



**Together  
we're making health  
and social care better**









**Annual Report 2022–23**

Healthwatch in Devon, Plymouth  
& Torbay at Wonford House  
in Exeter with Devon  
Partnership  
NHS Trust



# Our report

---

	Message from Kevin Dixon	3
	About us	4
	What we do	5
	Our funding	9
	What we have been doing	10
	10 years of making care better	11
	Listening to your experiences	15
	Speaking up about dentist services	17
	The Healthwatch Assist Network	18
	Healthwatch Champions	19
	Volunteering	21
	People we work with	22
	How we work	26
	How we spend our money	28
	Plans for the next year	29



# Message from Kevin Dixon, Chairperson.



This year we are celebrating 10 years of Healthwatch.

This report tells you about the work we have done in the last year.

Healthwatch is important because it gets feedback about services from people who use the services.

By sharing information, we can help to make services better.



The Health and Care Act 2022 was written by the Government to make it easier for health and care services to work together.

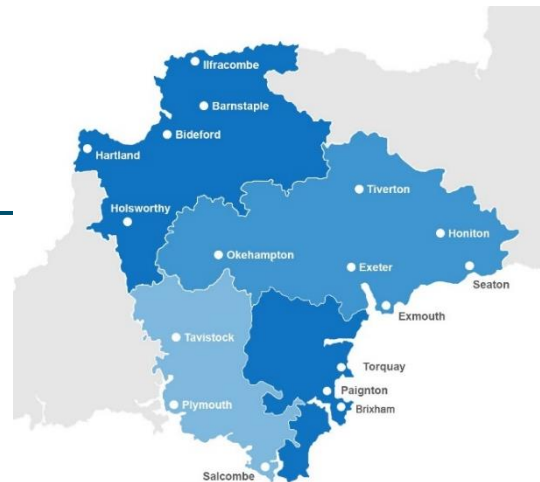


NHS and CARE working with communities and local organisations to improve people's lives

'One Devon' is the new service with health and care services working together with others to make things better. Healthwatch is an important part of this work.

**Dr Kevin Dixon**  
**Chair of Healthwatch in Devon, Plymouth & Torbay**

I would like to thank everyone who has supported Healthwatch.



**Healthwatch in Devon, Plymouth and Torbay are your local health and social care champions.**



We speak up for 1.2 million people to help make care better.



We can help people find the right information and advice about health and social care.

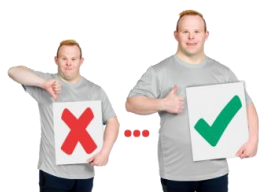


We have Healthwatch Champions who work across Devon and they work at Citizens Advice offices.



### **What we want to see (Our vision)**

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



### **What we want to do (Our mission)**

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



## At Healthwatch we

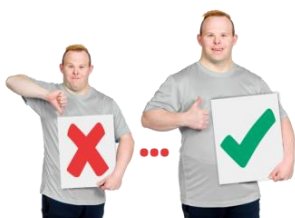
**Listen** to people and make sure their voices are heard.



**Include** everyone – including those who don't always have their voice heard.



**Think about** people's experiences to help services learn how to improve care.



**Do what we can** to help services change.



**Work with** care providers, Government, and the voluntary sector to work as independent advocates for the community.



**Healthwatch** was set up as part of the Health and Social Care Act 2012.

The job of Healthwatch is to help people to speak up about health and social care services.



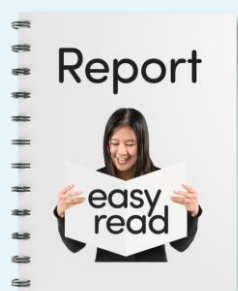
**Healthwatch England** are part of the Care Quality Commission (CQC). Their job is to

- Help local Healthwatch with information, advice and support.
- Tell CQC when services are not doing well.
- Talk to the Government and other organisations when services are not good enough.



**Local Healthwatch.** There are 152 Healthwatch across England. Their job is to

- Listen to people's experience of health and social care services and tell services what people think.
- Write reports about how services can be better.
- Make sure people who use services are involved in checking and deciding about new services or changes.





- Give information and advice to people about health and social care and tell them about their choices.
- Tell Healthwatch England what people think about health and social care services.
- Tell Healthwatch England and CQC when there are problems that need to be sorted out.



## One Healthwatch

Healthwatch England and local Healthwatch work together to share information, skills and learning to improve health and social care services in England.



## Healthwatch in Devon, Plymouth and Torbay.

Devon County Council, Plymouth City Council and Torbay Council joined together for Healthwatch work.

Healthwatch Devon, Plymouth and Torbay is made up of three organisations,

- Colebrook (SW) Ltd.
- Engaging Communities South West
- Citizens Advice Devon.



## How it works in Devon, Plymouth and Torbay

In each area there is a local Steering group who help to decide about the work which Healthwatch will do and make sure that plans are followed.



## We collect information by

- Speaking to people who use services (Engagement)
- Taking information when people call or email us.
- Sending out surveys
- Asking the Healthwatch Champions to help people with health and social care problems.
- We also link with other organisations with our Assist network



## When we have information, we share it by

- Writing reports
- Going to meetings
- Giving information to health and social care services.



**We have a team of staff and volunteers who work hard to make sure Healthwatch Devon, Plymouth and Torbay is working well.**





## Who pays for Healthwatch?

The Government pays for the work of Healthwatch by giving money to local councils. The local council give Healthwatch the money.

Healthwatch is an independent organization.



Healthwatch England want to know how much money local councils give to Healthwatch in the area.



In 2022-23 the 152 Healthwatch said they had £25,400,000.

After inflation, funding has dropped by £3.7 million

Cutting the money which is given to Healthwatch means it is harder to do everything Healthwatch needs to do.



Healthwatch England want the Government to make sure Healthwatch gets the money it needs to do the work. Healthwatch should be able to complain if they do not get all the money they should.



2,393 people talked about their experiences of health and social care services with us, helping to improve care.



1,386 people had information, advice or were signposted to other services by our contact centre.

348,492 people watched us on social media with 3,026 people getting our Email Bulletins.



We wrote 11 reports about the changes people would like to see to health and social care services.



Deaf

Most people liked our report about Feedback from the Deaf Community



We have 27 amazing volunteers

Over 130 local community groups and organisations in our Healthwatch Assist Network



We have 17 staff working across 3 local Healthwatch



## 10 years of making care better



There are 152 Healthwatch in each local authority in England

Over the last ten years, people have shared their experiences with us to help make health and social care better.

Thank you to all our volunteers and champions.

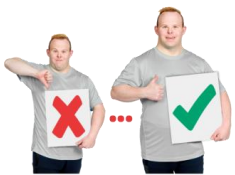


We set up an online feedback centre where people can leave a review about health and social care services.

Nearly 9,000 reviews have been made about 3,000 services in Devon, Plymouth and Torbay.



The three 'rate & review' feedback centres are on each local Healthwatch's website in Devon



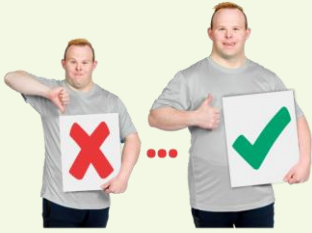
Healthwatch helps people to speak up when services need to be better. Healthwatch has reported on many different services and writes reports about what they find out.



We shared what people told us about gender identity services in Devon. We spoke to the managers of the service and with NHS England and those responsible for commissioning (buying services) nationally.



# 10 years of making care better



We work with service providers to help them make care better.

In 2022 we helped the Mayflower Medical practice sort out some problems that patients told us about.



The report about Patient experiences at Mayflower Group in Plymouth



One of our community events in Ashburton in 2016



We work with services that buy care and support (commissioning) to make sure they listen to people who live in the community.

We talked to people who live in Devon about the NHS Long Term Plan.



# 10 years of making care better

## We have won Awards for our work



Helen Parker, award judge & Healthwatch National Committee Member, Pat Teague, Simon Culley, Sarah Lonton, Dr Kevin Dixon

2015



Highly commended award for work in Plymouth

2017



Work with CQC about a local care home in Torbay and South Devon.

2018



Torbay digital support project

2019



Working together with Citizens Advice Devon



# 10 years of making care better



**Digital Health**  
Devon



We have helped people get digital Healthcare in Devon

[www.digitalhealthdevon.co.uk](http://www.digitalhealthdevon.co.uk)



We work with other organisations to make sure people's views are listened to and make a difference.



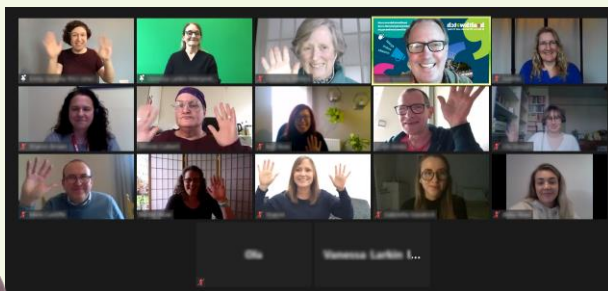
We set up a network of over 120 organisations called the Assist Network.

The Assist Network works with Healthwatch to get information about health and care services across Devon.



During COVID, Ola became a local COVID 'Champion'.

Ola put important information about COVID-19 into Polish for local people.



We had an online forum with people in the Deaf community.



Deaf



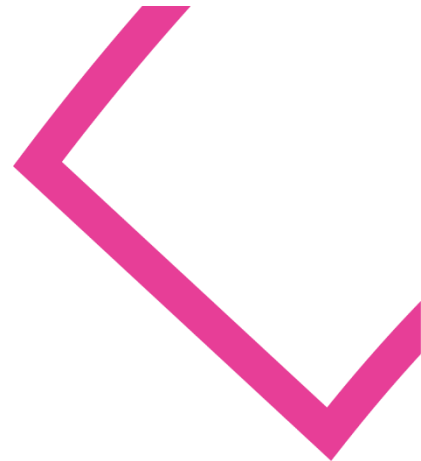
## Listening to your experiences



Services can't make things better if they do not know what people think.

Listening to people is one of the most important parts of Healthwatch work.

We can help to make changes when we know what people think and feel about health and social care services.



### **Our Annual Report Online**

If you click this picture it will take you to the report on our websites!





## Listening to everyone



In 2022 We had meetings with the Royal Association for Deaf People. We talked about British Sign Language and how people can get interpreters when they want help with health and social care.



In 2021, Healthwatch Devon and North Dartmoor Primary Care Network (NDPCN) worked together to find out about what local people need. Mental health support was important.



In 2022 Healthwatch Torbay talked to people about local health services. People said that good communication is very important. People like to get information from social media, newsletters and papers.







## Speaking up about NHS dentist services



Healthwatch has been talking to people about problems getting an appointment with an NHS dentist.



Healthwatch and Healthwatch England went to Parliament to talk about Dentist services and the problems that people have.

NHS England made some changes –



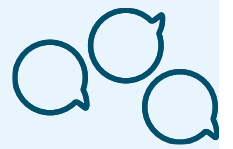
- They gave dentists more money for working with people with complex dental needs.
- Dentists have to tell people when they are taking on new NHS patients.
- If a dentist is not doing a good job, NHS England will have to help them.



This shows what happens when people can talk about services and changes can be made.

It should be easier for people to find a new dentist now.





# Healthwatch Assist Network



The Healthwatch Assist Network gives us the chance to link with lots of community groups across Devon.



We work with more than 130 groups to share people's experience about health and social care services in Devon.



In 2022 the Healthwatch Assist Engagement Grant was set up. Assist members can ask for up to £250 to help them talk to more people about health and care services in their area.

If you are part of a local community group and would like to join the Healthwatch Assist Network please



Email us  
[hwassist@hwdevon-plymouth-torbay.org](mailto:hwassist@hwdevon-plymouth-torbay.org)

Phone **0800 520 0640.**



**Calling all Community Groups!**

We're looking for community groups & centres to join our Healthwatch Assist network & become part of our vital network of information!

Email [hwassist@hwdevon-plymouth-torbay.org](mailto:hwassist@hwdevon-plymouth-torbay.org) or call 0800 520 0640 to find out more

**healthwatch**  
In Devon, Plymouth and Torbay



Healthwatch Champions in Devon give advice and support about health and social care.



They can help people to get the right support to deal with any problems and give information about services that can help.



The Champions work in local Citizens Advice offices.

To speak to a Healthwatch Champion please call  
**0800 520 0640.**



## A story about a person the Champion helped.

A gentleman got very ill after having the Covid injection. He could not get out of bed and needed his family to help him.

His family were not getting any help and it was difficult for them to do everything.



The Champion told the family about getting help from Adult Social Care and Devon Carers. They were also given information about making a claim for the damage done by the injection.



# Advice and information



Our contact centre helped 1,386 people with information, advice or signposted them to other services who could help.

You can call the contact centre free on **0800 520 0640**



You can visit our three websites where you can look at local services and rate your experience. You do not have to give your name.



Last year we made our websites more accessible by using the 'Recite Me' toolbar. The toolbar lets people change the webpage for their needs.



Last year 13,925 people followed us on social media for Healthwatch Devon, Healthwatch Plymouth and Healthwatch Torbay.



3,026 people signed up for our Email Bulletins where we share the latest news every week. You can follow us on our websites: [www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk), [www.healthwatchplymouth.co.uk](http://www.healthwatchplymouth.co.uk), [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk).



## Volunteering

We have a team of great volunteers who help us with our work at Healthwatch.

They have helped by



- Talking to people about Healthwatch.
- Helping people to share their views
- Visiting local services to help them make changes.



- Going to meetings
- Helping to decide the important work that Healthwatch needs to do.
- Taking part in steering group meetings.



# People we work with



**healthwatch**  
England

Members of Healthwatch England and Integrated Care Services Devon Chair, Dr Sarah Wollaston, visit Exeter Mosque



Members of Healthwatch England and Healthwatch Devon, Plymouth and Torbay with local National Health Services and Integrated Care Services partners at the Committee Meeting.



# People we work with



Jane Milligan  
Chief Executive  
NHS Devon



Melanie Walker  
Chief Executive  
Devon Partnership NHS Trust



Carolyn Mills  
Chief Nursing Officer  
Royal Devon University Healthcare  
NHS Foundation Trust



Liz Davenport  
Chief Executive  
Torbay and South Devon NHS  
Foundation Trust



Tandra Forster  
Director of Integrated  
Adult Social Care,  
Devon County Council





# People we work with



Steve Brown,  
Director of Public Health,  
Devon County Council



Ruth Harrell  
Director of Public Health,  
Plymouth City Council



Anna Coles  
Service Director for  
Integrated Commissioning,  
Plymouth City Council



Joanna Williams  
Director of Adult and Community  
Services,  
Torbay Council

**TORBAY COUNCIL**



Dr Lincoln Sargeant  
Director of Public Health,  
Torbay Council

**TORBAY COUNCIL**



## We need to tell you that



Healthwatch Devon,  
Healthwatch Plymouth and  
Healthwatch Torbay are provided by  
Colebrook Southwest.



We work together with  
Engaging Communities South West and  
Advice Devon.



Our address is



Rear of  
Restore Milehouse,  
St Levan Road,  
Plymouth,  
PL2 3BG.



Healthwatch Devon,  
Healthwatch Plymouth and  
Healthwatch Torbay use the Healthwatch  
Trademark when we are working.  
This is a rule that is in our license agreement.





## Our steering groups



Healthwatch Devon, Plymouth and Torbay are independent services which work together.

An independent steering group has been set up for each area in Devon, Plymouth, and Torbay.

The steering group is led by people in the community.

The steering group helps Healthwatch to think about the most important work it needs to do.

The steering group also helps Healthwatch to make sure the work is planned and done in the best way. They do this by listening to what local people are saying about health and social care services.

Our Steering Groups meet 4 times a year.



## How we communicate with people

We share information using

- Phone
- Email
- Website
- Social media
- Meetings in person and online



Communicate



We make reasonable adjustments to make sure everyone can join in.



## Talking to people who make decisions



We talk to people who make decisions. We tell them about the experiences people share with Healthwatch.

We share information with lots of different groups locally and nationally.



## Enter and view

This year we visited 20 places as part of our enter and view work.

We gave feedback after each visit.



## Asking for information

Sometimes we ask for information from services.

We did not have any services who did not give information when we asked for it.

We replied to 9 reports about services.



## Healthwatch representatives

Healthwatch representatives go to meetings locally, across the southwest and nationally.

They talk about the information about health and social care services which people have told us.



# How we spend our money



To help us do our work we receive money from our local authority as part of the Health and Social Care Act 2012.

## Money for our work (income)



Money from local authorities	£560,000.
Extra money for projects	£ 4,148.24
Money still in the bank	£45,046.05
<b>Total money in</b>	<b>£609,194.29</b>

## What we spent our money on (expenditure)



Staff	£426,931.41
Paying bills and other costs	£ 38,724.81
Support and paperwork	£119,884.28
<b>Total money spent</b>	<b>£585,540.50</b>



# Plans for 2023-24

2023

2024



In 2023-24 we will look at

- How mental health services are working with the Community Mental Health Framework
- How health services are working after the Covid-19 pandemic.
- How social care services are working and about assessments and care home visits.
- Children and Young People Services and transition.
- Waiting times for services including NHS Dentist, GP's and Mental Health



Healthwatch Devon, Plymouth and Torbay work together but they also work on different things which are important for their own area.



# Plans for 2023-2024



## Local plans for



In 2023 -2024 Healthwatch Devon will look at

- How Mental Health Services are working with the Community Mental Health Framework.
- How the new Integrated Care System is working.
- Children and Young Peoples services and transition services.
- How health services are working after the Covid -19 pandemic.
- How social care services are working and about assessment and care home visits.



## Local Plans for



In 2023 -2024 Healthwatch Plymouth will look at

- Waiting times
- How health services are working after the Covid-19 pandemic
- How social care services are working after the Covid-19 pandemic
- How Mental Health Services are working with the Community Mental Health Framework
- Children and Young People's services and transition





# Plans for 2023-2024



## Local plans for



In 2023-2024 Healthwatch Torbay will look at

- Waiting times
- Children and Young People’s services and transition.
- How social care services are working after the Covid-19 pandemic.
- How health services are working after the Covid-19 pandemic
- How Mental Health Services are working under the Community Mental Health Framework.



Thank you for reading our annual report.

Thank you to all our staff, volunteers, steering group members and partners we have worked with in the last year.

We are looking forward to another successful year in 2023 and 2024.

**Pat Harris**  
**Strategic Lead for Healthwatch in Devon, Plymouth & Torbay**



# healthwatch Devon



c/o Colebrook (SW) Ltd  
r/o Restore,  
Milehouse, St Levan Rd  
Plymouth, PL2 3BG



t: 0800 520 0640

e: [info@healthwatchdevon.co.uk](mailto:info@healthwatchdevon.co.uk)



[www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)



# healthwatch Plymouth



c/o Colebrook (SW) Ltd  
r/o Restore,  
Milehouse, St Levan Rd  
Plymouth, PL2 3BG



t: 0800 520 0640

e: [info@healthwatchplymouth.co.uk](mailto:info@healthwatchplymouth.co.uk)



[www.healthwatchplymouth.co.uk](http://www.healthwatchplymouth.co.uk)



# healthwatch Torbay

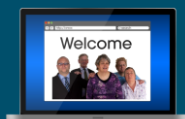


Paignton Library & Information Centre  
Great Western Road  
Paignton  
TQ4 5AG



t: 08000 520 029

e: [info@healthwatchtorbay.org.uk](mailto:info@healthwatchtorbay.org.uk)



[www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)

