

Listening To Make A Difference

Annual Report 2024 – 2025

healthwatch Wigan and Leigh

Contents

Message From Our Healthwatch Manager	1
Meet The Team	4 - 5
About Us	5 - 7
Highlights From Our Year	8 - 25
Impact	13, 26 - 28
Info and Signposting	29 - 3
Advice & information	33
Volunteering	34
Finance & future priorities	35

"I'm Adrian Hardy and for the last 4 years I have been an active member of Healthwatch. Joining the Advisory Committee gave me the chance to select the tasks to be undertaken, offer some time and advice in carrying out the work and then an opportunity to present the findings and recommendations to main agencies in the borough. For the last year or so I have chaired the Committee meetings and attended Health and Social Care Scrutiny Committee on behalf of Healthwatch. More recently I have become a director on the Healthwatch Board and can contribute to decisions on the future direction of the organisation, monitor its outcomes and funding and help develop new areas of work that will improve still further health and social care provision in the borough. Collectively the directors and staff work on a number of strategic health and local authority groups, putting the patient voice into discussions and helping keep a focus on the outcomes for patients, families and carers which might otherwise get sidelined amidst the pressures of daily work.



Adrian Hardy
Healthwatch Director

A message from our Manager

Hello Everyone,

Welcome to this year's Annual Report for Healthwatch Wigan and Leigh! This is our chance to reflect on the incredible work our team has done over the past year to ensure that the voices of residents and communities across the Wigan Borough are heard when decisions about health and social care services are made.

Throughout 2024-2025, we have been active across numerous forums, championing the importance of public involvement in decision-making. As part of the Healthwatch in Greater Manchester Collaborative, we've also worked closely with colleagues across the region to make sure local voices influence the bigger picture.

As the new Healthwatch Wigan and Leigh Manager, I'm excited to be part of this. I work closely with our Chief Officer Karen Parker, who continues to represent our organisation at a strategic level — attending key meetings with system leaders to push for real, positive change. It's a privilege to work alongside such a talented and passionate team, all dedicated to making sure the public voice is not only heard but truly considered in decision making.

This year also brought a slight change of scenery! We love being based in Sunshine House which is such a warm, welcoming community centre in the heart of Scholes. You can now find us at the front of the Sunshine House building, where our team is always happy to help.

Finally, a huge thank you to our dedicated staff and volunteers. Your hard work and commitment continue to raise awareness of the importance of listening to the experiences of people in our Borough.

Most importantly, we want to extend a thank you to the people of Wigan Borough who take the time to share their experiences with us. Your honesty and trust allow us to amplify your voices and ensure that system leaders truly understand the reality of health and social care services. We couldn't do this without your feedback and engagement—it's your stories that drive real change!

If you're interested in what we do and want to learn more, don't hesitate to get in touch.



Lacey Briscoe

Healthwatch Manager

A Message From Healthwatch

A legal requirement of local HealthWatch is to share our data with Healthwatch England, this provides Healthwatch England with the intelligence and insight it needs to enable it to champion effectively.



"The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide. Local people's experiences help us understand where we – and decision makers – must focus, and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation."

Louise Ansari, Chief Executive, Healthwatch England

Meet The Board



Ernie Rothwell - Director, Stuart Parsons - Director, Dr Kathryn Drury - Chair, Dave Suddell - Director, Lynne Hamnett - Vice Chair,, Adrian Hardy - Director (NOT PICTURED)

Meet The Team



Charlie Daw
Communications Officer



Lacey Briscoe
Healthwatch Manager



Andrea Arkwright
Engagement Officer



Lisa Armstrong
Volunteer Co-Ordinator



Karen Parker
Chief Officer



George Sharp
Engagement Officer



Lee Whalley
Communications Officer



Ann Lloyd
Engagement Officer



Kalina Carey
Independent NHS Complaints Advocate

About Us

Healthwatch Wigan & Leigh is your local health and social care champion.

From Appley Bridge to Astley, and all areas in between, our mission is to ensure that your voice is heard by the NHS and Council leaders, as well as other decision makers, who use your feedback to make improvements in the care you receive.

We are proud to offer the following services:

Information and Advice: We provide easy-to-understand information and guidance about local services, helping you access the resources you need.

Complaint Advocacy: If you ever have concerns about NHS care, we offer a free and independent advocacy service. Our team will support you in making a complaint and ensure your voice is heard.

Our Mission:

We are the independent voice of local people to influence, challenge and question health and social care provision in the Wigan Borough.

Our Vision:

A health and social care experience that meets the needs of the people of Wigan Borough.

Our values are:

Empowered Leadership – provide citizens with the skills and knowledge to facilitate change and have their voices heard.

Integrity - Honest and selfless and act solely in terms of the public interest .

Accountable – open and transparent in everything we do.

Independent – in purpose, voice, and action.

Inclusivity – we will support communities that are not normally heard to have a voice and challenge inequality.

Objective - take decisions impartially and fairly without discrimination or bias.

Value for Money – make the best use of our resources, working collaboratively with other stakeholders to avoid duplication.

Critical Friend – We will be constructive as well as challenging to service providers and the system.

Year In Review

196

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

People that came to us for information and signposting relating to health and social care services.

59

4

Reports about the improvements people would like to see within health and social care



We're lucky to have in total

28 Volunteers

who gave up 140+ days to make care better for our community. This equates to over

£11,900 of time

Our Online Reach



Back To Basics

This year, we started using our social platforms as a method of collecting feedback through asking our followers what they thought of their GP. Chosen at random, these posts are targeted at the people of the GP's catchment area, collecting us large amouts of impactful and insightful feedback to share.

81.500
Estimated Total GP Views

238
Public GP Comments

10
GP Posts

Top Posts

Our top viewed Facebook posts, 1/03/2024 - 1/03/2025



23,000
Estimated Total Views

174
Likes

‘WWL Are looking for volunteers!’

16,200
Estimated Total Views

168
Likes

‘New 'One-Stop-Clinic' Breast Services Opens at Leigh Infirmary!’





14,000
Estimated Total Views

59
Likes

‘Market Street Dental Practice are taking on NHS patients’

Forever Evolving

Moving Day



In January 2025, we went ahead with our long planned office move. We shifted from the back of Sunshine House Centre to the very front, taking their old admin office. With these new offices, we gained a window directly into the reception of the centre - allowing a way of engagment coming to us!

Alongside a fancy window we got quite a cozy set up brilliantly decorated by the centre, an area for the NHS Advocacy and a good view of Scholes. It was a long day for the move, with just Charlie and Lacey handling just about everything physical, but after an hour or two of desk and cable management, we ended up with a brilliant new look and space pictured below. (Door signage installed seperately, on a different day.)



Alongside this new Healthwatch Office, we also split with our Chief Officer getting her own brand new office next door - also with brilliant decor.

The Website



Early 2025, we launched our brand new website! Same URL, new look. Built on Wordpress rather than the standard Healthwatch Drupal, this site provides cleaner, more impactful visuals whilst also being much easier to use on the backend in regards to writing and SEO (Search Engine Optimisation). Plus, the 'Have Your Say' survey got a visual and functional update, allowing us to be much more responoive to the information we recieve. See Healthwatch Englands site below for comparison.



Projects



CAHMS

We conducted a piece of work around the pathways to Children and Adolescent Mental Health Services (CAMHS) with the aim of the project being to establish whether the current mental health care pathway is effective in identifying and helping Children and Young People to access the support they need in a timely and effective way.

We started this project looking into the CAMHS pathways in Greater Manchester after Healthwatch Trafford asked us to cover the Wigan and Leigh borough on behalf of the ten Greater Manchester areas.

We used the framework provided by Healthwatch Trafford but we needed to rephrase some of the questions to make it more relevant to the local people living in Wigan and Leigh. We distributed a questionnaire throughout young people across Wigan and Leigh through our digital channels, our engagement at the CAHMS site in Wigan and other methods.

We recieved a number of responses from young people, parents, carers and professionals about the CAHMS service. We recieved 402 responses from parents and caregivers, 42 responses from professionals and 24 from young people.





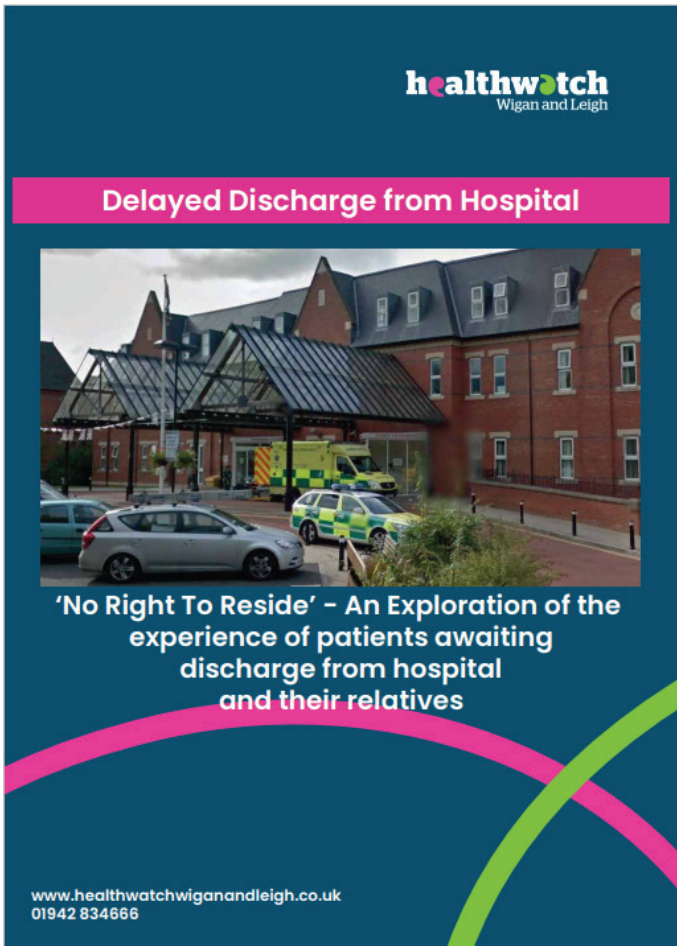
Projects



Delayed Discharge

Delayed discharges from hospitals hit the headlines every winter when demand for acute hospital services increase. There are numerous studies relating to this issue, but these largely focus on what happens to patients on the day of discharge, identifying problems relating to transport and awaiting receipt of discharge medication.

Once a patient has completed their treatment and is ready for discharge, they will be assessed against the 'right to reside' criteria. If they no longer meet this, they are deemed as having 'no right to reside' (previously known as bed blocking) in a hospital bed and need to be discharged to either their own home or alternative place of care We spoke to patients on wards at the Royal Albert Edward Infirmary, Leigh Infirmary and the two-community bed-based services commissioned by Greater Manchester Integrated Care Board providing Intermediate Care, Discharge to assess services and stroke rehabilitation.



Patients were identified to us from the 'No right to reside' list and were able to give their consent to share their story. Patients and relatives told us that the discharge process was complex and confusing. Communication proved to be difficult, and it felt that there was no joined up working or coordination. Multiple moves around the hospital and into community services led to confusion, miscommunication and lack of any continuity which inevitably led to duplication.
In addition, patients and relatives made comment about deconditioning and the impact on mood as patients lack stimulation in hospital.

Projects

Delayed Discharge

Since its publication, the report has been presented to system partners at several forums.

- Wigan Council Overview and Scrutiny Committee
- Wigan System Quality Group
- Wrightington Wigan and Leigh Discharge Improvement Group
- Wrightington Wigan and Leigh Patient Experience and Engagement Group
- Wigan Care Home and Development Board.

It has been widely welcomed, and a number of recommendations have already been implemented or agreed for action as part of the Better Lives Transformation system. Healthwatch Officers and Volunteers have been welcomed onto groups to support and monitor action from the report. Information leaflets have been developed for Richmond House Stroke Rehabilitation and Bedford Care Home Intermediate care service. Work has also commenced on a patient held discharge document.
Findings from the report will be used to inform the redesign of Intermediate care and discharge to assess bed-based services as part of Better Lives and Wigan Integrated Care Board are considering the findings related to the Stroke pathway.

https://healthwatchwiganandleigh.co.uk/delayed-discharge-the-report/



Projects



Teaming Up with Primary Care Networks for Community Engagement

Healthwatch Wigan and Leigh wanted to work with local Primary Care Networks (PCNs) to support them in creating some basic engagement principles for how they engage and work with people in the community.

Engaging with the community is a very important part of what PCNs do. It helps from the very start – like when they are trying to understand what local people want and need – all the way to planning health services that are built around those needs. We worked together with the PCN Leads and the Programme Manager for Transformation and Integration (Wigan locality) to develop two events titled.

"How can we make engaging meaningful" to start to think about and develop the engagement principles. The events were held in Leigh and in Wigan for PCN staff and GP Practice staff to attend.

The day consisted of...

- Why we are here, where are we going, health inequalities and engaging with communities
- Why do we need Engagement. What do we currently have/do.
- Identify when and why they would need to engage and what would that look like
- How do we approach the future of engagement
- Sharing and Learning



Both events were very well attended.

Next Steps

The outcomes of the events will be reviewed in collaboration with the Primary Care Network (PCN) Leads, with the aim of jointly developing a set of mutually agreed upon engagement principles

Projects

Patient Engagement in Accident and Emergency - Royal Albert Edward Infirmiary

In Autumn 2024 our volunteers visited Royal Albert Edward Infirmiary to spend time talking to patients about the reason why they had presented there, and about the care they were receiving. The volunteers spoke to a total of 55 patients between September and December. This engagement captured the issues that patients were experiencing whilst waiting in A and E.

Following this feedback from Healthwatch Wigan and Leigh, the hospital trust quickly responded and implemented some immediate changes to improve the experience of patients.

Find the report here!

https://healthwatchwiganandleigh.co.uk/wigan-ae-capturing-peoples-experiences/



Projects



Diabetes Project

Healthwatch Wigan and Leigh were commissioned by the Integrated Care Board to undertake a piece of work around diabetes.

This project aimed to seek the views of patients, carers relatives newly diagnosed with early onset type two diabetes and what their experiences where of receiving diabetic services. Also why are patients failing to opt into the Diabetes Self-Management Course.

We spoke to patients in various settings including the voluntary sector community settings, diabetes community clinics, GP diabetes clinics, events and collected information via surveys.



Engagement



ABCD Network

Andrea had been waiting all year to attend the ABCD network hosted by Angela at Northern Heart and Soul CIC. Karen our Chief Officer was also in attendance. So, what is ABCD- it is Asset Based Community Development (ABCD) it is a way of being in communities that starts with what's strong rather than what's wrong. It's a process that enables communities and those that work alongside them to develop relationships to help communities to succeed and restore functions without fear of displacement, replacement or harm.

WHAT IS ABCD?

Asset Based Community Development (ABCD) is a way of being in communities that starts with what's strong rather than what's wrong.
It's a powerful process that enables communities and those who work alongside to get into right relationship so that communities can flourish & rekindle functions without fear of displacement, replacement or harm.

At the session we talked about listening skills and how important listening is. It brings so much more information when you take the time to listen to your community. We talked about building stronger relationships with our community and discussed self-reflection. Angela spoke about a community survey thay they have undertaken within their local area and what that will be able to bring to the community once they have gone through all the responses.



By engaging the community in the survey, they feel listened to and feel that they can contribute to changes in their area. I am looking forward to the next session.

Engagement



The Healthwatch Conference

12/11/2024 - Charlie, Andrea, Lacey and Yemi took a little adventure into London for the annual Healthwatch Conference.

The annual Healthwatch Conference is an annual event ran by Healthwatch England, recently held exclusively in London but has been anchored in Manchester once or twice before, the conference is the yearly meeting of all 152 local Healthwatch's, like us or Healthwatch Bucks, or City Of London. Wherever there's a locality, there's a Healthwatch and they all meet here! Usually, this event is more for the board and the Chief Officers but this time around we sent some of our more regular staff around as the event has been opened up to everyone in Healthwatch! It has a few workshops, a few networking breaks and a speech or panel or 2 with guest speakers and Louise Ansari the Chief Executive of Healthwatch England.



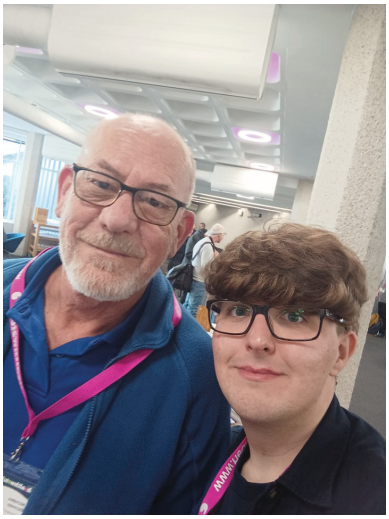
And so, it begins... We walk into the first floor of the building, sign in, get our badges and lanyards then have a chat with a few colleagues before we set off. Specifically, a fella from Healthwatch Richmond And Tyne and the chairman from Healthwatch Portsmouth and his snazzy shirt!. It was really busy, mostly full of board members, engagement officers and chairs, but we figured something out. We, as 4 upstanding Wiganers, were the biggest team there!

Engagement

The Healthwatch Conference

We met Kate from Healthwatch Westmoorland And Furness, discussed the intricacies of local borders and went up to the conference room after a quick photoshoot. The first speaker was David Croisdale-Appelby. A nice older guy, he's the chair of Healthwatch England, and to put it simply, he was impressed. He's only been around 17 months, but in that time he's loved the work we were doing, specifically shouting out Healthwatch Bristol with their youth work. Next up, the keynote speaker, Parlimentary Under-Secretary Of State Of The Department Of Health and Social Care. Baroness Merron. The Barroness is a politician in our current government. According to her, patient satisfaction is at an all time low, under a quarter of people are happy with the NHS and two thirds agree the NHS is broken.

Now we get to the panel with 3 speakers and Louise Ansari asking questions. Baroness Marron, Sarah Woolnough the chief executive of The Kings Fund and Cheryl Tackie, the chair of NHS Englands Cancer Programme Patient and Public Voice Forum. We heard about how the NHS needs to move from treating sickness to sickness prevention. About how 'It's not about how long you live, but how you live' and how healthy life expectancy has actually got worse.



The conference had 3 workshops. One about ADHD and autism, one about social care and another about Healtwatchs digital future. This is the one I and Yemi attended, alongside Grainne from Healthwatch Redding and Carrie from a few of them including Hull and Licolnshire!

Engagement



Age UK, Healthwatch Wigan and Leigh and Daffodil Dreams



Andrea our Engagement Officer was invited by Age UK to come along to Daffodil Dreams Community hub with them to share what our organisations are all about. You are probably thinking what is Daffodil Dreams. Daffodils Dreams are a community interest company (CIC) who are passionate about improving the lives of children and families living in poverty, through engaging and connecting communities that have, with communities that need, providing resources for those without life's essentials, enabling the opportunity for underprivileged children to thrive at home, at school and at play." To find out more go to the website below

https://www.daffodilsdreams.org

We had a lovely morning with the members of the public who asked a lot of questions around benefits and what they are entitled to, what activities were on offer, Home Care Service and the Handy Man Service with our Age UK colleagues.
The feedback from the members of the public at the hub around health and social care was that they had experienced good care with regards to



- The Accident and Emergency Children's unit,
- The Urgent Treatment Centre
- GP services provided to children.

We had a lovely morning and hope to be back again soon.

Engagement



The Reeva Event

I attended this event with my colleague Anna. The event was held at Brunswick recreational club, Leigh Rd, Hindley Green. Representatives from the Reeva programme made us very welcome and the refreshments were very welcome.

The event also had representatives from Andy's Man Club, Run Talk Run, Veteran Coordinator from Wrightington Wigan and Leigh and the Veterans Association. There was also the opportunity to have a health check from staff from Hindley Primary Care Network.

We were able to chat to members of the public who went away with leaflets, bookmarks, pens and lip balms but unfortunately declined our offer of a HW bag.
It was a lovely afternoon; we made the most of the sunny weather by setting up our stall outside. We had opportunity to talk to fellow event reps and learned a lot about the different organisations. It was a useful networking event and valuable links with others was made.

A bonus was the lovely support dogs who were impeccably behaved and were very happy to be fussed by everyone.





Engagement



Social Media Campaign for GP Surgeries – Patient Feedback

We have recently initiated a social media campaign across GP surgeries within the Primary Care Networks (PCNs) in the borough. The aim of this campaign is to gather feedback from patients about their experiences with local GP practices.

The insights collected through this campaign will be compiled and shared with Practice Managers. This will help to highlight areas where services are performing well, as well as identify opportunities for improvement





Engagement



Health and Wellbeing Event

Andrea our Engagement Officer and our lovely Volunteers Mary and Julie attended the Health and Wellbeing Event at Robin Park organised by BeWell, Wigan Council.
There were 48 stalls at the event ranging from health checks, benefit advice to information on sexual health services information. Over 200 residents attended the event taking up the offers of health and blood pressure checks.

Healthwatch listened to people's experience of health and social care services. Some of themes from our conversations

- Asking for advice on how to register with a GP and mental health services as they were new to the area.
- How to access face to face bereavement counselling
- Volunteering opportunities for Healthwatch and how other Voluntary Sector organisations can advertise for volunteers
- Positive experiences at GP practices in general and also around support for learning disabilities and asthma

Volunteer Mary said about the event "I relish a chance to get "out & about" with our Engagement Team.





Above and Beyond

Cloud Based Telephony System

NHS Greater Manchester have recently deployed a new telephony system across the 56 GP practices, they contacted us to obtain any feedback received on this recent service. We collated our information to highlight any changes or trends in feedback since these have been introduced:

We have not received any recent direct complaints or significant feedback specifically regarding the telephony system itself. However, on reviewing feedback, a recurring theme has emerged around patients' frustration at being unable to secure face-to-face appointments. Many patients have expressed dissatisfaction with being referred to AskmyGP.

Specific feedback received which highlighted a communication gap for vulnerable or digitally excluded patients, who may struggle to access updated contact information without digital means.

"The client has said the practice has changed their number which they believe leaves elderly patients with no access to the internet with no access to the new telephone number. The client stated they didn't receive a letter to inform them of the number change."

We received positive feedback on telephony changes which suggests that for some patients, the improvements to the answering system have had a significant positive impact

"They feel that the phone answering has been transformed. They say that everything for their care is vastly improved."

Above and Beyond



Independent Complaints Review Panel

Our Engagement Officer Andrea has been asked to be a member of the local hospital's new Independent Complaints Review Panel.

The panel reviews four closed complaints, carefully selecting them based on the following criteria:

- Divisions/Departments
- Severity or grade of the complaint
- Demographics and protected characteristics
- Reopened complaints
- Complaints related to emerging themes, trends, hot topics, or Trust priorities

Information packs are provided to panel members four weeks in advance of the meeting for them to review and then complete a key lines of enquiry template. Andrea attended her first meeting, and all the key lines of enquiry were met for each complaint. The panel felt that the complaint response letter could be improved by using more considerate and softer language and clearly highlighting the improvements made to the service. We believe it is important to include these improvements so the public can see how the Trust has addressed their complaint and how they have implemented positive changes.

The Complaints Department will start to work on the response complaint letter template which will be shared with the Patient Experience Group and the Quality and Safety Committee.

Impact



- The findings from the Diabetes report will be used for the Development Of the Poverty Proofing NHS Diabetes Prevention Programme (NDPP) Healthier Wigan You Project. Also, findings from the Diabetes report have been used to help influence the Health Inequalities Needs Assessment for Wigan Borough

- Andreas engagement with the Armed Forces HQ CIC has allowed our input on accessibility in the Wigan Life Centre for disabled users

- We assisted a visually impaired carer to get in touch with a pharmacy for their elderly parent, consulting with our ICB

- We assisted an elderly woman with no Internet access to get in touch with our local breast screening service

Impact



Andrea, our Engagement Officer, attended one of her regular sessions at Armed Forces HQ, where a regular attendee shared his experience as an amputee using the facilities at the Life Centre's swimming pool and sauna. He highlighted several challenges related to accessibility, particularly with the disabled changing room, showers, and sauna access.

Disabled Changing Room
The client reported that there is no airflow or windows, causing the air to remain damp and making it difficult to dry off properly.

Disabled Showers
He expressed concerns about the lack of privacy, as other users can see him while he showers and gets dressed.

Sauna & Steam Room Access
Entering the sauna is particularly difficult for him. He has to slide in on his bottom and wears gloves to avoid direct contact with the floor. He suggested that improvements are needed to enhance accessibility.

Frustration
The client also voiced frustration that when concerns are raised with visiting services at Armed Forces HQ, changes rarely seem to happen. Andrea assured him that she would escalate his concerns to the local BeWell Service within the Local Authority and follow this through.

Raising the concerns
After raising the issues with the BeWell, Inclusion Manager, a meeting was arranged with the client. Following discussions with the Life Centre's management team, several of the client's suggested improvements will be implemented, including:

- Installing a shower curtain for added privacy
- Adding extra plastic handrails in the sauna (plastic to prevent heat retention)

Impact
These changes aim to improve accessibility and enhance the experience for disabled users at the Life Centre.

Impact



We recently received an inquiry regarding pharmacy services from a service user advocating for their elderly parent who lives in the Wigan area. The individual, who is also their parent's primary carer, lives outside the area and is visually impaired. To better support their parent in managing daily medications, they reached out to the GP to request blister packs. However, upon contacting several pharmacies, they were informed that this service was either being discontinued or unavailable due to staffing shortages.

They came to us for further support and guidance as they were recognising potential safeguarding concerns. After consulting with our ICB Wigan Locality Lead, we were signposted to the Head of Medicine Optimisation, who provided guidance on available pharmacy support services. They offered a detailed overview of alternative options and directed us to pharmacies that the carer had not yet reached out to.

As a result, the individual was able to connect with a pharmacy that could accommodate their parent's needs and coordinate with the GP to ensure proper medication management. The carer expressed gratitude, stating the support had “really made a difference” and thanking the team for their help.

This outcome is a testament to the power of strong partnerships, effective collaboration and working together in delivering positive health outcomes for patients. Feedback from NHSGM ICB further reinforced this:

"Thank you for taking the time to provide feedback. I am really pleased to hear we have been able to support a positive outcome for the patient and their family."

"Great team effort!"

Information and Signposting

Volunteer Service – Support

DRIVEN Volunteer Service asked if we could help with recruit volunteer drivers. We provided information and contact details for the new Voluntary, Community, Faith and Social Enterprise infrastructure that is being developed and provided contact details for the Relationship and Engagement Officer for further information.







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. See some highlights!











62
Venues Visited












healthwatch
Wigan and Leigh
www.healthwatchwiganandleigh.co.uk










healthwatch
www.healthwatch.co.uk




80th anniversary of Auschwitz liberation


healthwatch
Wigan and Leigh
Healthwatch is your health and social care champion.
We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.
We provide free information and signposting to the public on what options are available to them from health and social care services.
www.healthwatchwiganandleigh.co.uk
01942 834666
HealthwatchWL







Advice and Information

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, making a complaint or choosing a good care home for a loved one – you can count on us.

Query from a patient who would like further information regarding a 111 call they made and in which they felt they were asked certain questions which they felt were irrelevant at the time of the call when they were experiencing discomfort.

We contacted the Greater Manchester Patient services who signposted the patient to NWAS Patient and Liaison Service who would be able to provide further information relating to the specific questions asked.

A Parent contacted Healthwatch for advice and support for their child who has displayed worrying harmful behaviour. It was highlighted that due to home address and proximity the child was open to another crisis pathway, however due to the details of the particular case CAMHS reached out to the parent to offer further advice and support.

Person recently moved into the area and was not registered with a GP. They informed us that they were under the Mental Health Services in their previous area and was concerned they may become lost in the system and therefore wanted advice on how to get a referral into MH services. We advised them to register with a local GP and the MH link worker within the practice. Contact details of local practices were provided.

Staff from the Wigan Arrivals Project contacted us as a child requires urgent physiotherapy, it was highlighted that there was a communication barrier and there was an issue with understanding an appointment time. We signposted them to the GP Practice Manager to make an appointment to explain the child's issues and we advised them to ask the clinic to provide a telephone interpreter when phoning for information.

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.



"I volunteer to keep active and do something I hope is of value to the community at the same time! There's no point complaining from the sidelines if you could be on the pitch helping your side win."

"We are giving a voice to service users....and we are actually listening to them."

"I volunteer because it enables me to feel useful in retirement and I get chance to spend time with a great bunch of people. They also accommodate my dog, Ted too!"

Our volunteers:

Audited Local PPGs (Patient Participation Groups)
Gathered Experiences at a new CDC (Community Diagnostic
Center) at Leigh.
Surveyed Patients in A&E for the A&E Feedback Work
Represented Healthwatch at the Carers Network Meetings
Represented Healthwatch at the Suicide Prevention Meetings
Represented Healthwatch at the Wigan Equality Participation

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	**£200,000**	Expenditure on pay	£186,160
Additional income	£18000	Non-pay expenditure	£12,279
Project Work HWinGM	835	Office and management fee	£24,056
Total income	**£218,835**	**Total Expenditure**	**£222,495**

Additional income is broken down into:

- 18000 received from the Local Authority for the backfill of a seconded role
- £853 received from Healthwatch GM for work on a project

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences. We will also focus on how we can improve the issues that concern local people the most.

We will also work together with partners and our local Healthier Wigan Partnership to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top priorities for the next year are:

1. Homecare
2. Pharmacy

Statutory Statements

Wigan Borough Healthwatch Community Interest Company, Heaton Room, Sunshine House, Scholes, Wigan, WN1 3SA uses the Healthwatch Trademark. Healthwatch Wigan and Leigh 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 5 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2024/25, the Board met 6 times. We ensure wider public involvement in deciding our work priorities. We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.



Your voice for social care and health services in Wigan & Leigh

healthwatch
Wigan & Leigh

Telephone – 01942 834666
Text Us Your Feedback - 07939 061829
Email – info@healthwatchwiganandleigh.co.uk
Website – www.healthwatchwiganandleigh.co.uk
Social Media - www.linktr.ee/healthwatchwiganandleigh

Scan Me

Volunteer opportunities available
Please contact us for more details

www.healthwatchwiganandleigh.co.uk