

Healthwatch Quarterly Impact Report

Quarter 2: July to September 2024

Contents

About Us	2
About this report	2
Quarter at a glance	3
Our News in Brief	4
Healthwatch Network News.....	6
Healthwatch England Key Reports and Briefings This Quarter.....	6
Our Engagement Activity	8
Healthwatch Assist Network News.....	9
Healthwatch Feedback.....	10
What we did with your views	14
Our Requests For Information.....	15
Our Current Priorities.....	16
Coming Up Next Quarter	16

About Us

Healthwatch in Devon, Plymouth and Torbay (HWDPT) are your local health and social care champions.

We're here to speak up for the 1.2 million people in Devon, Plymouth and Torbay, making sure NHS leaders and other decision makers hear their voices and use their feedback to improve care. We can also help them find reliable, trustworthy information and advice.

We offer dedicated walk-in centres in Torbay and Plymouth, and in wider Devon 'Healthwatch Champions' are located at Citizens Advice offices based throughout the county to carry out Healthwatch core functions.



About this report

This report details our key activities for the last quarter, including how we have engaged with the public, a summary of the feedback we have collected, our reports, recommendations and any outcomes or impact made.



Quarter at a glance

We've met **hundreds** of local people at community events across Devon, Plymouth & Torbay



Social media users have seen our posts over **100,000** times with **5,000** of you seeing our Email Bulletins



125 people have reviewed services on our feedback websites



We've escalated **143** of your complaints or concerns to those in charge



326 of you have shared your health or care feedback with us this quarter



We've helped signpost **175** of you looking for advice via our contact centres



We've released our Unpaid Carers Report of **over 200 Carer's experiences**, available to read by [clicking here](#)



We shared Healthwatch England's report exploring the unmet social care need of **1,504** disabled adults





Our News in Brief

A snapshot of some of our main activities during the past three months

The impact of providing unpaid care at home

This quarter we released our Healthwatch Phase 2 report on the impact of providing unpaid care at home in Devon, Plymouth & Torbay. It contains a valuable insight into the impact that caring for someone for more than 20 hours a week can have on Carers' lives.

We heard from more than 200 Carers who live in Devon, Plymouth and Torbay who shared their experiences with us, following on from an earlier report published in November 2022. We also conducted a guided conversation with 17 individual Carers to help us understand in more detail how a Carer's role was impacting on their everyday life and their emotional wellbeing. **Read a brief summary of the key findings and recommendations below.**



Key Findings

Carers' health and wellbeing

- Many Carers are feeling overwhelmed by their caring role.
- Carers use a range of mechanisms to help them to cope when they feel overwhelmed.
- Tiredness, fatigue and lack of sleep were the most common triggers to feeling overwhelmed.
- Some Carers feel their own safety is at risk.
- Many Carers put the needs of the person(s) they care for before their own personal care and health and wellbeing needs.
- Reduced working hours has led to a decline in Carers' health and wellbeing.
- Some Carers are experiencing negative feelings such as depression, anxiety and loneliness because they are unable to leave the house on a regular basis.

Carers' experience of the Caring Role

- Administrative tasks are taking up a significant amount of time.
- Carers' needs and the needs of the cared for person(s) are not always being fully met by paid care services.
- Replacement Care (Respite) is difficult to access and inconsistent.
- The care provided by Carers is negatively affected by their inability to leave the house.

Areas highlighted for improvement or change

- There is a need for improved access to training, information and advice.
- Carers need improved access to support for themselves.
- Carers need more support to enable them to prioritise their wellbeing.

Download the Full Report :

<https://cdn.whitebearplatform.com/hwdevon/wp-content/uploads/2024/08/05161928/1-HWDPT-Unpaid-Carers-Report-VII-final-draft-for-publication.pdf>



- Having someone to talk to and / or access to online support groups would help Carers to feel less isolated.
- Carers who live with the person(s) they care for need more support and better access to respite care because they are more at risk of reaching a point where they are unable to manage.

Our Recommendations

1. Draw on the valuable insight and suggestions from Carers in this report to develop and improve access to training and awareness resources to help Carers to manage their own health and wellbeing.
2. Improve access to health and social care services for Carers.
3. Draw on the evidence in this report to codesign with Carers and Carers Ambassadors a risk scale or checklist for Carers.
4. Develop a systemwide publicity campaign to identify Carers, raise awareness of Carers Services and support Carers.
5. Identify why, in some areas, Carers and / or the cared for person's needs are not being met by paid care services.
6. That NHS and Adult Social Care Leaders in Devon, Plymouth and Torbay use the evidence and the findings in this report to further inform local Carer strategies and action plans.



“Thank you to Healthwatch for their work... it provides a clear picture of the issues for Carers across the whole of Devon, reinforcing the National Carers Survey data, Carers UK State of Caring Survey and local Carers’ Strategy surveys for Plymouth and Devon... Some of these are issues for Carers’ Services / Commissioners of Carers’ Services, and each area will build the findings of this report into local Carer Support.”

Response from the Devon wide Carers Leads Development Group

Impact : This report has been shared with:

- One Devon and NHS Devon Integrated Care Board
- Carers Services Leads and Carers Support Organisations – Devon Carers, Torbay Carers’ Services and Improving Lives Plymouth
- Health and social care Commissioners and NHS Provider Trusts in Devon, Plymouth and Torbay and Livewell Southwest
- Health and Wellbeing Boards in each locality
- Overview and Scrutiny Committees in each locality
- Plus Healthwatch England & the Care Quality Commission (CQC)

We will continue to monitor feedback from Carers and ensure any new issues or concerns raised or further suggestions are shared with service leaders for their response. **We will also revisit those above next quarter to see whether any of our recommendations have been taken on board and the impact this report has had.**



Healthwatch Network News

A snapshot of some of our national partner Healthwatch England's news, briefings and reports during the past three months

About Healthwatch England

Healthwatch was established under the Health and Social Care Act 2012 on a national and local level. Healthwatch England (HWE) are a statutory committee of the independent regulator the Care Quality Commission (CQC). HWE escalate local Healthwatch concerns to CQC and provide advice to the Secretary of State for Health and Social Care, NHS England and local authorities. There are 152 independent local Healthwatch set up across each local authority in England.

Healthwatch England Key Reports and Briefings This Quarter

Exploring unmet social care need for disabled adults – This quarter Healthwatch England released a new poll of 1,504 working-age disabled adults which found that 28% have never accessed social care despite being eligible. Other key findings include:

- Up to 1.5 million disabled adults in England could be eligible for social care or other support, but aren't receiving it.
- When people receive social care support, their experiences are very positive, with 78% of disabled adults aged 18-64 agreeing that their care helped them live the lives they wanted to.
- Social care helps people stay healthy, do their favourite activities, eat and drink, work and volunteer, and look after themselves and their homes.
- Only 9% of people we spoke to disagreed that care helped them live the lives they wanted to.
- Access to social care remains a challenge. 28% of our total sample had never accessed care, despite self-identifying as eligible.
- Most people waiting for care assessments received information and support, including how long they could expect to wait for an assessment (32%) and information on what to expect.
- Around 10% of people received no support at all while waiting.

In the full report, Healthwatch outline their findings and provide recommendations to decision-makers. Please click the links below to download the report:

Download the Full Report -

https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20240715_Missing_Millions_Report_on_Unmet_Social_Care_Needs_Final_0.pdf

Download the LARGE PRINT REPORT -

https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20240715_Social_Care_Report_Large_Print.docx

Impact : What we do with these reports and briefings

HWDPT contribute real local public feedback to all of HWE's reports and briefings. We share these with key stakeholders, including health and social care providers & commissioners, the Devon Integrated Care Partnership Board, our local authorities, Local Care Partnerships and the voluntary, community or social enterprise (VCSE) sector.

Healthwatch England Reports Coming Next Quarter

- **October** - Dental Care Findings
- **November** - Trauma survivors
- **December** - Healthwatch England Annual Report.



Healthwatch Network News (continued)

Other Healthwatch England Key Reports and Briefings This Quarter

Women's experiences of cervical screening – This quarter Healthwatch England released a new report on women's experiences of cervical screening. Read the key findings below:

- The top reasons for hesitancy among respondents were worries about physical discomfort, embarrassment at undressing in front of healthcare professionals and a belief they didn't have to go because they weren't currently sexually active.
- Women felt NHS information describing the purpose of cervical screening was good/clear (78%), but fewer (58%) said it explained Human Papillomavirus (HPV) the leading cause of cervical cancer.
- Some women didn't receive accessible or translated information to enable them to understand the invitations and make an informed decision about attending screening.
- Most women (81%) who'd attended screening previously said staff treated them with respect. However, only a third (33%) felt they'd been able to ask staff for practical changes that could make them feel comfortable in appointments.
- There was strong support (73%) for home testing – currently being considered as an option by screening experts – if it was offered free on the NHS.
- There are major gaps in national data on the diversity of women who attend cervical screening.
- In-depth interviews with women provide examples of innovative practices that improve uptake among diverse women.

Download the Full Report and recommendations –

<https://cdn.whitebearplatform.com/hwtorbay/wp-content/uploads/2024/09/16163244/20240912-Cervical-Screening-Report-V3-final.pdf>

Review of geographical breakdown of pharmacy closures – This quarter Healthwatch England released a new pharmacy briefing report, after they sent a Freedom of Information (Fol) request to all 42 Integrated Care Boards (ICBs) in England to investigate the issue of pharmacy closures. Between 1 January and 31 December 2023, they found that:

- 436 pharmacies closed permanently in England. This amounts to more than eight pharmacies closing every week.
- There is significant variation in the rate of permanent pharmacy closures. At the lower end, some ICBs saw only 1% of their pharmacies close permanently, while at the upper end, one ICB saw 11% of its pharmacies close permanently.
- 13,863 instances of temporary closure were recorded. 46,823 hours were lost to temporary closure, the equivalent of 5,852 standard pharmacy working days.
- At the ICB level, the number of hours of temporary closure ranged from 0.42 hours per pharmacy to 17.48 hours per pharmacy.
- The main reason for temporary pharmacy closures is a lack of available staff.
- Higher rates of both permanent and temporary closure were recorded in areas that were rural, had older populations, and had fewer GPs per head.

Locally they found that Devon had more hours of temporary pharmacy closures compared to the rest of the South West, with:

- 12 permanent closures (5.2% of the total number of pharmacies).
- 769 temporary closures and 2,848 hours of temporary closures.

Download the Full Report and recommendations –

<https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20240912/PharmacyClosuresBriefingFINAL.pdf>



Our Engagement Activity

Some ways we have engaged with our communities to gather feedback

The last three months have seen us take our information stands out into the community and attended events in Devon, Plymouth and Torbay, capturing experiences of local health and social care along the way.

Selected events where we have been raising awareness of HWDPT, gathering feedback and taking the opportunity to discuss and share issues or experiences included:

healthwatch Devon

- Teignbridge Council summer fayre
- North Devon District Hospital in Barnstaple & Royal Devon University Hospital in Exeter
- Buckfastleigh foodbank
- Exeter Community Health & Wellbeing Alliance
- Newton Abbot Library.

healthwatch Plymouth

- Plymouth Social Isolation Forum
- Barne Barton Community Fun day
- Newmedica service visit
- University of Plymouth School of Nursing
- Livewell SW & Plymouth Suicide Prevention Strategic Partnership.

healthwatch Torbay

- Heart of Torbay support group
- Engagement event at Torbay Hospital
- Macmillan Health Event at Parkfield House
- Paignton Community Hub.



Our HWDPT Engagement Officer Paul Trainer ready to speak with the public at Torbay Hospital

Barne Barton Community Fun day, Plymouth



Coming up next quarter : we are planning to attend many more outreach locations in Devon, Plymouth & Torbay, keeping you updated via our eBulletin and three local websites:

- www.healthwatchdevon.co.uk
- www.healthwatchplymouth.co.uk
- www.healthwatchtorbay.org.uk



Healthwatch Assist Network News

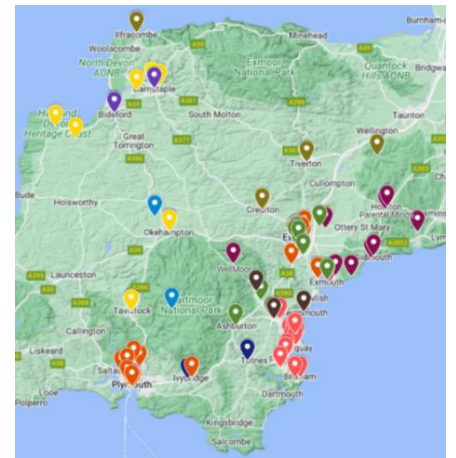
Key activities from our Healthwatch Assist Network this quarter

About the HW Assist Network

Our Healthwatch Assist Network allows us to build links with communities in Devon, Plymouth and Torbay so we can gather information about the health and care services they use. This information is fed back into the community and shared with key healthcare decision makers who can learn from good practice and make improvements to local services.

HW Assist Network News

We currently have over 150 Healthwatch Assist Network members, including local support groups, school councils, parent groups, committees and sports groups. We are currently mapping our Assist members with groups we engage with or would like to.



The locations of our some of our Healthwatch Assist Network members

FEATURED HEALTHWATCH ASSIST MEMBER – LIBRARIES UNLIMITED

Our newest HW Assist member Libraries Unlimited is the charity which runs the public library service in Devon and Torbay, commissioned by Devon County Council and Torbay Council. Their model for running libraries brings ideas, imagination, creativity and knowledge to enrich people’s lives and build thriving communities by:

- Promoting a love of reading
- Providing free access to resources and information
- Inspiring everyone to learn, create and realise their potential
- Enabling everyone to explore and connect to the wider world
- Offering welcoming spaces
- Supporting the health and wellbeing of individuals and communities.

They have invited 120 of their library volunteers across Newton Abbot, Exeter and Barnstaple to attend a Healthwatch presentation at their local library to ensure they can raise awareness of our work to the people they support, including those who receive home-delivered books. They have agreed to share our sealable freepost feedback postcards so that those people in rural areas can still provide us with feedback, despite many being housebound.



Our HWDPT Engagement Officer Becky Hodgson delivering a presentation to volunteers at Newton Abbot Library

Impact : All the feedback gathered is shared with key healthcare decision makers who can learn from good practice and make improvements to local services. To join our Assist Network please call free on 0800 520 0640 or email hwassist@hwdevon-plymouth-torbay.org



Healthwatch Feedback

Where we gathered your experiences from in the past three months

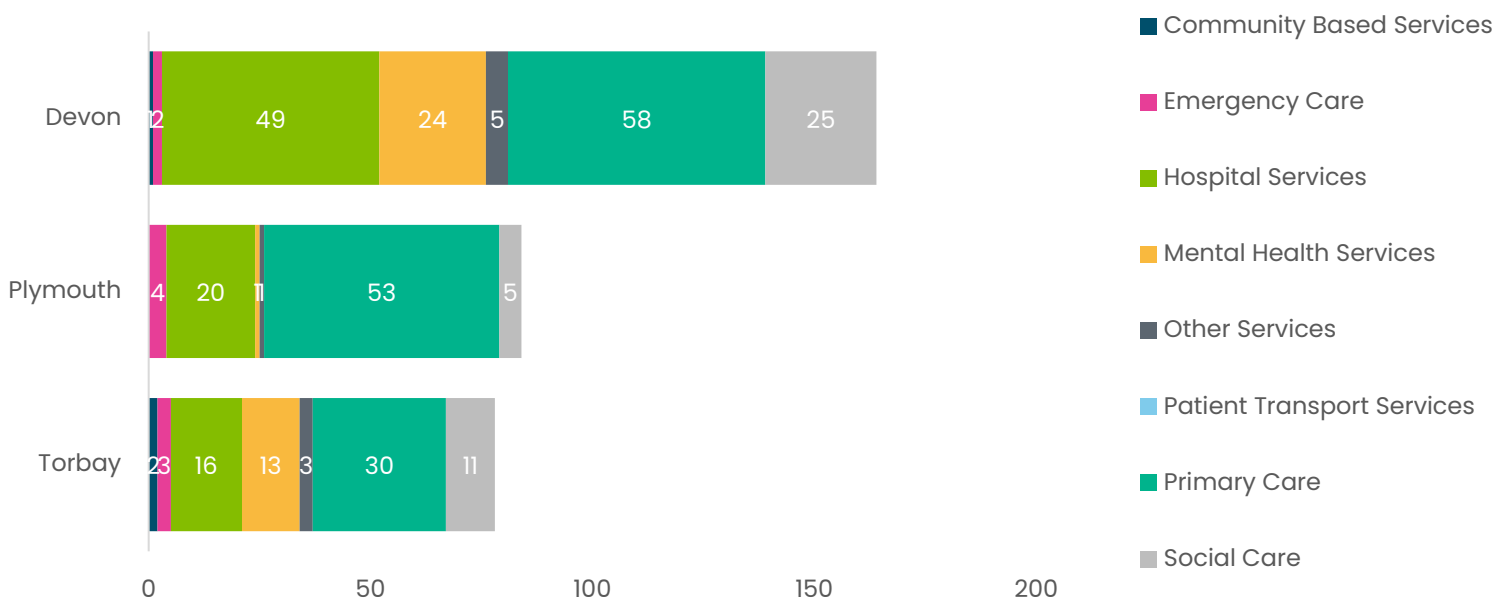
Number of experiences shared with Healthwatch in Devon, Plymouth and Torbay

326 people contacted Healthwatch to share their experiences of health and social care services in Devon, Plymouth and Torbay. 164 were about services in Devon, 84 about Plymouth services and 78 about Torbay services.

125 of these experiences were shared with us at HWDPT through one of our three online rate and review feedback centres, 175 were handled by our contact centre and 26 experiences were captured through online or community engagement.

Source of Feedback shared with HWDPT and Type of Service

Breakdown of feedback recorded by service level and locality - July to Sept 2024



Of these shared experiences gathered across Devon, Plymouth and Torbay, the most commonly discussed theme was **Primary Care Services**.

Feedback about Primary Care Services

141 experiences (43.3% of overall feedback) were about primary care services, of those:

- 77 experiences related to GP Services
- 47 experiences related to Dental Services
- 16 experiences related to Pharmacy Services and
- 1 experience related to Opticians Services.

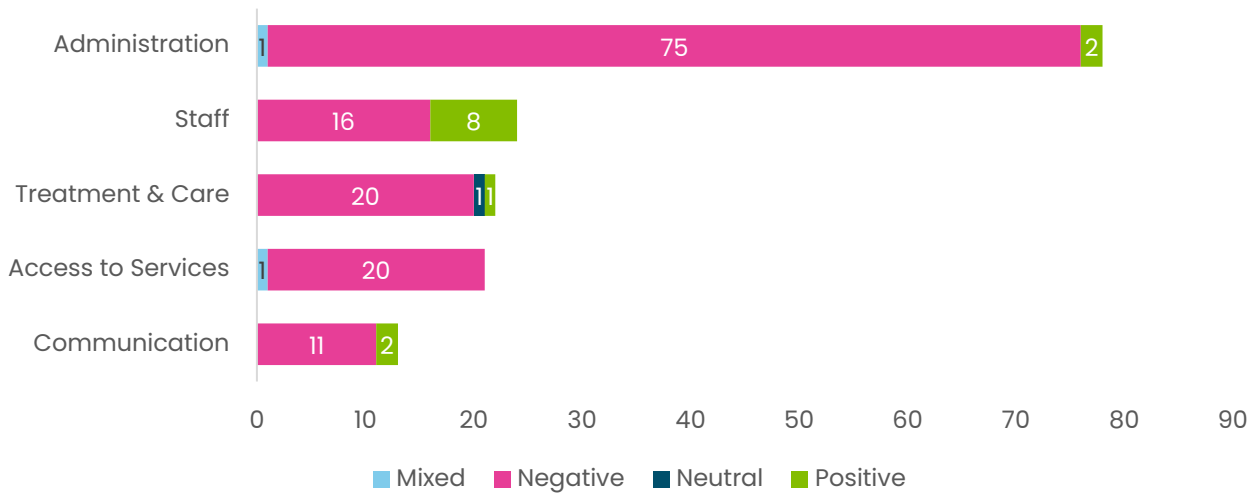


Feedback about Primary Care Services (continued)

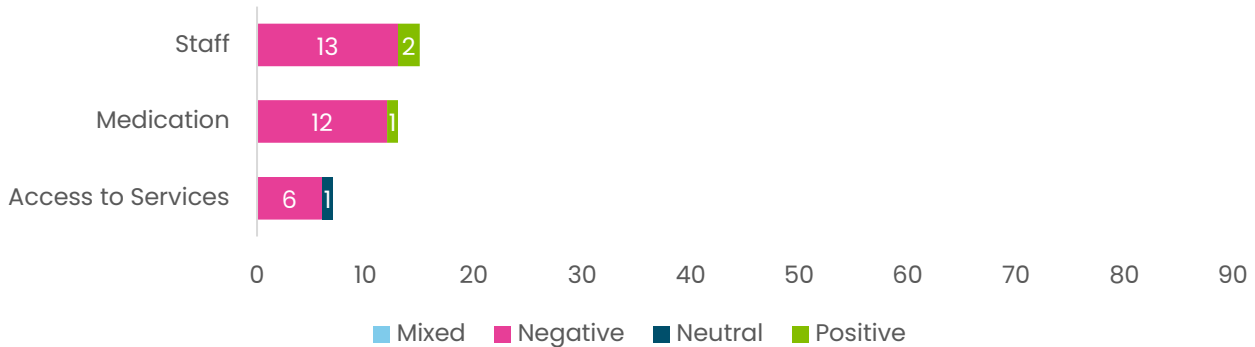
The most common themes in relation to Primary Care Services were Administration, Staff, and Access to Services.

The charts below show how the public felt about the different Primary Care Services they told us about across Devon, Plymouth and Torbay, separated by the type of service, over the past three months:

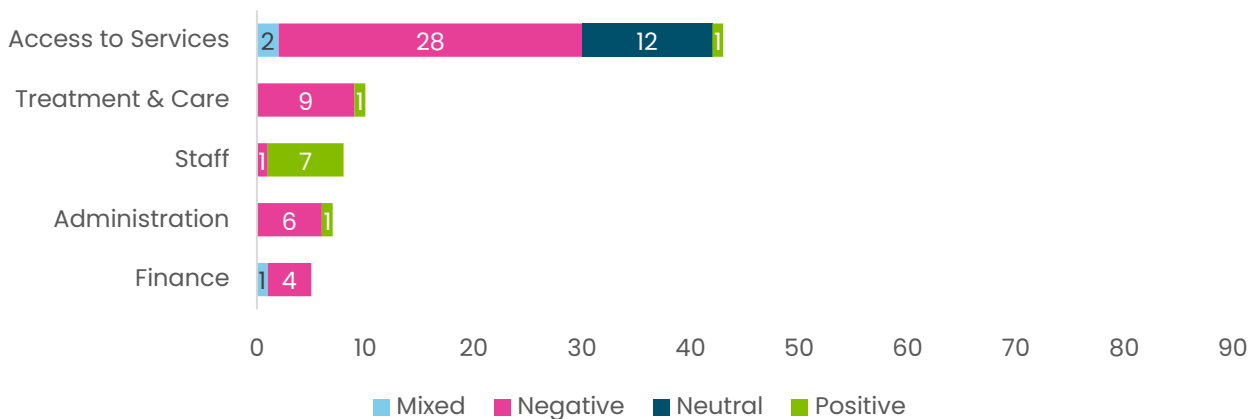
GP Practice



Pharmacy



Dentist (non-hospital)





Feedback about Hospital Services

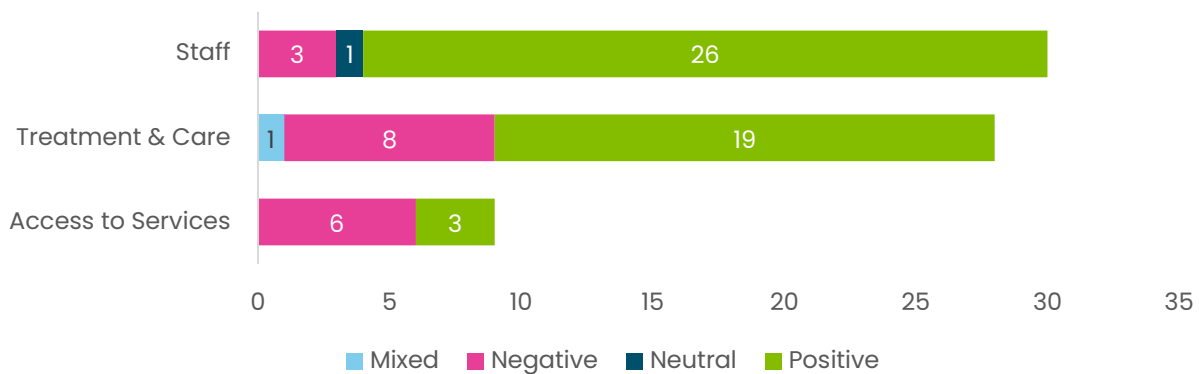
85 experiences (26.1% of overall feedback) were about hospital services. Of those:

- 49 experiences related to hospital services in Devon
- 20 experiences related to hospital services in Plymouth
- 16 experiences related to hospital services in Torbay.

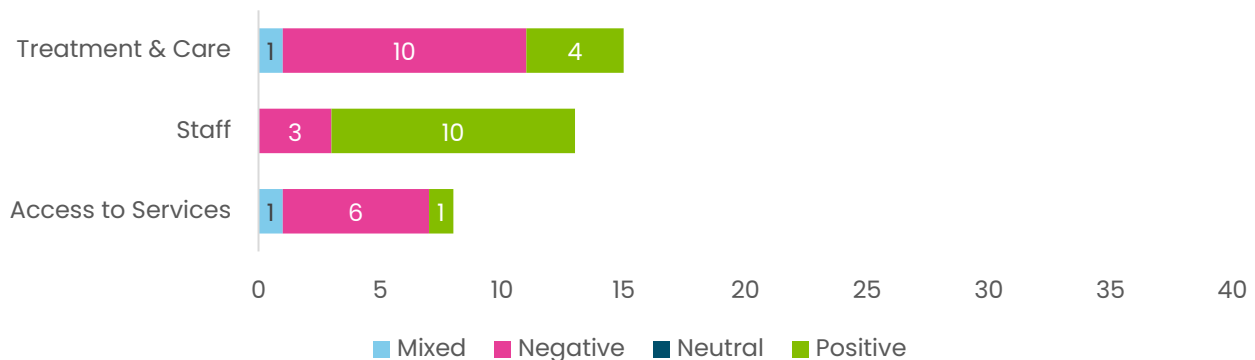
The most common themes overall in relation to Hospital Services were **Treatment & Care, Staff** and **Access to Services**.

The charts below shows how the public felt about the Hospital Services across Devon, Plymouth and Torbay, separated by the type the theme and sentiment, over the past three months:

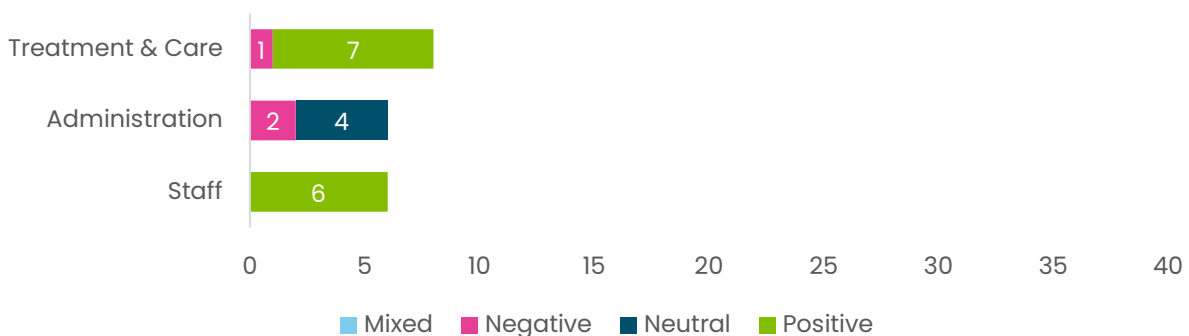
Summary of themes - Hospital Services in Devon



Summary of themes - Hospital Services in Plymouth



Summary of themes - Hospital Services in Torbay





Healthwatch Case Studies

Your experiences of local health and social care in your words

This page shows a case study this quarter from each of Devon, Plymouth and Torbay, related to the feedback analysis on the previous pages. **PLEASE NOTE:** All client's names and photographs have been replaced to protect their identities.

Sandra from Devon's physical and mental wellbeing was being negatively impacted due to waiting for hip surgery at hospital. She contacted the hospital to chase for a date for the hip operation but had no response even after her GP had written to the hospital to request a date for surgery.



What we did – We signposted Sandra to the Patient Advice & Liaison Service at the Hospital to help raise a complaint at her request. We also phoned the surgeon's secretary to request for information as to why Sandra was yet to have a date for the operation and to request they get in touch with her to discuss.

What difference did it make?

Sandra has now been given a date for surgery, she told us she felt relieved about this and that it had resulted in a positive impact her mental wellbeing commenting: *"Thank you so much for all you have done. I can't imagine how I would have coped for much longer without your help."*



Stuart lives on his own near Plymouth and came to Healthwatch for support to get the help he feels he needs after a social care assessment. He doesn't feel safe where he is and concerns around his mental health and lack of help.

What we did – A Healthwatch Champion helped Stuart make calls with Adult Social Care and found that mental health support was meant to have been looked into but hadn't been followed up. The Champion urged Stuart to follow this up and also referred him to his local social prescriber for suggestions at other areas of support.

What difference did it make?

After talking with Healthwatch, Stuart received a follow up call from mental health support services and also had another care needs assessment booked in. Stuart was able to make contact with his GP surgery to speak with a social prescriber about further help and support.

Patients of a Torbay GP Practice left reviews of their GP Surgery on our website raising concerns about the appointment booking system and online consultation system there. They reported long phone queues to speak to someone about an appointment and also 'daily limits in places for eConsult'.



What we did – We shared this feedback with the GP Practice and encouraged them to respond directly to the patients on how they have addressed their issues.

What difference did it make?

The Surgery responded to say that based on feedback like the comments we shared, they changed their appointment system to launch a new digital triage platform that allows appointments to be booked throughout the day, rather than just at 8.30am. The Surgery stated that this change has seen the number of patients calling the practice reduce by 75% on most days and that feedback has been really positive.

Impact : We regularly share all of your stories and our intelligence with key stakeholders, including health and social care providers & commissioners, the Devon Integrated Care Partnership Board, our local authorities and Local Care Partnerships, and the voluntary, community or social enterprise (VCSE) sector. We also share our data with the Care Quality Commission (CQC) and Healthwatch England (HWE) to help address health and care issues at a national level.



What we did with your views

Where we escalated your concerns and complaints

Impact : Escalations and Referrals

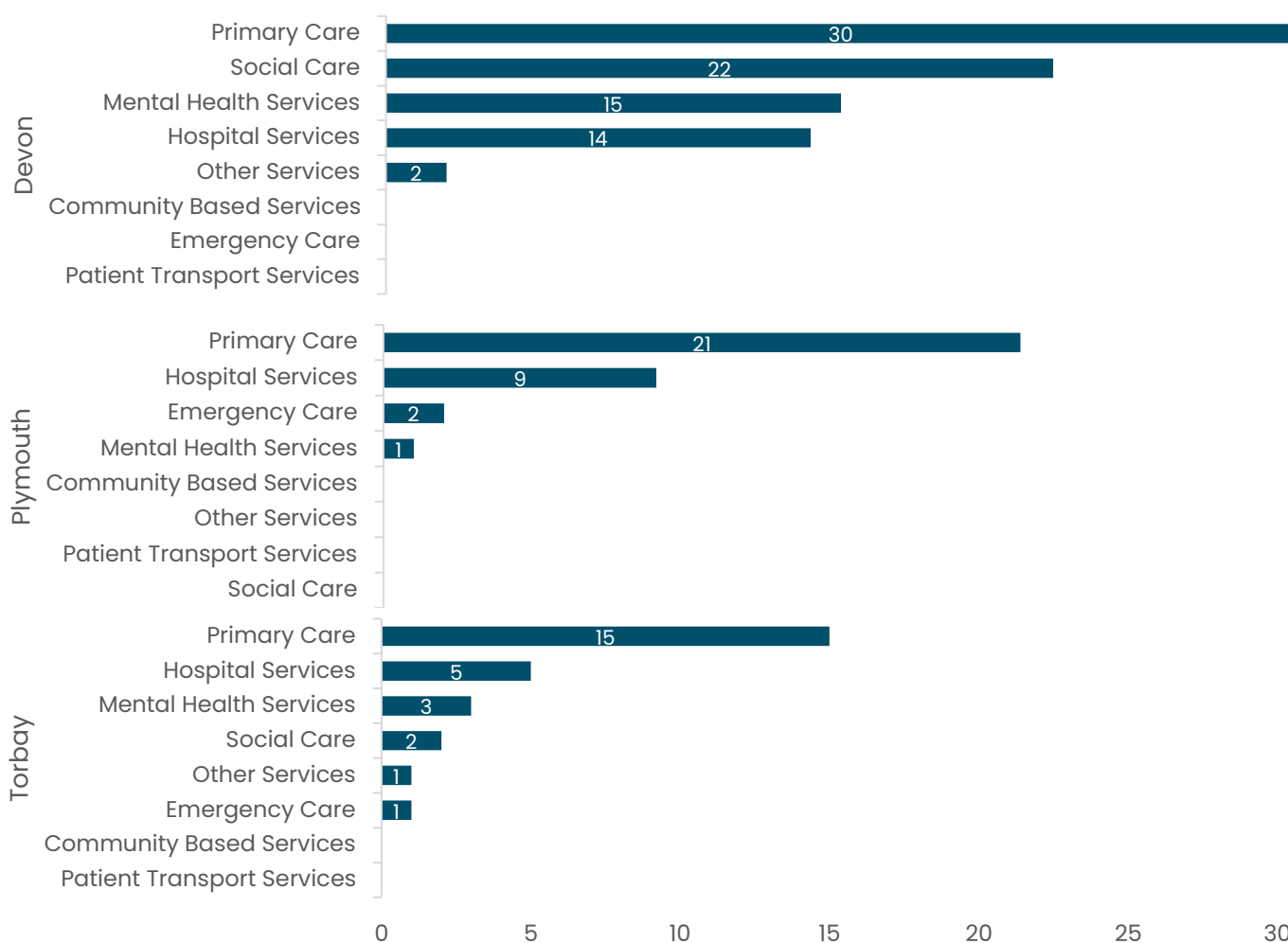
All public feedback we receive is logged in our secure system for further analysis. This includes working with other local organisations to gather feedback such as Citizen's Advice, Community Trusts and Community Hubs. Some are serious concerns or complaints that need to be escalated further for immediate action. This quarter there have been **143** such cases. Of these:

- 64 were provided with advice and information by the contact centre,
- 50 were referred to a Healthwatch Champion,
- 2 were signposted to PALS,
- 27 were signposted to an advocacy service.

Members of the public wanting to make an official complaint have been referred to organisations such as the Patient Advice and Liaison Service (PALS), the Advocacy People, health trusts, Safeguarding, the Devon Integrated Care System (ICS), NHS England and the Care Quality Commission (CQC).

The graph below shows a breakdown of where these **143** cases originated in Devon, Plymouth and Torbay and which type of service they referred to.

Breakdown of the service level in each locality where commentator required advice, information or signposting to another service





How your views help shape ongoing work in the local community

All of your feedback is used both to inform us on specific areas where we need to find out more information from other health and social care organisations in Devon, Plymouth and Torbay. This section shows in brief how this has happened in the last quarter.

Other specific places we have shared your feedback this quarter

We regularly share your feedback with decision-makers via meetings such as each of the Devon, Plymouth and Torbay Health & Wellbeing Boards (H&WBB), Health & Adult Social Care Overview & Scrutiny Boards (H&SC OSC), Safeguarding Adults Partnerships, Local Care Partnerships, Devon Integrated Care Partnership Board (ICB), Devon Learning Disability Partnership Board, plus local healthcare Trusts and Public Health meetings.

In addition, this quarter we have provided upon request specific feedback and intelligence for the following organisations, groups or decision-making Boards:

- **Devon County Council** requested information from Healthwatch regarding feedback around the challenges and needs faced by trans people in Devon with the aim of making recommendations to the Devon Health and Wellbeing Board. We provided a recent HW Devon report on gender identity services and all the work that followed, plus links to reports from other local Healthwatch and findings from HW England – including details on a forthcoming consultation by HW England on Transgender and non-binary access to care. They have shared all of this with their LGBT+ network.
- **Care Quality Commission (CQC)** – we were asked for feedback by the CQC following their unannounced inspection of Louisa Cary children's ward at Torbay Hospital and provided them with all of your feedback about this ward. They also requested information and patient feedback about a GP Surgery in Plymouth, which we provided immediately.

Our Requests For Information

An RFI (request for information) is a formal process for gathering information from providers of a service such as health care trusts or commissioners. Based on patient feedback, this quarter we made 2 requests for information related to the priorities above to support our work – both were Devon-wide and are detailed in brief below:

- **One Devon Integrated Care Board (ICB)** – Following Healthwatch England's findings that Devon has one of the highest number of hours of reported temporary pharmacy closures compared to other ICB areas we requested more information on how the new pharmacy strategy is developing, particularly with reference to temporary closures.
- **All ICBs, NHS Trusts and Local Authorities** – Healthwatch England have asked how ICBs and trusts have resourced their NHS complaints handling functions for each year since 2019-20. This includes whether ICBs have delegated complaints handling to another body, if they have a target time for responding to complainants and how much trusts spend on resourcing complaints handling. They have also asked local authorities the value of contracts awarded for independent NHS complaints advocacy services in each year since 2019.

Impact : One Devon ICB have initially responded to say that the strategy is in its first draft and has been circulated to the community pharmacy development group as part of the reporting governance structure. In response to Healthwatch England's findings they said:

"Community pharmacies are working incredibly hard to support their local patients and communities, but this Healthwatch report is yet more evidence showing just how desperate the situation for pharmacies has now become. Ongoing financial, operational and workforce pressures are combining to leave pharmacies at crisis point, putting medicines supply and other patient services at serious risk."

They confirmed they will use the HWE report and the questions we raised to influence how the strategy will include actions on areas which they currently have no control, such as national contracts and funding structures.



Our Current Priorities

How your feedback shapes our local priorities in the community

All your feedback is used to inform us on the specific priorities we should be focussing on when working with local health and social care organisations. Currently our key priorities are:

1. Using technology to help people access services at home.
2. Helping people access social care services and care homes.
3. Improving and joining up services for children and young people.
4. Making sure all patients can access health services equally.
5. Helping people access mental health services for conditions like depression.
6. Helping people access GP, hospital and mental health services. GP means family doctor.
7. How cost of living affects people’s health and wellbeing.

Coming Up Next Quarter

Some of our other engagement work set to be completed and shared next quarter :

healthwatch Devon

- Libraries across Newton Abbot, Exeter and Barnstaple.
- Barnstaple and Exeter Hospital Drop Ins.
- Visit to Landworks ex- offenders Project in Dartington.
- Carers Rights Day.
- Healthwatch England national conference.

healthwatch Plymouth

- Community drop ins at Wellbeing Hub & Barnardo’s family hub.
- Meeting with community groups and attending network events across Plymouth to gather feedback.
- Carers Rights Day.
- Healthwatch England national conference.

healthwatch Torbay

- Torbay Hospital Drop Ins.
- Paignton Community Hub ‘Beat the Freeze’ Winter wellbeing event.
- Diabetes UK drop-in event.
- Carers Rights Day.
- Healthwatch England national conference.

Other HWDPT Reports Coming Soon

- Healthwatch England will be releasing their 2024 Annual Report in December, highlighting all the key activities and impact of the national Healthwatch Network.
- The feedback of over 500 people has been collated regarding access to GP services in Devon, Plymouth and Torbay. The spotlight report on this feedback will be released next quarter.
- We will be releasing a new engagement report which collates and summarises patient feedback and experiences of the new Royal Eye Infirmary (REI) building in Plymouth.

Impact : What we do with this report

We publicise this report on our three websites, three email bulletins and various social media channels. We share this report with key stakeholders, including health and social care providers & commissioners, the Devon Integrated Care Partnership Board, our local authorities, Local Care Partnerships and the voluntary, community or social enterprise (VCSE) sector. We also share this report with the Care Quality Commission (CQC) and Healthwatch England (HWE) to help address health and care issues at a national level. For more information, please contact Healthwatch in Devon, Plymouth or Torbay using our contact details on the right.

healthwatch
Devon

www.healthwatchdevon.co.uk

t: 0800 520 0640

e: info@healthwatchdevon.co.uk

 @healthwatchdevon

 @HWDevon

 @hwdevon

healthwatch
Plymouth

www.healthwatchplymouth.co.uk

t: 0800 520 0640

e: info@healthwatchplymouth.co.uk

 @healthwatchplymouth

 @HealthwatchPlym

 @healthwatchplym

healthwatch
Torbay

www.healthwatchtorbay.org.uk

t: 0800 520 0640

e: info@healthwatchtorbay.org.uk

 @HealthwatchTorbay

 @HWTorbay

 @healthwatchtorbay

healthwatch
in Devon, Plymouth and Torbay

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.