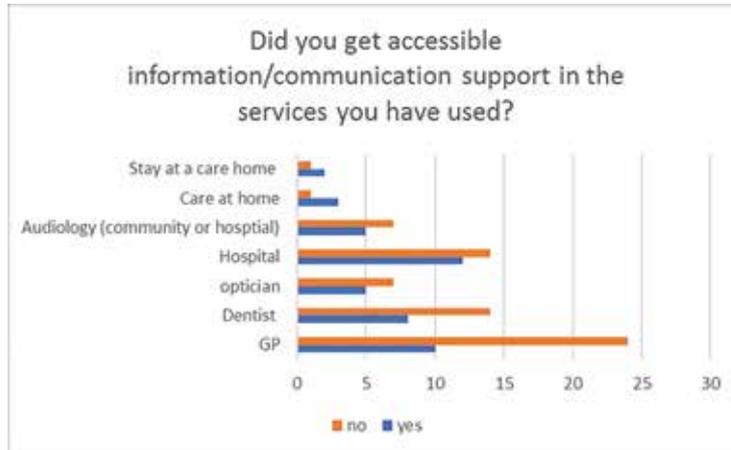


Chart 2: shows where those surveyed received, or did not receive, appropriate support when accessing a range of NHS provisions.

Our Key Findings

- There are low levels of public awareness of the NHS Accessible Information Standard
- People with a sensory and communication impairment are getting some level of accessible information support, but not everyone is getting this support
- The lowest level of provision was identified within GP practices
- Greatest support came from ‘an advocate’ mostly provided by family members or support workers, rather than through NHS providers
- People with a sensory and communication impairment highly value accessible information services when they are in place.
- Telephone calls and emails to patients have improved communication to this group of service users regarding appointment dates/reminders.

Recommendations

- Increase public awareness by service providers and Healthwatch
- Staff attitudes are positive but training should be offered to frontline staff
- Better communication around needs of patients between NHS providers
- Healthwatch include AIS as part of its statutory ‘Enter and View’
- Healthwatch should continue to collect local people’s views



Prisoner engagement project

Why did we start this project?

Peterborough has a rapidly expanding inner-city prison.

Part of Healthwatch Peterborough's role and responsibility is to engage with all those in our geographical area, specifically the seldom heard and vulnerable.

Prisoners are a key demographic recognised as having significant mental health issues and chronic physical health issues.

What did we do and who did we engage with?

Health staff at the local prison and prisoners at HMP Peterborough. We created, delivered and shared a training programme opportunity to prisoners to become wellbeing Representatives, providing peer-to-peer support

Shared practice and training resources with the Healthwatch network

Where are we today?

Following on from winning a national award, we were also recognised by CLiNK (who have a 10,000 membership) in 2016, as providing a good example of service users involvement in their national annual publication.

During 2016-17 we have training a new female Wellbeing Rep who saw over 150 prisoners and feedback from those patients has driven a change of practice for accessing medical appointments, maximised best use of time for visiting clinicians.

Notice boards have been created to tackle key health and wellbeing issues (pictured). In 2017-18 we will begin delivering the training on the male unit.



“During a NHS England audit it was commented that the Healthwatch project had improved services on the female estate as well as it enhanced health promotion. It has proven to be a highly successful addition to our service and has been recognised as providing excellent practice with the idea that it should now be rolled out to other Sodexo services

Gemma Niemiro

Clinical Nurse Manager - Justice Services

Youth Worker project - joint work with HW Cambs



NHS England Health Checks for people with Learning Disabilities (LD)

This year we worked with NHS England looking at maximising take up of Health Checks at GP surgeries for those with a learning disability. We promoted awareness at GP practices across Peterborough, through social media and our popular weekly E-news.

In June, we met and talked to over 100 young people with LD, their families and carers at the Goldhay Drama Group. Giving out our leaflets in an easy read format and the useful Patient Passports (pictured).

We also have a seat on the Peterborough City Council’s LD Partnership Board meetings, to ensure we are hearing about issues affecting this seldom heard group.



Engagement

We listen and collect local people’s experiences of health and care services through our engagement work, we also raise awareness of what we do. We are continuing to improve how we capture and report the impact and outcomes from our engagement work.

Peterborough is rich in diversity and culture, it has new and emerging communities, and we work hard to ensure we are recognising these as key people to hear from and support with signposting and information.

We have attended over 65 events, raising our profile with hundreds of local people and organisations. This not only provides us with opportunities to meet hard to reach groups but also provides us with invaluable networking opportunities. We also organised collaborative engagement events with neighbouring Healthwatch at a variety of health service settings.



Representatives from the Lithuanian Embassy in the UK came to Peterborough to provide important services to Peterborough’s Lithuanian residents (pictured). We took advantage of the opportunity this presented, setting up a stand at the event and using it to introduce ourselves and our services to visitors. The event was a big success, which we repeated a few months later when the Slovakian Embassy carried out a similar event. In total, we spoke to over 175 people at these two embassy events

During the latter part of this year we started a review of what information/data we collect at events, and the way we capture it. This is helping us target our resources and have a greater impact with our engagement activities.

This year we developed our Patient Feedback Centre to collect patient views of local health services. In the coming year, we hope this will provide invaluable, easy to access and resource light intelligence.



Black Minority Ethnic

We continue to have useful links with Peterborough City Council Community Connectors who work at engaging with the diverse ethnic populations in Peterborough.

We attended events celebrating Black History month, where we promoted HW and its work to over 80 people (Pictured).

We have made presentations to the Promoting African Refugee Community Association (PARCA), Multi Agency Forum (MAF) and local women's support networks, who support women affected by cultural related violence, providing signposting and information to this vulnerable group of people.



Young people (under21)

We have attended events at Peterborough Regional College throughout the year, promoting the signposting and information services we offer. We have reached over 2000 students, with over 150 'face to face' interactions, signing up almost 120 people to Youth Connect and E-news.

We attended a local Transition conference, which provided useful information to young people with additional needs, transitioning to adulthood, their families and carers. Promoting HW to over 40 people and organisations. Many useful leads were passed on to our Youth Engagement worker from this event.

Older people

As a key area for Peterborough, Healthwatch Peterborough continues to focus on dementia. We provided free Dementia Friends training, networking with the Dementia Resource Centre in Peterborough. In addition to our Signposting and Information Officer, we now have two volunteers who are Dementia Friends Champions!

This year we have created nearly 50 new dementia friends from local Guides (pictured); Citizens Advice Peterborough, and Women's Institute. We also attended a conference on Dementia & Cultural Considerations, widening our scope and knowledge on this subject.





Enter and View

To find out who our authorised representatives are for Enter and View, see ‘our people’.

As a local Healthwatch we have a statutory right to visit places that provide publicly funded health and social care services. We do this to see and hear about people’s experiences of these services. These visits allow us to:

- Respond to local concerns
- See the nature and quality of the service
- Collect views of people using services, the carers and those delivering the service
- Make recommendations to improve services and highlight and share best practice
- Share reports on our findings with those who make decisions on services
- Review recommendations and ensure they have been put in to practice

We have undertaken three Enter and Views and four related activities during the year.

- Enter and View visits to 3 Care Homes: Cherry Blossom, Park Vista and Clayburn Court
- Undertook a ‘15 Step Challenge’ reviewing Assessible Information Standard(AIS)
- Supported three Patient Led Assessment of Clinical Environment (PLACE) assessments

The Enter & View reports appear on our website and contain our recommendations for improvement and the Providers comments.

We provided Enter& View training including refresher and safeguarding training to new and existing Authorised Representatives, who help us carry out this work.

“Healthwatch have supported Cambridgeshire and Peterborough NHS Foundation Trust in delivering PLACE assessments. Healthwatch members are always enthusiastic and have useful and constructive suggestions regarding service improvement connected to our PLACE visit”

Chris Hampson (Mr)

PALS & Public Engagement Coordinator





Helping you find the answers

Information and Signposting

Finding the right person or organisation to speak to, to ensure you get the right help when you need it, can be difficult. That's when our signposting and information service can really help.

We are here to help you navigate your way around these systems and services to help you get the right information and support.



This year we provided information and signposting to over 120 people on a range of issues from not getting the quality of treatment expected, to finding their nearest NHS dentist.

We are contacted by telephone, letter, email, face to face and through social media, as well as at engagement events. We also get referrals from other organisations through a system called Refernet. This year we have received 24 from Refernet.

Once again, the most common services we heard about was GP and hospital services.

We also provide NHS complaint advocacy referrals to the locally based organisation Total Voice (Voice ability) this year we referred over 30 people to their services, and highlighted access to this service to many more.

The information we get through this service provides us with a rich source of evidence and helps us to monitor themes and issues locally. This helps our work to be proactive and drives our work streams and projects. One area raised as a concern through this service, was around the issue of NHS service providing accessible information to people with a sensory and/or learning disabilities. You can read about our work on page X

We have also worked collaboratively with neighbouring Healthwatch ensuring people who receive care in other counties also get the help and support they need.

All our data is made (anonymously) available to Healthwatch England so they can monitor national themes and issues to lead and support local Healthwatch.





Communications

Good communications are vital in helping the public understand, access and engage with health and social care services.

Newsletters

We ran 3 electronic newsletters in 2016-17:

- Healthwatch Peterborough Enews covers health related news in Peterborough and nationally on a weekly basis. It lets people know about changes being made to local services, opportunities for people to get engaged in consultations, and drop-ins they can go to gain support, and of course updates on our own projects. It currently goes to 840 direct subscribers, and people who read it regularly tell us that they consider it a valuable resource and share it on to their friends and colleague. Following feedback from readers we have made the newsletter focus more on local news and introduced a weekly services feature, which highlights health or wellbeing services readers may not have been aware of.
- Healthwatch Peterborough HealthAware is bi-monthly newsletter for PPGs letting them know in advance about local and national health and wellbeing awareness campaigns they can get involved in, resources to support the campaign and news relevant for PPGs.
- Cambridgeshire and Peterborough's YouthConnect is a monthly newsletter designed for our under 25s about issues important to them and is shared countywide.



Social Media

Our social media platforms have continued to grow over the past year. Our Twitter reach has increased by 14,000 in the period and we have gained 160 followers. Facebook is a platform we use much less, but we have seen growth from 100 to 124 'likes' on our page. We continue to post a range of content on both platforms, including linking people into surveys, letting them know about local events they can attend and live tweeting from events we attend.

When carrying out a research project on young people's mental health in 2015 we produced a short informational video for young people on mental health. Over the last year that video has attracted 13,000 new views. Its continued popularity is a testament to the findings of our report, and the recent Healthwatch Cambridgeshire and Peterborough Report Being Happy Being Me, both of which found that young people want information on mental health.



Online Patient Feedback Centre

We have launched a new Online Patient Feedback Centre. On the feedback centre people can review local health and care services in Peterborough, including hospitals, GPs, dentists, pharmacists, opticians and care homes. We aim for the feedback centre to give people a quick and easy way of feeding back to services, to be able to supply

health services with reliable data on what people think of them and to help us to keep track of trends in what people are saying about services locally. The centre is currently running in a pilot phase and we have not yet fully launched. We have written to services listed on the site so that they know that they can shortly expect to receive feedback.



Some quick stats:



840

Subscribers to our Enews.



137K

Impressions earned by our tweets, up 14K from last year

1679

Followers on twitter, up 191 from 2016



24%

Increase in Facebook likes from 2016



13,000

Views of our mental health short video - this year alone



**How your
experiences
are helping
influence
change**



This year we have seen the culmination of our work researching and promoting the need for holistic cancer wellbeing services in Peterborough, with the launch in September 2016 of a new Cancer Wellbeing Service at the Robert Horrell Macmillan Centre based at the site of Peterborough City Hospital

Why did we start this project?

Local people highlighted a gap in holistic services in Peterborough for those living with or caring for someone living with cancer. Statistical data from Public Health England showed that cancer was a priority concern for people in Peterborough. Macmillan published: *The Emotional Impact of Cancer* which recommended that “the NHS should give greater priority...to services that address the emotional, practical, information and support needs of people with and affected by cancer.” The Peterborough-based Robert Horrell Macmillan Centre (RHMC) was underutilised, had a tired environment and did not provide services that patients needed.

What did we do and who did we engage with?

We gathered the views of hundreds of local people affected by cancer over a two-year period. We made clear and achievable recommendations, sharing our findings with the hospital and Macmillan to drive the relaunch and development of the site that could provide a service that was patient centred, locally driven and best practice.

Where are we now?

When we first raised awareness of the issue there were just a handful of people using the centre, now around 600 patients and carers access a range of quality services each month.



Work continues with the Trust and Macmillan around the bid for full redevelopment, and Healthwatch are part of the steering group to ensure it continues to be patient-centred.

We signpost the centre manager to local groups and organisations to engage with, and to highlight services being offered there.

Healthwatch continues to engage with those using the centre. In November, Angela Burrows, project lead, spoke to patients and carers and made recommendations to ensure ongoing improvements are designed and driven by local service users (pictured).

“Healthwatch was a major stakeholder in the design and development of our new Cancer Wellbeing Service which opened in September 2016.

Their report which highlighted the lack of non- clinical support for cancer patients and the underutilisation of the Robert Horrell Macmillan Day Therapy Centre provided us with valuable local evidence for service improvement.

Kathy Dickinson

Macmillan Cancer Wellbeing Project Manager



Healthwatch Peterborough has a valued and respected role to play in representing the views of local people and constructively challenging the CCG. We have a positive and open working relationship with Healthwatch Peterborough.

Throughout 2016/17 we have continued to work closely with Healthwatch Peterborough on a range of projects and programmes local to Peterborough and also on programmes and projects that cover the whole CCG area. Healthwatch Peterborough is involved at both a strategic level and an operational level in the work of the CCG.

These have included continued involvement in the System Transformation programme, and the Sustainability and Transformation Programme as well as a range of projects to improve NHS services for people in this area. Healthwatch Peterborough have assisted the CCG in ensuring that our consultation materials reach as wide an audience as possible through promotion in the Healthwatch Enews bulletins. We are also pleased to have their representation on our important Patient Safety and Quality Committee.

Healthwatch Peterborough is represented on the CCG's Patient Reference Group, which a formal sub-committee of the CCG Governing Body. Issues of concern are raised at Governing Body level through this route. The CCG Governing Body also receives reports on Healthwatch correspondence.

We also welcome the opportunity to attend Healthwatch Peterborough meetings in public and to be able to answer any queries and provide regular updates to Healthwatch Peterborough.

Jessica Bawden

Director of Corporate Affairs; Cambridgeshire and Peterborough Clinical Commissioning Group



Healthwatch's involvement in helping us to collect feedback from cancer patients at local events was invaluable to ensure new developments were user focused. Healthwatch attended our project steering group throughout the project providing a local voice to influence change".

Kathy Dickinson;

Macmillan Cancer Wellbeing Project Manager



"I would like to thank you for your professionalism when you were at Cherry Blossom and the respect you showed our clients."

Sharon Almey

Cherry Blossom Home Manager



How we've worked with our community

Hydrotherapy Policy (aquatic therapies)

We supported service users and carers when they wanted answers from local health commissioners. Users of St George's Community hydrotherapy pool, who value hydrotherapy services very highly, wanted to make sure they continue to exist in Peterborough, pointed out to us that our local health commissioner did not have a policy on providing hydrotherapy services.

We supported the pool users' requests for a policy by writing to the commissioner and raising the issue at Peterborough's Health and Wellbeing Board. Our persistence and that of the pool's users paid off when the commissioners published a hydrotherapy policy in March 2017.

Where service providers seek to engage with people, we have acted to amplify that impact, promoting consultations, surveys and other engagement opportunities being carrying out.

"Healthwatch Peterborough have continued to be there when we need them, and I'm eternally grateful"

Karen Oldale - Hydropool user



Local hospitals merger

We were proactive in ensuring that members of the public were able to make their voices heard in the discussions surrounding the merger of Peterborough and Stamford Hospitals NHS Foundation Trust with Hinchingsbrooke Healthcare NHS Trust.

We promoted the trusts' consultation events extensively on our social media channels and through our Enews, and hosted and facilitated events to ensure more people in Peterborough were able to attend and have their say on the merger.

Cardiology services

Following concerns raised, Healthwatch Peterborough surveyed people attending the cardiology department at Peterborough City Hospital to get patient and carer feedback on the planned move of Papworth Hospital to the Addenbrookes Hospital site in Spring 2018. The survey was designed to establish whether there was patient demand for angioplasty and implementation of specialised pacemakers to be carried out at Peterborough City Hospital. We received over 100 responses, looking at how important the distance patients/carers needed to travel for treatment, whether procedure or for follow up. The report was shared with the hospital and commissioners. For full report, go to our website: www.healthwatchpeterborough.co.uk



Plans for our future

Our future as part of Healthwatch Cambridgeshire and Peterborough

We want to provide the best possible Healthwatch for local people. The Boards of Healthwatch Cambridgeshire and Healthwatch Peterborough, and our funders feel we can best achieve this with a combined Healthwatch covering both Cambridgeshire and Peterborough.

The decision to merge was made after careful consideration and a full analysis of the different options for better ways of working together.

This included talking to local people, the organisations we work with, our staff and our volunteers. One thing that came out of this review was how highly valued both our local Healthwatch are to those who have worked with us or been helped by us.

As from 1st April 2017 a new Community Interest Company; Healthwatch Cambridgeshire and Peterborough will be delivering Healthwatch across the two areas.

An Interim Work Programme has been agreed to ensure continuity of services whilst a strategic review is carried out.

This review will set out the priorities for the new Healthwatch and make sure we have staff in place and volunteer support to deliver on those priorities.

2017/18 will be a year of consolidation and joining up systems, particularly around governance, communications, volunteering and intelligence-gathering.

A combined Healthwatch gives us more resources to build a stronger and more secure Healthwatch. It will allow us to develop better opportunities for the future.

Get in touch if you have any questions, or comments, about the merger.





Our People

Voluntary Directors

The Directors provide representation on a number of key local boards and committees including the Health & Wellbeing Board to influence and challenge commissioners and providers of services in order to improve service delivery. All directors who were in post on 31 March 2017 stepped down on 1 April 2017 and will become directors of Healthwatch Cambridgeshire and Peterborough in due course.

1. David Whiles (Chair) (Resigned Mar 2017)
2. Gordon Smith (Vice Chair) (from 14 Jan 2016)
3. Margaret Robinson (from 1 Oct 2015)
4. Nicky Hampshaw (from 1 Oct 2015)
5. Susan Mahmoud (from 1 Oct 2015)
6. Nik Patten (from Oct 2017)
7. Steve Kendall (Resigned June 2016)



Voluntary Advisory Committee

The Advisory Committee (previously the Management Group) provide support to the Directors and staff, assisting as lay-persons. They provide valuable feedback and information to support the work of Healthwatch Peterborough

Ian Arnott
Rosemary Dickens
Gordon Lacey

Annette Beeton
Suzie Henson-Amphlett
Dennis Pinshon

Geoff Bovan
Jean Hobbs
Jo Woodhams

Voluntary Authorised Representatives

The Authorised Representatives act as volunteers for Healthwatch Peterborough undertaking various roles including our on-going Enter & View work. For this role they have all undertaken Enter & View training including safeguarding training and have completed a Disclosure and Barring Service check (DBS)

Ian Arnott
Peter Chilcott
Nicky Hampshaw
Jean Hobbs
Gordon Lacey
Nik Patten
Nicola Rees
Jo Swift
David Whiles

Annette Beeton
Rosemary Dickens
Barry Henson
Heather Hooper
Susan Mahmoud
Dennis Pinshon
Margaret Robinson
Paula Thacker

Geoff Bovan
Janet Feary
Suzie Henson-Amphlett
Sarah King
Tom Murray
Louise Ravenscroft
Peter Skivington MBE
Justine Thompson



Governance and Finances

Healthwatch Peterborough Board consists of the Peterborough Patient and Public Involvement Network Community Interest Company (CIC). The CIC is governed by a Board of Directors, who also act as the Board of Healthwatch Peterborough, providing strategic direction. Each director has been allocated specific areas of interest and issues covered by the work streams of the STP. The operation of the CIC is overseen by its Regulator and it has filed all necessary reports. The CIC is regulated and governed by its Articles of Association. The CIC sub-contracts Citizens Advice Peterborough to provide operational management. Staff are governed by Citizens Advice Peterborough's employment policies. The Advisory Committee (formerly Management Group) are governed by its Terms of Reference. Healthwatch Peterborough reports and work is shared at local committee meetings held in public (eight meetings during 2016-17), where local health service providers, the public and commissioners are invited and contribute and/or approve and challenge the direction of decisions and activity in a transparent way.

INCOME	£
Funding received from local authority to deliver local Healthwatch statutory activities	153,000
Additional income	5,009
Total income	158,009
RESERVES	£
Reserves as of 1st April 2016	12,140
EXPENDITURE	£
Office, management and services costs	38,020
Staffing costs	72,709
Volunteer costs	3,561
Meeting and workshops	5,097
Promotional items and printing	3,270
Irrecoverable VAT	25,194
Legal Costs and professional fees	12,312
Other	5,205
Total expenditure	165,638
Balance brought forward (carry over)	+4,511

Contact us

Get in touch

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The Maple Centre, 6 Oak Drive, Huntingdon, PE29 7HN

Phone: 0330 355 1285 (local rate number)

Email: info@healthwatchpeterborough.co.uk

Website: www.healthwatchpeterborough.co.uk

Twitter: @HWPeterborough

Address of contractors:

We will be making this annual report publicly available on 30 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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