

Together
we're making health
and social care better

Annual Report 2022–23

Contents

Message from our Chair	3
About us	4
Year in review	5
How we've made a difference this year	6
10 years of improving care	7
Advocating for fairer NHS dentistry in Halton	10
SEND – Local Offer review	11
Three ways we have made a difference for the community	12
Finance and future priorities	19
Advocacy Hub support	20
The way we work	23



“

In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better.”

Louise Ansari, Healthwatch National Director

Message from our Chair

This year we celebrate 10 years of Healthwatch, and it has been yet another eventful year. As Chair I have been amazed by the amount of work that has taken place to ensure public views about Health and Care Services in our borough have been given to the right people.

This report highlights some of that work that has taken place this year.

I want to start by thanking the staff team for all their hard work in bringing the feedback you give us together, so that those responsible for developing and providing services hear it logically and clearly, so well done!

This year the team have focussed on growing our links with local groups and organisations to ensure we hear from as wide a range of people as possible.

Getting your views and experiences of services has enabled us to feed them in to Children's, Adults, Mental Health and Older Peoples service plans locally, so that changes can be made to improve those services for the very people who use them.

We delivered two reports on access to Dental Services to the Halton Health and Wellbeing Board which resulted in a focus on improving access to NHS Dentistry within the Borough. This Board reports into the newly created Integrated Care Structures so we are sure that your views are represented at that level.

We took your views and experiences directly to service providers, such as our local hospitals, through our roles on the Quality Committees of St Helens and Knowsley Teaching Hospitals NHS Trust, and Warrington and Halton Teaching Hospitals NHS FT. This direct feedback helps shape changes and improvements at the services.

On a wider footprint, the local Healthwatch teams across Cheshire & Merseyside have worked together to ensure a strong public voice is represented and heard within the new Integrated Care System.

I am stepping down from my role as Chair due to family commitments, but I will continue to support the team as a Board Member and I look forward to seeing Healthwatch Halton carry on its essential work on behalf of our population.

Finally, I'd like to thank everyone who has supported the work of Healthwatch Halton over the past 10 years.



Kath Parker
Healthwatch Halton Chair

Kathryn Parker

About us

Healthwatch Halton is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

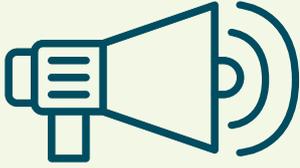


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out



1,204 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

People engaged with our information, advice and signposting service **43,701 times** for clear information and advice, online or face to face, about topics such as access to primary care, dentistry, mental health support, and the cost of living crisis.

Making a difference to care

We published **13 reports** about the experiences of people accessing services and the improvements they would like to see to health and social care services.

Our most popular report was

Access to NHS Dentistry in Halton

which highlighted the struggles people faced trying to access NHS Dental Services in Halton.



Health and care that works for you



We're lucky to have

9

outstanding volunteers who gave up **46 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£123,308

We currently employ

3 staff

who help us carry out our work.

How we've made a difference this year

Spring



Our staff took part in Vaccine Champion Training session from the Public Health Team to help improve Covid vaccine uptake.



We joined with neighbouring Healthwatch to give views on the draft Engagement Strategy for NHS Cheshire & Merseyside Health Care Partnership.

Summer



Our volunteers took part in a review of the discharge lounge at Whiston Hospital which led to improved patient experience of hospital discharge.



We teamed up with Cancer Research UK's roadshow to raise awareness of cancer and pass on information about the signs and symptoms of the disease.

Autumn



We made sure patients had the opportunity to feedback on the quality of care at our local hospitals by carrying out 'Listening Events' at the hospitals.



Our staff and volunteers joined in on Patient Led Assessments of the Care Environment to review local NHS service settings

Winter



Our report on the SEND Local Offer has called for improvements in the waiting times for assessments, EHCP's and other support.



When a GP practice in a neighbouring area removed over 500 Halton residents from its patient list, we provided information and supported patients to register with local GP practices.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Social Inclusion

Our engagement with vulnerable adults ensured their views on a review of local Urgent Care services were listened to and acted on by the NHS



Access to GP services

We called for improved access to GP services and out of hours service and made seven recommendations for services to improve people's experiences.



Improving Hospital facilities

Our work with neighbouring Healthwatch led to improved patient and visitor facilities at local hospitals



Musculoskeletal Services

Our public engagement work on MSK services in Halton led to a redesign of the MSK pathway .



Children's Services

After we reported the concerns of families accessing services from Woodview Child Development Centre, a major improvement plan was implemented by NHS Halton CCG.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.





Healthwatch Hero



Remembering a hero in our local community.

Diane sadly passed away in February this year. Diane had been an active member of our Healthwatch Advisory Board for five years.

Diane believed it was vital that we worked hard to ensure we had great Health and Social care services in our borough. She told us it was essential that services listened to and learnt from the views and experiences of local residents, and that Healthwatch was so important in supporting that voice to be heard.

As well as volunteering with Healthwatch, Diane was chair of her GP Practice Participation Group (PPG) and chair of Halton PPG Plus, which is the patient group for all Halton GP practices.

Diane had a passion for making a difference in local health and care services.

She is very much missed by us all.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Advocating for fairer NHS dentistry in Halton

NHS dentistry is in desperate need of reform and this year the Healthwatch network has successfully moved NHS dentistry up the political agenda, advocating for the systematic improvements local people have told us they need.

The dental crisis continues to adversely affect Halton residents. With dentists not taking on new patients NHS patients, there is an increasing inequality of access between those who can afford to pay for private dental care and those who have to struggle on without care. The dental crisis needs action both locally and nationally..

Locally, we found that most practices were not taking on new NHS patients, and that some had more than 500 people on waiting lists, which could take up to five years to clear.

What we did:



- Following on from our 'Big Dental Check-up' report, published in March 2022, we continued to hear from people struggling to access local NHS dental care.
- We produced a follow-up report, 'Access to NHS Dental Services' report published , based on the experiences on 197 people , in December 2022.
- We shared our findings with the Health & Wellbeing board, calling on it to focus on Oral Health as a priority issue.
- Together with Healthwatch England and the rest of the Healthwatch network, we made renewed calls on NHS England and the Department of Health and Social Care to put a reformed dental contract in place.

The responsibility for dental commissioning moves to Integrated Care Systems (ICS) from July 2023, and in advance of this we shared the experiences of local people to ensure the new commissioners are planning ahead. This included highlighting that Halton was one of the areas most severely affected by the dental crisis, with the lowest proportion of children having been able to access dental care. (only 42.2% of children in Halton saw an NHS dentists in the period June 2021 to June 2022).

The Integrated Care Board (ICB) has committed to agreeing and implementing a Dental Recovery Plan. We will continue to share patient experience on this subject until the crisis is resolved.



"It's ridiculous - the last time I needed treatment I had to travel to West Kirby for help as that was where my old dentist was based. A 60 mile round trip!!"

Jane, Halton resident

SEND – Local Offer review

It has been over eight years since the Children and Families Act 2014 introduced significant changes to the delivery of education, health and social care services to children and young people (aged 0–25) with special educational needs and disabilities (SEND).

During this time, the feedback we were getting, from parents, carers, and children and young people, demonstrated however that there was still need for further development.

Working with the support of local partners, including the Halton SEND Parent Carer Forum, we gathered the views and experiences of 227 people, via focus groups and a public survey at the end of 2022, on the SEND Local Offer, and the referral and assessment process.

What we found:

Assessments: For some, assessments, or additional support, could take weeks, months or up to one year or more to take place once the referral had been made.

Lack of joined up services: There was a general agreement that patient information, case histories and care plans were not communicated well between services of different disciplines, and that often parents or carers had to tell their story repeatedly to different professionals.

Local Offer website: Feedback on the website was largely negative, and users found it to be too difficult to navigate, not relevant or up to date, confusing, and not easy to read and understand.

Involvement: While some already felt involved in the Local Offer there was a strong indication that more people would like to get involved in the Local Offer but don't know how to. This shows that the opportunities for involvement in the Local Offer are there, but there is a lack of information on how to access it.

Our report made eight recommendations to the Halton SEND Partnership Board, which is currently in the process of reviewing the recommendations. We will follow up on progress made on this late this year.



“While we are already in the process of addressing many of the challenges, the Halton SEND Partnership Board is committed to reviewing all the Healthwatch Halton recommendations and working with partners across Halton to address them appropriately.”

Denise Roberts

Associate Director of Quality and Safety Improvement for Halton Place
NHS Cheshire and Merseyside and Halton SEND Partnership Board Chair

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

We shared with our local hospitals the difficulties faced by some women when trying to register with a midwife or access antenatal appointments.

This led to the hospitals reviewing and updating their processes and providing clearer information on their websites.

Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

We worked with local hospital Trusts to set up a series of Healthwatch 'Listening Events' within the hospitals.

Feedback collected at these events gave important insight into the views and experiences of patients and visitors. Following a comment from a patient with Autism, the hospital confirmed that learning disability and autism training is now compulsory for all staff and has been added to everyone's mandatory training

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Over the past few years, Healthwatch Halton have been raising the issue of care home residents being discharged back to care homes, with property and paperwork missing from the patients 'Red Bag', with our two local Hospital Trusts. In response to our latest concerns, both Trusts have highlighted the need to ensure a robust discharge process and the correct use of the Red Bag scheme with Matrons / Lead Nurses in the hospitals.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Holding regular outreach sessions at community centres across the borough
- Holding drop-in sessions with the Traveller Community.
- Meeting with Veterans to hear their experiences of local services
- Engaging with migrants and asylum seekers in Halton
- Supporting the Mental Health Hub sessions

Making reasonable adjustments for medication needs

Many frail and elderly people who have practical problems in managing their medicines rely on receiving their medicines in Multi-compartment Compliance Aids, or as most people know them, blister packs.

We were contacted by the Warden at a local Traveller site on behalf of an elderly resident who had been told he could not receive his prescription medication in blister packs, as his pharmacy was no longer able to provide it. The resident couldn't manage his own medication as he did not read or write. He depended on the blister pack medication to help maintain his independence.

We contacted all Widnes pharmacies on his behalf and were able to find one pharmacy that was still willing to provide medication in blister pack format for the gentleman.

We raised our concerns with NHS Halton and were informed that guidance from NICE and Royal Pharmaceutical Society stated that blister packs should only be used when a specific need has been identified by a health professional. NHS Halton has agreed to look at ways to ensure that patients with specific needs can still receive medication this way.



GP access for asylum seekers

A charity supporting asylum seekers in Halton got in touch with us for information on patients registering with a GP Practice. They explained that a local GP practice was refusing to register patients if they didn't have ID and a permanent address and had turned away some of it

We provided the charity with leaflets and GP Access cards which outline that everyone in England is entitled to register and receive treatment from a GP practice, without providing proof of address or ID.

We also contacted the GP Practice's head office and explained the situation. The area manager agreed that the practice should register the new patients and that additional staff training would be arranged to ensure it wouldn't happen again.





Information and Signposting

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people in a range of ways including:

- Providing up to date information people can trust
- Helping people access the services they need, including emergency dental treatment
- Listening to people's concerns about health and social care services and sharing these with those who have the power to make changes.
- Helping refugees and people seeking asylum understand our local health system and register for a GP.

Help to find dental care in Halton

We have had over 120 people contact us for advice and information on NHS dental services in Halton during the past year. People told us their experiences of trying to access treatment, with many having gone more than three years without a check due to the shortage of dental practices taking on new NHS patients.

The impact of this delayed treatment has resulted in people living with considerable pain, developing medical resistance and dental conditions worsening.



"I resorted to pulling my own wisdom tooth out, it broke off and now causes pain up the side of my face every day."

Paul, Halton resident

Our information and support has meant people who need treatment know their options and have clear information. Working closely with NHS England's Dental Team we were able to support more than 20 people who were in severe pain to access and urgent dental treatment.



"Thank you for the help and information you've given me to help me decide about my dental treatment."

Sue, Halton resident

Healthwatch Halton have met and shared information with the Cheshire & Merseyside NHS England dental commissioning team. We have also presented findings to the Halton Health and Wellbeing board.

Helping in time of need

In April 2022, we were contacted by a gentleman, in distress, as his wife, aged 79, had been rushed by ambulance to hospital the previous day. It took two hours to stabilise her at home before the ambulance could safely transport her to hospital. Due to Covid restrictions her husband wasn't allowed to go with her.

He tried contacting his wife during the day but received no answer on her mobile phone. He contacted the hospital but they could find no information about his wife. He told us he spent the night alone at home worrying about his wife's condition. In the morning, he tried the hospital PALS team number, but got no answer. He rang the main switchboard, but they couldn't find any trace of his wife in the hospital. By this time he was getting quite distressed. He found our details online and decided to give us a call for help.

We were able to contact the Patient Experience team at the hospital on his behalf. We found there had been confusion with the patient's details, as his wife had recently been discharged from an intermediate care centre and her address details hadn't yet been updated. We let the caller know that his wife had been found, and was in fact still in A&E, over 18 hours after arrival in hospital. We were also able to let him know the good news that he would be allowed to go and visit her straight away in A&E.

He contacted us later in the day to say, *"Many, many thanks for your help... As they took her in yesterday at 4pm very poorly and I'd heard nothing since, plus no-one could tell me where she was, I became frantic, I had visions of finding her in the hospital morgue. Your work is invaluable, so please keep it up and thank you again."*



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote Healthwatch Halton and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice

Smita

"I joined the Healthwatch Advisory Board at the start of this year and I've enjoyed finding out about more about the work Healthwatch Halton carries out. I also represent Healthwatch on a hospital Patient Experience Committee and have seen first-hand how the patient experiences Healthwatch collects are invaluable in bringing about changes to services."

Julie

"Helping other people to share their experiences with Healthwatch is so important to me. I've taken part in Enter & View visits to local care homes and also helped collect people's experiences of local services.

People are often surprised when I explain to them that sharing their feedback really does lead to change. I enjoy doing my bit to make sure local services are the best they can be."

Barbara

"I have always been interested in health issues and I enjoy engaging with people and listening to their views, either good or bad.

Being part of Healthwatch Halton is gratifying and I also enjoy the involvement and friendship".



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchhalton.co.uk



0300 777 6543



volunteer@healthwatchhalton.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£123,308	Expenditure on pay	£85,589
Additional income	£1,833	Management Fee	£12,378
		Office and operating costs	£22,015
Total income	£125,141	Total expenditure	£119,982

Additional funding is broken down by:

- **£1,000 funding** received from Healthwatch England for training in Board Development
- **£833 funding** received from the Cheshire & Merseyside ICB for engagement work on its draft Cheshire & Merseyside Engagement Strategy

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackle inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top priorities for 2023-24

1. Hospital Discharge - Reviewing the discharge process and collecting the experiences of patients and their families/carers.
2. 14+ LD Health Checks - To review the criteria for Health Checks and help bring about improved access and uptake of the checks.
3. Primary care engagement - Gathering the experiences of people using Primary Care Services in Halton.

Advocacy Hub support

The Advocacy Hub service sits alongside Healthwatch Halton and referrals to it are often received via Healthwatch Halton, and similarly, information and signposting advice is given to advocacy clients through Healthwatch Halton, providing a holistic service to every person who contacts the service.

Healthwatch Halton provides the NHS Independent Complaints Advocacy Service (ICAS) for Halton. The advocacy service helps people to understand how the NHS complaints process works, and supports them where needed.



NHS Independent Complaints Advisory Service (ICAS)

ICAS offers telephone, online, and face-to-face support to help the people of Halton to progress complaints in relation to any NHS service provision provided at hospitals, GP Practices, dentists, pharmacies, opticians, and nursing homes.

During the past year:

1400 people accessed information about the Healthwatch Halton Advocacy Hub on our website, with 297 accessing information on ICAS. The Advocacy Self Help Information Pack was downloaded 117 times.

90 people contacted Healthwatch for information on raising a concern or making a formal complaint about their treatment or care. These were provided with information to progress their complaint themselves, or signposted for further support.

30 people required practical support from our ICAS Advocate to help them through the NHS complaints process, an increase of 25% on the previous year.



“The whole process is difficult but I was helped greatly by my advocate who was extremely professional, informative and supportive”

Healthwatch Advocacy Hub Client

Statutory Advocacy Services

The Advocacy Hub provides statutory advocacy services for NHS Complaints advocacy (ICAS), Independent Mental Capacity Advocacy (IMCA), RPR/ DoLs Statutory Advocacy, Independent Mental Health Advocacy (IMHA) and Care Act Advocacy. The advocacy service supports clients with Acquired Brain Injury, Mental Health Conditions, Autistic Spectrum Disorder, Dementia, Learning Disability or having substantial difficulty and deemed to have no one appropriate or un-befriended. Where non-statutory advocacy referrals are received the advocacy service will provide information and signposting to other sources of support for individuals where relevant and appropriate, encouraging service users to self-advocate wherever possible. Over the past year, the service has continued to see a year-on-year increase in referral numbers. The level of complex cases also remains high, so the team have had another very busy year providing quality advocacy support throughout the borough.

Case numbers for 2022/2023

- 95 RPR cases (a 27% increase)
- 31 DoLs referrals (a 40% increase)
- 80 Care Act referrals (a 36% increase)
- 86 IMCA referrals (a 37% increase)
- 259 IMHA referrals (a 69 % increase)



Statutory statements

Healthwatch Halton, Suite 5 Foundry House, Widnes Business Park, Waterside Lane, Widnes WA8 8GT

Engaging Community Solutions CIC (ECS), Blakenall Village Centre, 79 Thames Rd, Walsall WS3 1LZ

Healthwatch Halton uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Insight gathered through signposting and information enquiries, outreach sessions and listening events, helps to shape our priorities and work plans. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our local community.

Throughout 2022/23 the Board met five times and made decisions on matters such as reviewing and approving our priorities and work plan for the coming year and agreeing to raise the issues highlighted in our report on access to NHS dental care with the Health & Wellbeing Board.

Methods and systems used across the year to obtain peoples experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, social media, and provided a contact webform on our website as well as attending virtual and face to face meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and hard copies are made available.

Responses to recommendations

We had **one** provider who did not respond to requests for information or recommendations.

There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area for example, we share information with service providers and commissioners of service and take information to decision makers for example presenting on the dental crisis to the Halton Health and Wellbeing Board.

We also take insight and experiences to decision makers in Cheshire and Mersey Integrated Care System. The nine Cheshire & Merseyside local Healthwatch are represented on the Integrated Care Board, the Primary Care Commissioning Committee, the Quality and Performance Committee, the Transformation Committee, the Women's Services Committee, subcommittees and Task and Finish groups and the Health Care Partnership to ensure public voice is represented and heard. Individually we are each active partners of ICB groups at our own 'Place' level.

The nine Healthwatch have developed a trusted and effective relationship built up over ten years. Our processes for joint work, designed to fit local needs, allow us to work pro-actively and responsively to ensure local people's lived experience influences decision making.

We are perfectly placed, and coordinated, to respond where there are health and care service issues that relate to a provider who may cover Cheshire & Merseyside area.

A Memorandum of Understanding (MoU) has been written, and endorsed, by all nine Healthwatch Organisations and it promotes openness, honesty and flexibility to allow the gathering and sharing of information between the public and the decision makers to ensure services are provided right time, right place.



“During the first year of NHS Cheshire & Merseyside, our Healthwatch partners have engaged and supported the work of the ICS. They have worked with us and provided the right level of scrutiny and challenge on behalf of the population of Cheshire & Merseyside, asking probing questions and seeking assurance to ensure that Cheshire & Merseyside ICB and wider system partners always put the resident at the centre of our strategic and operational priorities. The nine local Healthwatch are active at a Cheshire & Merseyside wide level, and particularly working within our nine Places, which means they are able to ensure the voice of the public is heard at all levels of the ICS. I'm very grateful for their contribution and advice and look forward to continuing our close working in the future.”

**Clare Watson, Assistant Chief Executive
NHS Cheshire & Merseyside**

Enter and View

This year, we made four Enter and View visits. We made 30 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
St Patrick's Care Home	Carried out as part of our Enter & View project for the year.	Produced a report with recommendations – the service responded to all recommendations
Croftwood Care Home	Carried out as part of our Enter & View project for the year	Produced a report with recommendations – the service responded to all recommendations
Simonsfield Care Home	Carried out as part of our Enter & View project for the year	Produced a report with recommendations – the service responded to all recommendations
Widnes Hall Care Home	Carried out as part of our Enter & View project for the year	Produced a report with recommendations and provided it to the service provider.

Health and Wellbeing Board

Healthwatch Halton is represented on the Halton Health and Wellbeing Board by our Advisory Board Chair, Kath Parker. During 2022/23 our representative has effectively carried out this role by sharing public feedback with the board, and presenting the findings from our reports, and including our update report about access to NHS dentistry.



healthwatch
Halton

Healthwatch Halton
Suite 5 Foundry House
Widnes Business Park
Waterside Lane
WIDNES
WA8 8GT

www.healthwatchhalton.co.uk

t: 0300 777 6543

e: enquiries@healthwatchhalton.co.uk

 [@HWHalton](https://twitter.com/HWHalton)

 [Facebook.com/HWHalton](https://www.facebook.com/HWHalton)

 [HWHalton](https://www.instagram.com/HWHalton)