



**Annual report 2019-20**

**Guided by you**

# Contents

---

Message from our Chair	3
Our priorities	4
About us	5
Highlights from our year	7
How we've made a difference	10
Helping you find the answers	16
Our volunteers	20
Our finances	24
Our plans for next year	26
Thank you	28
Contact us	29

# Message from our Chair



As the chair of newly formed Healthwatch Wigan and Leigh, I am delighted to present our Annual Report for 2019-2020, this year has been very rewarding for the organisation, but not without its challenges.

The Board of Directors are responsible for the running of the organisation and to make sure that the views of the residents of the Wigan Borough are listened to and, where necessary are acted upon.

Our priorities have been to establish good working relationships, with key partners in the Borough, which include; Wigan Council, Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust and Wigan Borough Clinical Commissioning Group.

These important relationships will help us to understand the core priorities people have for

improved better health and social care within the Wigan Borough.

I would like to take the opportunity to thank Dr Al Thompson (former Chair) and Stephanie Duerden (former Chief Officer) of Healthwatch Wigan and Leigh for all their hard work in setting up the new organisation. It is also important to acknowledge Trevor Barton MBE, chair of Wigan Borough Community Partnership and his fellow Trustees for the difficult task of setting up Healthwatch after they successfully won the tenure in its new form.

We have an experienced staff team who are committed and understand the role of Healthwatch, without this we would not have achieved the successes we have made in such a short time. The staff team is supported by knowledgeable volunteers, who know how important it is to meet and listen to local people who we are here to serve.

Due to the impact of the COVID-19 pandemic, we will have to adapt to these difficult times and move forward with insightful ways of listening and communicating with the communities within the Wigan Borough. This will form one of our main priorities for the coming year as we continue to put people at the core of our endeavour to support health and social care services within the Wigan Borough.

**Mick Hodlin**  
**Healthwatch Wigan and Leigh Chair**

# Our priorities

Every year Healthwatch Wigan and Leigh puts in place a work plan that sets out what we are going to focus on to ensure our work is targeted at the issues that matter to local people. Our work plan is based on feedback and patient stories received from residents of the Wigan Borough; the statutory activities we are required to undertake under the Health and Social Care Act 2012; the current priorities and strategies for health and social care across the Wigan Borough, including the Healthier Wigan Partnership and the Locality Plan for Wigan.



**Integration**



**Mental Health**



**Inequalities**



**Information and Signposting**

# About us

## Here to make care better

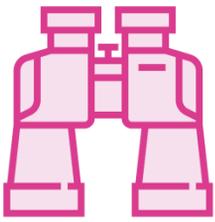
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis,  
Healthwatch England Chair





## Our vision is simple

Health and care that works for you.  
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first – especially those who find it hardest to be heard.  
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

**Website:** [www.healthwatchwiganandleigh.co.uk](http://www.healthwatchwiganandleigh.co.uk)

**Twitter:** @HWWiganLeigh

**Facebook:** @HealthwatchWL

**Instagram:** healthwatch\_wiganandleigh

# Highlights from our year

---

Find out about our resources and the way we have engaged and supported more people in 2019-20.



## Health and Wellbeing Mela

**On 26th June 2019 Healthwatch Wigan and Leigh held their official launch event to introduce their new Board of Directors, staff team and present the work plan 2019-20**

A new contract was awarded to Wigan Borough Healthwatch CIC who began to run Healthwatch Wigan and Leigh from 1st April 2019 to build upon existing services including NHS complaints advocacy.

The launch took place in the form of a lively and interactive Health and Wellbeing Mela. Almost 150 people attended and over 30 statutory and community organisations exhibited their information and offered activities for participants to join in; representatives from Wigan Council and the Wigan Borough Clinical Commissioning Group took part in a discussion panel and answered questions from the floor; Dr Phil Cooper MBE from State of Mind gave a presentation; a High School student gave her thoughts on what would help young people experiencing mental health issues in this Borough; and we had fantastic performances from students from Wigan and Leigh College and Noodleshake CIC.

“Great event today for the launch of Healthwatch Wigan and Leigh. Hearing the different voices in our borough and the importance of listening to local people and sharing health experiences”



## Health and care that works for you



### 34 volunteers

helping to carry out our work. In total, they gave up 981 hours.

### 4 staff

75% of whom are full time equivalent. Between September and December we saw one full-time and one part-time member leave us. A reduction of 25% wte staffing

We received

### £200,000 in funding

from our local authority in 2019-20

## Providing support



### 34 people

shared their health and social care story with us

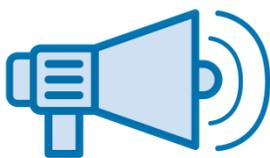
### 146 people

accessed Healthwatch advice and information online or contacted us with questions about local support

### 59 people

Accessed our NHS Complaints Advocacy Service

## Reaching out



### 1056 people

engaged with us during our engagement activities within the community. We had 44,859 interactions via social media and we generated 43 campaigns via mailchimp and successfully landed 23,111 emails

## Making a difference to care



We published

### 5 reports

about the improvements people would like to see with their health and social care, and from this, we made 29 recommendations for improvement.

# How we've made a difference



**#SpeakUp** **healthwatch**  
Wigan and Leigh

Who supports parents/ carers and those who work with children and young people who experience challenges to their emotional and mental health?

If you are a parent or carer download our survey and share your experience <https://www.surveymonkey.co.uk/r/parent-carer-experiences> or click on the QR code



If you are an adult working closely with children and young people, download our survey and tell us what support worked well <https://www.surveymonkey.co.uk/r/professionals-experiences> or click on the QR code



Who supports parents/ carers and those who work with children and young people who experience challenges to their emotional and mental health?

9.15 am	Join us
10 am	Welcome
10.05 am	Speech
10.15 am	Discussion
10.30 am	Refreshments

## Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views will help to make a difference to the care and support people receive in mental health services.

### Children and Young People’s Mental Health – Who supports the parents?

We wanted to find out about parents and professionals experiences of supporting children and young people who experience challenges to their emotional and mental health including those using the Child and Adolescent Mental Health Services (CAMHS) in Wigan Borough.

The project has been interrupted by the coronavirus outbreak but we have already held a public meeting attended by 76 people including parents and carers, commissioners and providers of services, community and voluntary sector organisations and other interested individuals. Giving parents and professionals an opportunity to have open discussions, to allow parents to share their experiences and Commissioners to listen to the impact of struggles on families

#### So What?.....

I do feel better for coming. I totally relate to the speakers and am at the point that if I don't get support I will have to give up my job but this morning has really given me a space to think and come up with a way forward

We have 40 completed surveys and have postponed further events until the lifting of lockdown restrictions.

We can already identify several themes including :

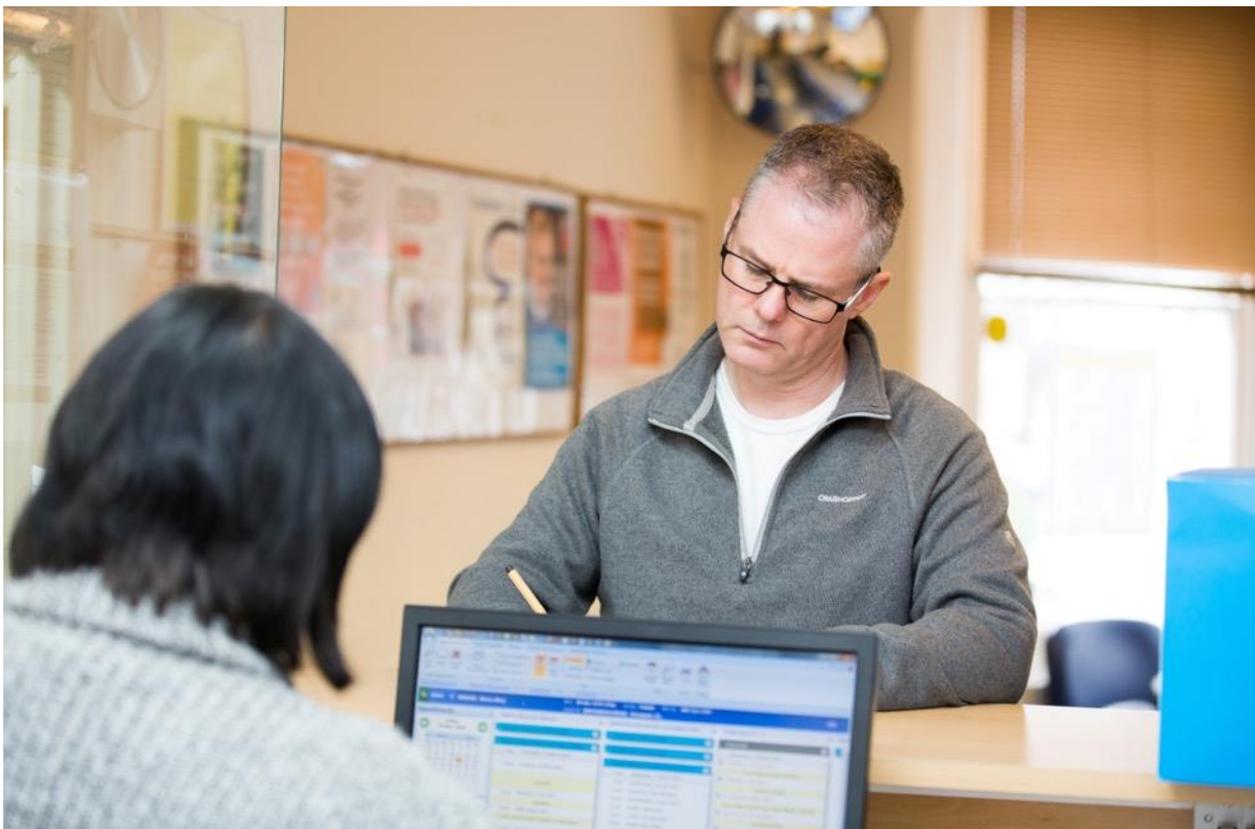
- Gaps in service provision
- The need for integration in to the education system
- Poor communication between services and families
- Lack of support for parents while their child is on a waiting list
- Perceived inability of professionals to listen and understand parent’s worries

There will be further engagement on this issue with the report and recommendations being embedded into the commissioning cycle through the Futures in Mind Strategy Board.

I attended one of your Child Mental Health events last week and I wanted to commend you on the amazing work you are doing for YP in your area. Truly outstanding – I whole hearted believe prevention is better than cure, but to also know that there is help for parents of YP who are struggling, is brilliant!



A mum shared her family’s experience of supporting their daughter with her mental health and their struggle to find the most appropriate help



## ACCESS TO GP SERVICES

Over 30 people contacted us about difficulties in accessing GP services.

We initially carried out Enter & View visits to 2 randomly selected GP practices across 4 sites and then decided to take a wider approach by concentrating on each of the seven Primary Care Network (PCN) areas in the Borough.

The aim of this project is to focus on each PCN within the Borough and visit all the GP practices community locations and groups to speak to as many people as possible. We are collecting patients experiences around GP access and this will contributor to a report that we will produce for the whole Wigan Borough.

We looked at our engagement figures and chose to start in the South Wigan Ashton North PCN (SWAN) where our engagement activity was lower.

Each engagement activity allows us to speak to patients, any family member or carers

accompanying the patient to complete a confidential survey that ask questions such as, 'How do you usually book your GP appointment?' / 'Do you know about the Extended Hours Services?'

There is also an opportunity for individuals to provide wider feedback around health and social care. Healthwatch Wigan and Leigh is keen to listen to the views of everyone who uses health and social care services to make sure people's concerns about services are heard.

We have spoken with 168 people who live in the SWAN PCN by visiting 5 GP practices and 6 community groups and organisations, although the way we continue with this project will change due to the restrictions the Covid-19 pandemic has placed on us and we will use alternative methods of engagement as we move through the Borough.

Learning plays a great part in our organisations ethos and is very important to us. It is crucial to us to understand how the patients feel about our service and giving them the opportunity to speak with an impartial third party gives them the chance to be completely open and honest

## Our Digital Offer to the Wigan Borough



From December 2019 we worked alongside Healthwatch England and Circle Interactive to develop a new user centric website for Healthwatch Wigan and Leigh.

We wanted to update our website to increase our digital offer for residents within the Wigan borough to use. The aim was to create a visually engaging website that was highly accessible and worked well on all electronic devices.

A key priority in updating the website was that we wanted it to be easy to navigate and simple to pull key information from for the public.

Healthwatch England provided a full website template and guidance for Healthwatch Wigan and Leigh to populate and keep up to date.

One of the core features of the website is the 'Share Your Views' function. This allows the public to directly contact a member of the team with their comments or queries. There is a thematic selection option (GP services, Care Home services to name a few) making it more user friendly and easy to use. The specific

feedback allows the Healthwatch Wigan and Leigh team to give detailed support quickly and through one digital platform.

Our News and Reports section keeps the public, partners and commissioners up to date with our latest news and publications. We have a refined search option which makes it easy to find the key reports, documents and information.

We also wanted a dedicated page to highlight the important work our volunteers do. Our Volunteer Page illustrates the impacting of volunteering, volunteer stories, current volunteer opportunities and key statistics about volunteer work within Healthwatch Wigan and Leigh.

Providing advice and information is one of the main functions of Healthwatch. Our website page has been developed to provide the public with up to date information about health and social care services. There is a refined search option which makes the page easy to navigate and use. There is also an embedded 'Find Services' section which is an NHS directory of local services linked to <https://www.nhs.uk/>. The website offers a detailed page explaining support for making a complaint, giving the public specific advice around how to make a complaint but also how Healthwatch Wigan and Leigh can support people through this.

The website went live in April 2020 with key support from Healthwatch England – it is user centric, informative, simple to navigate and up to date which gives the residents within the Wigan borough a digital option to access Healthwatch Wigan and Leigh.

*"We have made a real effort to digitally engage with the public, whilst understanding that not everyone uses this method of communication, it has been important to us that our digital offer is accessible and easy to use"*



### Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

**Website:** [www.healthwatchwiganandleigh.co.uk](http://www.healthwatchwiganandleigh.co.uk)

**Telephone:** 01942 834666

**Email:** [info@healthwatchwiganandleigh.co.uk](mailto:info@healthwatchwiganandleigh.co.uk)

**Instagram:** [healthwatch\\_wiganandleigh](https://www.instagram.com/healthwatch_wiganandleigh)



## Community Stroke Services

### What support do local people want following hospital discharge after a Stroke?

The NHS wants to significantly improve stroke care across the country. It is included in the NHS Long Term Plan as one of the major health conditions for which local services need to provide better care.

To provide integrated stroke care health, social care and the voluntary and community sector need to work together so we wanted to hear about the changes to Community Stroke Services in the Borough and to hear of local people's experiences about support following hospital discharge after a stroke.

In September 2019, working in partnership with Wigan Borough CCG, the Stroke Association and Think Ahead Community Stroke Group we held a public event to engage with patients, carers and families about their experiences if they have accessed stroke care but also to ask if people knew what is available.

54 people attended the event, took part in table discussions and had the opportunity to speak with 10 organisations who attended to offer information on their services.

The two most important things people fed back were that post discharge there is a need for clear information both for patient and their family members and for that to be delivered in a way that is based on each person's need and not what is dictated or set down as general information and; the need for better communication for those patients who are

discharged from Salford directly home as they often slip through the net and do not get referred to the Stroke team or the Stroke Association or Think Ahead.



**Dorothy, a Stroke survivor shared her experience**

Outcomes from the event means:

- Better informed communities
- Feedback for services on what works well and what could be improved
- Identify gaps in communication
- Improve the quality of post-discharge stroke care for Wigan Borough

**“a stroke can happen in 30 seconds – the recovery can last for years”**

## Cancer and Mental Health

### What support is available for cancer patients in the community?

**The NHS Long Term Plan makes a renewed commitment to improve and widen access to care for children and adults needing mental health support.**

Any serious illness can impact on mental health. For patients, carers and their loved ones, going through cancer can be a devastating experience. Receiving a potentially fatal diagnosis, going through treatment protocols and learning to live with limitations can have an effect on emotional and mental health and wellbeing.

During our engagement activities cancer patients highlighted the need for better mental health support during and after treatment.

Healthwatch Wigan and Leigh wanted to explore what mental and emotional wellbeing support is currently available, what are the barriers to good mental wellbeing during the cancer journey and what opportunities are available for the prevention of poor mental health.

In partnership with Wrightington, Wigan and Leigh NHS Trust and MacMillan Cancer Support we held an information event on the 23rd October 2019 where organisations shared information on what is available within the community for cancer patients, survivors and their carers and loved ones.

46 people attended the event and shared their experiences during table discussions. The main themes being that patients and their families emphasised that everybody is different and need dealing with in different ways as individuals. Patients, their families and loved ones want better signposting to the services available, face to face support and not always digital and primary care staff need improved communication between services so that they know what is available for their patients.



"I hadn't heard of the MacMillan AHPs service. Might be worth thinking about how to target more GP practice staff"  
"Fabulous event and organised very well"

# Helping you find the answers

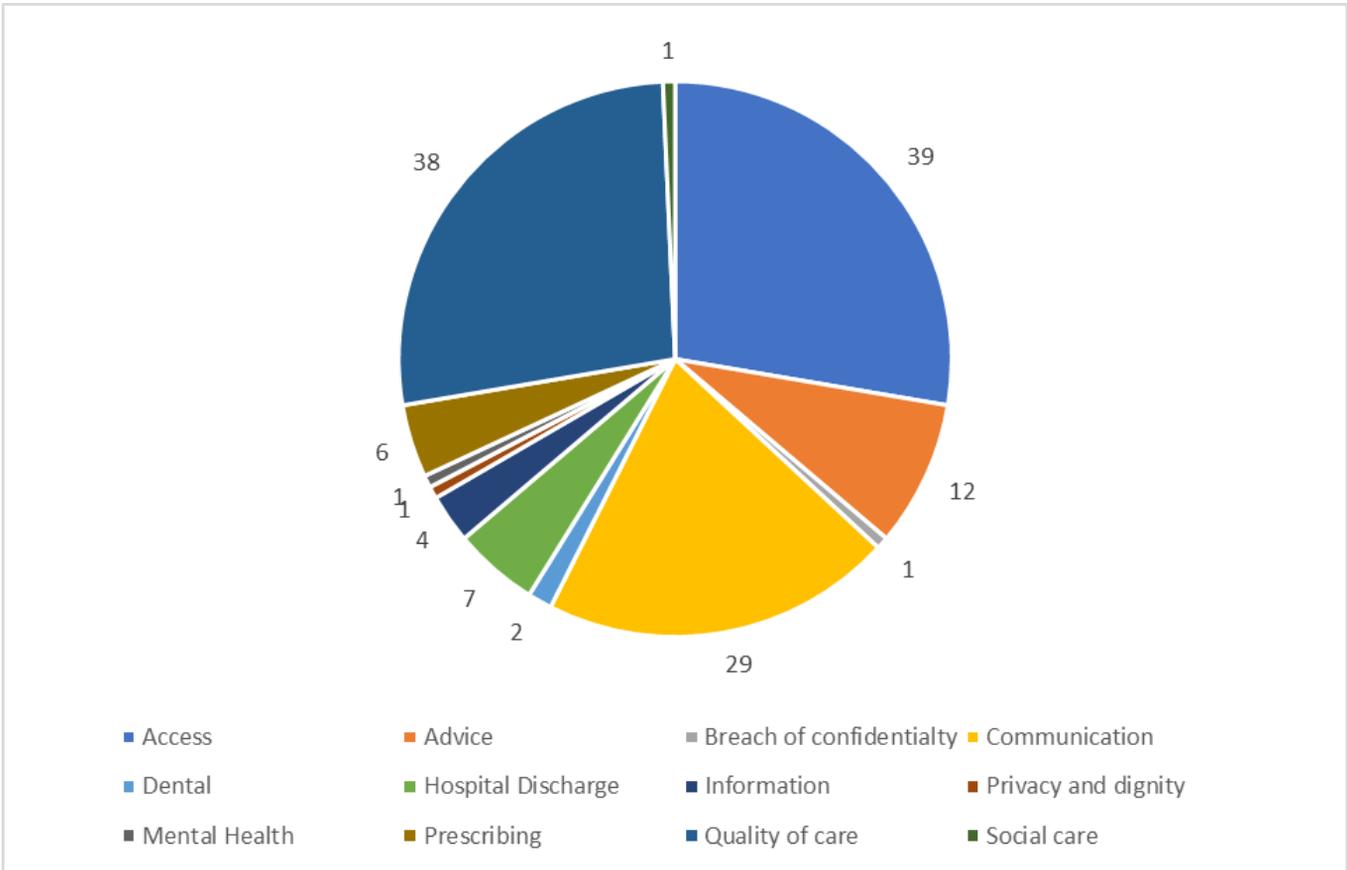


**Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.**

This year we helped 146 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

**Here are some of the areas that people asked about.**



## Audiometry Service

Throughout the year a number of individuals contacted HWWL for help and advice in respect of issues concerning themselves or members of their family regarding health and social care issues.

On occasions advice has been adequate to help the person deal with the issue themselves but there have been numerous instances when HWWL have become involved to help the client to reach satisfactory resolution.

A number of cases that have been resolved have led to some key issues being identified. One particular issue was around the commissioning of audiometry services.

On being approached by a client to assist with an issue concerning the provision of hearing aids and ongoing support following the issuing of hearing aids.

On making enquires regarding what had occurred and alternative options it became apparent that there were quite a number of people unhappy with one of the service options that had been commissioned.

The service provider in this option was being paid for the poor quality service that had been identified as being delivered to patients being referred by their GP.

It became apparent that the CCG were not aware of this situation, HWWL having raised the poor quality of service issue by a number of patients were very pleased to be assured that a full service review would be undertaken.

The individual complaint had been resolved and through the action of HWWL real improvements in the service delivery regarding hearing aids/audiometry with a key provider would be improved.





## End of Life Care

Assisting a family with issues concerning the care of their relative in the last days/week of their life identified a number of issues which could be improved.

This has led to HWWL identifying End of Life Care and support as one of its priorities for 2020/2021.



## Home Care

After receiving queries about home care and escalating issues through our Information and Advice Service, we began to build relationships leading to us being invited to the Home Care Forum.

Home Care will be looked at in the coming year under our priority of Seldom Heard Groups



## Accessing Support

An autistic gentleman contacted us to say that he cares for his 2 teenage stepsons, one of whom has severe complex needs. He did not get along with the new social worker and he was afraid to attend a CIN meeting without support.

Healthwatch contacted a local support group who agreed to provide an advocate for the family; and Children and Families Services at the Local Authority, who called a meeting to discuss the gentleman's concerns and support the family.



### Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

**Website:** [www.healthwatchwiganandleigh.co.uk](http://www.healthwatchwiganandleigh.co.uk)

**Telephone:** 01942 834666

**Email:** [info@healthwatchwiganandleigh.co.uk](mailto:info@healthwatchwiganandleigh.co.uk)

# Volunteers

What have our volunteers been doing during 2019-2020



## At Healthwatch Wigan and Leigh we are supported by 34 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

### This year our volunteers:

- Undertook a major three day project at our local hospital's A&E Unit
- Visited services within our area to ensure the right support is being provided
- Carried out Enter & View visits to GP surgeries to talk
- Helped with administrative support
- Listened to people's experiences to drive the focus of our work
- Manned the Healthwatch Wigan and Leigh stand at various events across the Borough

### Volunteers highlight people's experience of A & E and urgent care at Wigan's Royal Albert Edward Infirmary

Thanks to the hard work of a group of volunteers, instrumental changes have been made to.

The aim of the visits were to collect people's experiences about what services, if any, they contact before coming in to the Emergency Care Centre. This was in order to inform Wrightington, Wigan and Leigh NHS Foundation Trust and Wigan Borough Clinical Commissioning Group as they make changes or improvements to urgent care and other services. We also sought permission to contact patients later to better understand their full journey.

Our volunteers spoke to 79 local people in either adults or children's waiting areas who shared their views.

The A&E project led to a number of improvements after the volunteers' report was considered by the health services involved

Recommendations included:

- More consistent advice from the services contacted by patients prior to an A&E visit



Royal Albert Edward Infirmary, Wigan

- Better communication between those services and the hospital eg letting the services know when the ambulatory unit has had to be closed
  - More consistent advice to direct people to the GP Alliance (hub)
  - More information on waiting times and what happens next via their electronic display screens

### So What?....

The hospital acted swiftly on a number of the recommendations, or plan to, thereby improving patient experience at A&E. Improvements include increased communication between services in the hospital and GPs, improvements to A & E reception area and instructions to all staff to improve handover from waiting area to appropriate clinical area



### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Wigan and Leigh

Website: [www.healthwatchwiganandleigh.co.uk](http://www.healthwatchwiganandleigh.co.uk)

Telephone: 01942 834666

Email: [info@healthwatchwiganandleigh.co.uk](mailto:info@healthwatchwiganandleigh.co.uk)

# Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



## Kelly

I heard about Healthwatch and thought it would be a good opportunity to get me back into an office environment and enhance my skills. I work closely with the team on projects and provide some administrative support. I have completed a Children and Young People Mental Health Awareness Course and have experience with children with special educational needs and disabilities, therefore with my experiences I get to help others through volunteering



## Dave

I discovered Healthwatch via a presentation at my GP practice's Patients Group. I was impressed by the work Healthwatch does and that they are an independent 'watchdog' for NHS and Social Care Services. I thought it worth devoting some time to this worthy cause



## Wendy

Retired journalist, Wigan born and bred. When looking for voluntary work, health seemed the obvious choice for someone with a long term managed condition (Crohn's) and various experiences with family members of all ages.

Healthwatch is friendly yet professional and offers a range of roles to suit any level of involvement.

## Opportunities volunteering has offered



“I am especially pleased that I am able to switch from my advocacy role to my volunteering role as this gives me the opportunity to become involved with a number of different projects that Healthwatch Wigan and Leigh have done to date and are looking to undertake in the future”

### **Kalina Carey, NHS Complaints Advocate**

Following my retirement, having worked in the NHS for 41 years with the last 21 years as a Practice Manager for a large GP Practice, I decided that I wanted to use my knowledge and experience as a volunteer for Healthwatch.

I was aware of Healthwatch whilst still working and wanted to particularly get involved with their engagement work which I have found very interesting and rewarding especially knowing that HWWL is helping to raise awareness of key issues and helping to improve services.

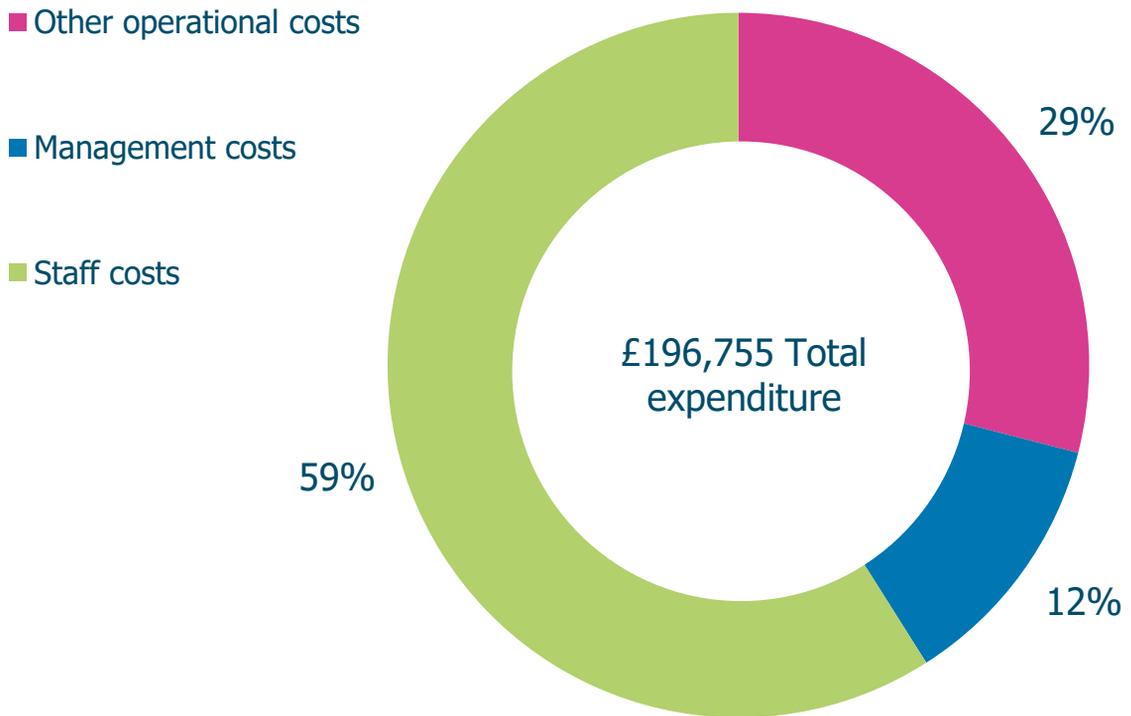
I was pleased to be able to help a family with their complaint as a volunteer and my role then developed into joining the staff team as the NHS Complaints Advocate.

It has felt especially rewarding to be able to use my knowledge and experience to be able to help people with some very difficult issues and at the same time to continue to develop my own understanding as I am learning new things all the time.

# Finances



**We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £196,755.**



# Our plans for next year

---



## A MESSAGE FROM OUR CHIEF OFFICER

The past year has been a challenging one for Healthwatch Wigan and Leigh. We have had several significant changes since April 2019.

In April 2019 a new provider was appointed to deliver the Healthwatch contract. The staff team transferred across to the new organisation, a new Board of Directors were established, and a new Chair was appointed.

By November, we had several changes in Directors and a further new Chair was in situ. Despite this our dedicated staff team and volunteers continued to work in a positive and productive manner to ensure that the people of Wigan and Leigh had their voices heard.

Early March 2020 brought further challenges, Covid 19. However, I am extremely pleased to say that we were quickly able to set up our offer by working from home and have remained integral within the Health and Social Care system.

It was a real honour to become Chief Officer of Healthwatch Wigan and Leigh in January of this year and be supported by such a talented team of staff, volunteers and Board Directors all committed to putting people's voices at the centre of health and care decision making. It is also great to be working in an area where there is a real commitment to join things up, do things differently, and more importantly to have the people's voice at the heart of services.

We believe that by working together and making sure we listen, engage with and utilise the experiences of all Wigan and Leigh citizens, we can move towards achieving this goal of making Wigan a happy and healthy place for everyone.

Looking forward into the coming year we are committed to developing innovative ways to engage and talk to our communities to hear the things that matter to you.



**Karen Parker, Chief Officer**

We want to really support all our partners in health and care in Wigan to listen and act on the views of people and patients, and we want to do that in creative and new ways with a focus on hearing the voice of people that are most seldom heard.

Finally, we want to concentrate on the impact we can make. All our work is about improving health and care services for the people of Wigan and making sure that they work for you.

Many thanks for taking the time to read our annual report and thank you to all those who have shared their experiences with us, your feedback is invaluable in making services work better for all of us.

A rectangular box containing a handwritten signature in black ink. The signature is cursive and appears to read 'K Parker'.

Karen Parker  
Healthwatch Wigan and Leigh Chief Officer

# Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experiences with us
- All of our amazing staff and volunteers
- The voluntary and community organisations that have contributed to our work
- Our local health and care providers for working with us to improve services for our local communities



# Contact us

---

Healthwatch Wigan and Leigh

Telephone : 01942 834666

Email: [info@healthwatchwiganandleigh.co.uk](mailto:info@healthwatchwiganandleigh.co.uk)

Twitter: @HWWiganLeigh

Facebook: @HealthwatchWL

Instagram: healthwatch\_wiganandleigh

Website : [www.healthwatchwiganandleigh.co.uk](http://www.healthwatchwiganandleigh.co.uk)

Wigan Borough Healthwatch CIC

Contact number 01942 834666

Email address [info@healthwatchwiganandleigh.co.uk](mailto:info@healthwatchwiganandleigh.co.uk)

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 need this in an alternative format please contact us.

Company number 11798868 - Incorporated on 31 January 2019

© Copyright Healthwatch Wigan and Leigh 2020



Healthwatch Wigan and Leigh  
Ashland House  
Dobson Park Way  
Ince-in-Makerfield  
Wigan  
WN2 2DX

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

t: 01942 834666

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



@HWWiganLeigh



@HealthwatchWL

---