

Registration number: 08548235

Healthwatch Dorset CIC

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2017

Westlake Clark
Chartered Accountants
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

FRIDAY



A13 *A6KV0R2W* #204
08/12/2017
COMPANIES HOUSE

Healthwatch Dorset CIC

Contents

Company Information	1
Statement of Directors' Responsibilities	2
Assurance Report	3 to 4
Balance Sheet	5 to 6
Notes to the Financial Statements	7 to 9

Healthwatch Dorset CIC

Company Information

Directors	D C Sargent
	D Persse
	J Palfreman-Kay
	Dr M A Guy
	Mrs J S Guest
	Dr C J H Williams
	Mrs A H Andersen
	Ms A J Joseph
Company secretary	D Persse
Registered office	896 Christchurch Road Pokesdown Centre Bournemouth Dorset BH7 6DL
Accountants	Westlake Clark Chartered Accountants 7 Lynwood Court Priestlands Place Lymington Hampshire SO41 9GA

Healthwatch Dorset CIC

Statement of Directors' Responsibilities

We confirm that as directors we have met our duty in accordance with the Companies Act 2006 to:

- ensure that the company has kept adequate accounting records;
- prepare financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2017 and of profit and loss for that period in accordance with Generally Accepted Accounting Practice in the UK; and
- follow the applicable accounting policies, subject to any material departures disclosed and explained in the notes to the financial statements.

Healthwatch Dorset CIC

Independent Chartered Accountants' Review Report to the Directors of Healthwatch Dorset CIC

Opinion

We have reviewed the financial statements of Healthwatch Dorset CIC (the 'company') for the year ended 31 March 2017. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the company's directors, as a body, in accordance with the terms of our engagement letter. Our review has been undertaken so that we might state to the company's directors those matters we have agreed with them in our engagement letter and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's directors as a body, for our work, for this report, or for the conclusions we have formed.

Directors' responsibility for the financial statements

As explained more fully in the Statement of Directors' Responsibilities [set out on page 2], the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Accountants' responsibility

Our responsibility is to express a conclusion based on our review of the financial statements. We conducted our review in accordance with the International Standards on Review Engagements (ISRE) 2400 (Revised), Engagements to review historical information statements and ICAEW Technical Release TESCH 09/13AAF Assurance review engagements on historical financial statements. ISRE 2400 (Revised) also requires us to comply with the ICAEW Code of Ethics.

Scope of the assurance review

A review of financial statements in accordance with ISRE 2400 (Revised) is a limited assurance engagement. We have performed additional procedures to those required under a compilation agreement. These primarily consist of making enquiries of management and others within the company, as appropriate, applying analytical procedures and evaluating the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with the International Standards of Auditing (UK). Accordingly, we do not express an opinion on these financial statements.

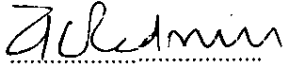
Conclusion

Based on our review, nothing has come to our attention to dissuade us from the belief that the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2017 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Healthwatch Dorset CIC

**Independent Chartered Accountants' Review Report to the Directors of Healthwatch
Dorset CIC (continued)**



Z K Redmill BSc (hons) ACA CTA

Westlake Clark
Chartered Accountants
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

Date: 6/12/17

Healthwatch Dorset CIC

(Registration number: 08548235)
Balance Sheet as at 31 March 2017

	Note	2017 £	2016 £
Current assets			
Debtors	4	1,431	26,368
Cash at bank and in hand		<u>67,175</u>	<u>16,111</u>
		68,606	42,479
Creditors: Amounts falling due within one year	5	<u>(20,213)</u>	<u>(4,041)</u>
Net assets		<u>48,393</u>	<u>38,438</u>
Capital and reserves			
Profit and loss account		<u>48,393</u>	<u>38,438</u>
Total equity		<u>48,393</u>	<u>38,438</u>

The notes on pages 7 to 9 form an integral part of these financial statements.

Healthwatch Dorset CIC

(Registration number: 08548235)

Balance Sheet as at 31 March 2017 (continued)

For the financial year ending 31 March 2017 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

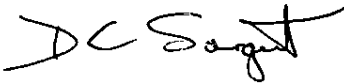
Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

These financial statements have been delivered in accordance with the provisions applicable to companies subject to the small companies regime and the option not to file the Profit and Loss Account has been taken.

Approved and authorised by the Board on ...12/2017 and signed on its behalf by:



D C Sargent

Director

The notes on pages 7 to 9 form an integral part of these financial statements.

Healthwatch Dorset CIC

Notes to the Financial Statements for the Year Ended 31 March 2017

1 General information

The company is a company limited by guarantee incorporated in England and Wales.

The address of its registered office is:

896 Christchurch Road
Pokesdown Centre
Bournemouth
Dorset
BH7 6DL
England

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

The company's functional and presentational currency is pound sterling.

Going concern

The financial statements have been prepared on a going concern basis.

Turnover

Turnover represents amounts receivable from Dorset County Council, Poole Borough Council, and Bournemouth Borough Council for the provision of Healthwatch Services. Revenue is recognised evenly over the life of the contract in line with the services provided.

Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts and after eliminating sales within the company.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

Healthwatch Dorset CIC

Notes to the Financial Statements for the Year Ended 31 March 2017 (continued)

2 Accounting policies (continued)

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 9 (2016 - 8).

4 Debtors

	2017 £	2016 £
Other debtors	1,000	26,368
Prepayments and accrued income	431	-
Total current trade and other debtors	<u>1,431</u>	<u>26,368</u>

5 Creditors

	2017 £	2016 £
Due within one year		
Social security and other taxes	2,296	2,192
Other creditors	16,547	283
Accruals and deferred income	<u>1,370</u>	<u>1,566</u>
	<u>20,213</u>	<u>4,041</u>

6 Company status

The company is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.

Healthwatch Dorset CIC

Notes to the Financial Statements for the Year Ended 31 March 2017 (continued)

7 Related party transactions

Summary of transactions with other related parties

During the year the company made the following related party transactions:

Help and Care

(Subscriber in Healthwatch Dorset CIC)

Within cost of sales is an amount of £294,311 (2016: £317,468) paid to the above for services. At the balance sheet date the amount due to Help and Care was £15,090 (2016: £26,368 due from).

Citizens Advice in Dorset

(Subscriber in Healthwatch Dorset CIC)

Within cost of sales is an amount of £64,312 (2016: £66,012) paid to the above for services.

Dorset Race Equality Council

(Subscriber in Healthwatch Dorset CIC)

Within cost of sales is an amount of £21,058 (2016: £21,058) paid to the above for services.

8 Non adjusting events after the financial period

In April 2017 another Healthwatch CIC, supported by Help and Care, was successful in its appeal to the First Tier Tribunal over HMRCs assessment of the VAT status of its contract with the Local Authority. There was a contingent liability included in the 31 March 2016 accounts for Healthwatch Dorset CIC relating to the possibility of substantial irrecoverable VAT. The result of the First Tier Tribunal decision is that this contingent liability should not crystallise.

9 Transition to FRS 102

No adjustments to the financial information were made during the transition to FRS 102.

CIC 34

Community Interest Company Report

For official use
(Please leave blank)

--

Please
complete in
typescript, or
in bold black
capitals.

Company Name in
full

Healthwatch Dorset CIC

Company Number

08548235

Year Ending

2016/2017

2/3/17

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a fair and accurate description of how they have benefited the community, or section of the community, which the company is intended to serve.

A statutory annual report covering these activities is attached.

(If applicable, please just state "A social audit report covering these points is attached").

(Please continue on separate continuation sheet if necessary.)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company's stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

Stakeholders include the citizens of Dorset and their representatives, together with the commissioners and providers of health and social care services in Dorset.

One of the main functions of Healthwatch Dorset is to engage with people, communities, groups and organisations across Dorset to seek their feedback about health and social care services. The activities and projects included in our Annual Work Programmes address issues arising from an analysis of this feedback, including the views of local people and their issues of concern. This year, we have again also actively consulted key stakeholders on the proposed priorities for our 2017/18 Work Programme.

Examples of community engagement activities and the projects we have undertaken are described in our Annual Report (attached).

(If applicable, please just state "A social audit report covering these points is attached").

PART 3 – DIRECTORS' REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes). If no remuneration was received you must state that "no remuneration was received" below.

No remuneration was paid. Directors were paid out of pocket expenses when incurred.

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below.

No transfer of assets other than full consideration has been made.

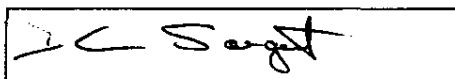
(Please continue on separate continuation sheet if necessary.)

(N.B. Please enclose a cheque for £15 payable to Companies House)

PART 5 -- SIGNATORY

The original report must be signed by a director or secretary of the company

Signed



Date

1/12/2017

Office held (tick as appropriate) ☒ Director ☐ Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

David Sargent	
896 Christchurch Road	
BOURNEMOUTH	
BH7 6DL	Telephone 0300 111 0102
DX Number	DX Exchange

When you have completed and signed the form, please send it to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG



Impact

h althwatch
Dorset

Annual Report 2016-2017

Contents

Who we are	3
Message from our Chair	4
Our year at a glance	5
Making a difference together	6-11
Be Yourself	12-13
Helping you find the answers	14-15
It starts with you	16-17
Our people	18-19
Our plans	22-23



Who We Are

We also provide people with information and advice about local health and social care services, help them find their way round the system and make them aware of their rights and the choices available to them.

Healthwatch Dorset is a Community Interest Company, set up in 2013 as a joint venture between three well-established Dorset charities: Help and Care, Citizens Advice Dorset and Dorset Race Equality Council. Joining the three organisations on the Board of the company as Non-Executive Directors are a number of local people chosen by an independent Appointments Panel.



Dr. Chris Williams
Healthwatch Dorset Board Member

OUR VISION

To be the independent voice of the people, coordinating and bringing together people's views and experiences to improve health and social care services.

To be a well-led, high quality organisation that is effectively organised and managed.

To be well-known, independent, trusted and accessible to everyone, operating seamlessly across Bournemouth, Dorset and Poole.

To be influential and respected by decision-makers and service providers.

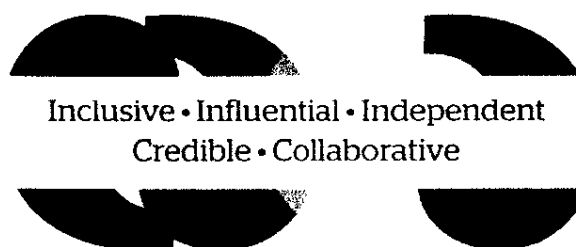
OUR MISSION

To support people by providing an Information and Signposting Service for those who use health and social care services.

To engage with and reach out to local people, communities, groups and organisations to encourage them to provide feedback on local health and care services and support them to be actively involved in the improvement of local Health and Social Care Services.

To use local people's experiences and views to influence providers and commissioners of health and social care services.

OUR VALUES



Message from our Chair, **Joyce Guest**

This has been a full and demanding year for Healthwatch Dorset, particularly with the consultation on the Clinical Services Review. We have demonstrated the powerful links made with our communities through numerous projects and our energetic team of Healthwatch volunteer Champions. This has enabled us to bring real stories to the health and social care decision makers.

The Healthwatch team have undertaken numerous projects this year including care home visits, mystery shopping, surveys and of course the important formal reports. For a small team, they punch well above their weight. I have been particularly impressed with the "Be Yourself: Everybody Else is Taken" project, raising young people's mental health issues. This initiative was supported by AFC Bournemouth and we are extremely grateful to them for their commitment. When we showcased the work at the Vitality Stadium everyone felt inspired.

Our Community Investment Projects have demonstrated that a small investment can give tremendous and ongoing benefits.

In July last year we were runners up at the Healthwatch England National Conference for the value we bring to diversity and inclusion through the investment projects. It gave me immense pleasure to collect the award together with members of the team.

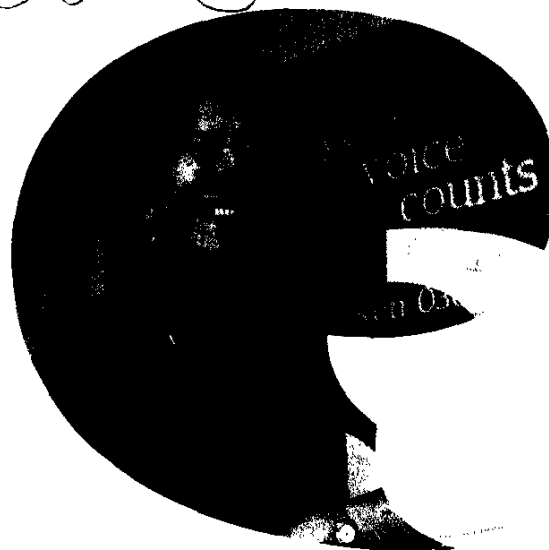
We have also made Healthwatch more accessible; our Easy Read guides to making a complaint were produced with Poole Forum. This has been adopted nationally. The Bournemouth Deaf Club worked with us to produce a video in British Sign Language which has widened our reach to the deaf community.

Our "Fobbed Off" report (about local people's experience of the NHS's complaints process) gained national coverage and we are pleased that our local health providers are now responding to our findings with real and positive action.

We have received greater media coverage and this has led to radio and TV interviews including concerns about ambulance waiting times, delays in A & E and our unease about changes in service delivery. We certainly had an impact and changes have taken place.

None of this would have been achieved without the hard work and versatility of our Healthwatch Team and Champions. I must also mention our Board, who are also volunteers, for their dedication and hard work.

I hope you will both enjoy and learn from our Annual Report "Impact", demonstrating that we are really making a difference and achieving improvement in services for our community.



Our year at a glance

We reached over
66,000
people on
social
media

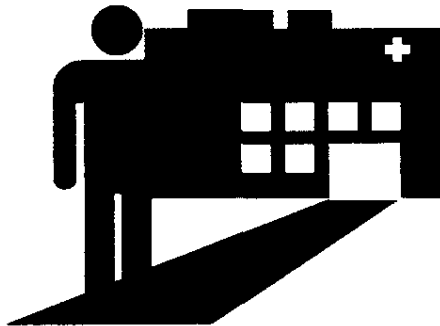


Our volunteers helped us with
everything from promotion
stands to mystery shopping

VOLUNTEER

**GET
INVOLVED!**

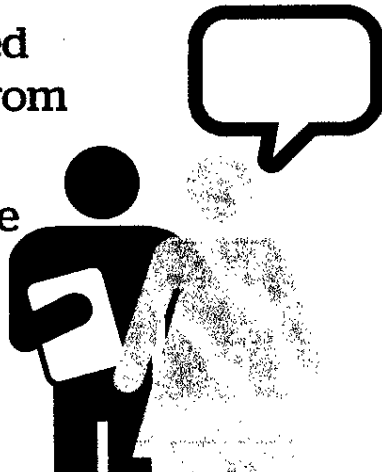
We visited **18** local
health & care services



We provided **1838** people
with information and
signposting



We gathered
feedback from
2168
local people



We met thousands of local
people at over
100
community
events
across
Dorset

h althwatch





Joyce Guest - Healthwatch Dorset Chair

Healthwatch Dorset making information more accessible

New, easy-read version of complaints guide



Healthwatch Dorset Champions, students at Weymouth College

Last year we publicised new, national guides on how to make a complaint about a health or social care service, written by Healthwatch England and Citizens Advice, and responded to calls on social media for the guides to be made more accessible for readers with learning disabilities.

Healthwatch England and Citizens Advice had no plans to put together an easy-read version of the guide, so we decided to make it happen ourselves.

The new version of the guide has received praise from Healthwatch England and Citizens Advice and the new guide is freely available to all local Healthwatch.

Joyce Guest, Chair of Healthwatch Dorset, said: *"We are proud to have been able to strengthen the voice of people with learning disabilities, not only in Dorset but across the country."*

Jane Mordue, Chair of Healthwatch England, said: *"We're pleased to see this contribution from Healthwatch Dorset, which we hope will help people with learning disabilities to make their voices heard."* We worked with Poole Forum to put together the guide. Poole Forum is

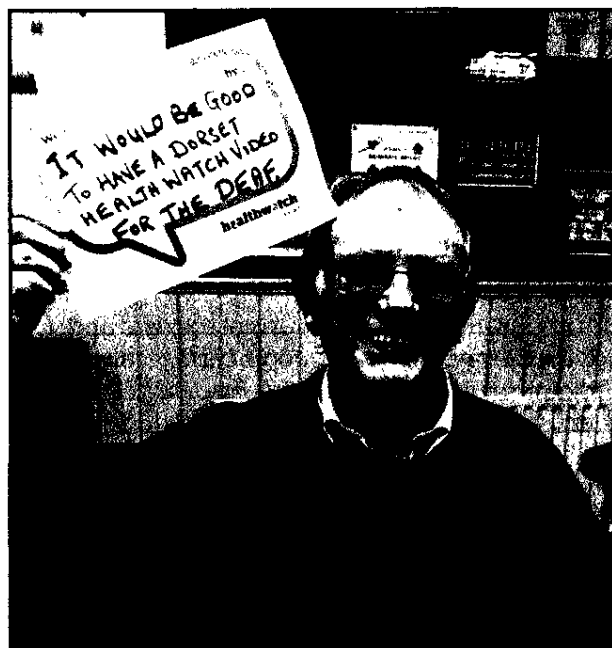
run by and for people with learning disabilities to give its members a voice in the community. Poole Forum member, Shaun Hayward, said: *"I would use this guide as it's easy to understand. It should be in all the hospitals, doctors' surgeries and dentists across the country."*

Nikki Brown, manager of Poole

Forum, said: "We are really pleased to work in partnership with Healthwatch Dorset to provide this accessible guide, and get things right for people who need easy-read information."

NEW British Sign Language Video

We visited Bournemouth Deaf Club in January 2017 and they told us they would like to see a British Sign Language video about Healthwatch Dorset.



Keith Simmons, MBE, President of Bournemouth Deaf Club

We invited the group to make the video with us and we're really proud of the result. You can see it on our YouTube channel.

Healthwatch Dorset reveals issues with NHS dental care

WHEN do you go to the dentist?

Do you put it off until your teeth hurt? Or do you go every year without fail?

Whatever your relationship with the dentist, you expect to be able to make an NHS appointment when you want one - and the good news is that most people can.

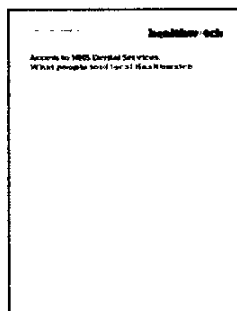
Healthwatch Dorset has recently joined forces with Healthwatch around the country to find out more about NHS dental services. The results have been published in a new report by Healthwatch England called 'Access to NHS Dental Services'.

More than 50 per cent of respondents to the national GP survey had tried to get an NHS dental appointment in the last two years and 93 per cent of them were successful in doing so.

But there are some people who, for a variety of reasons, find it very difficult to get access to NHS dental care. One in five people Healthwatch polled in 2016 said that they had tried to get an NHS dental appointment but could not get one within what they deemed to be a reasonable timeframe.

Martyn Webster, Healthwatch Dorset Manager, said "There are a number of issues local people have raised with us about NHS dentistry in Dorset. It can be hard to find a dentist taking NHS patients, the costs are sometimes unclear and almost half the children in Dorset didn't see a dentist last year.

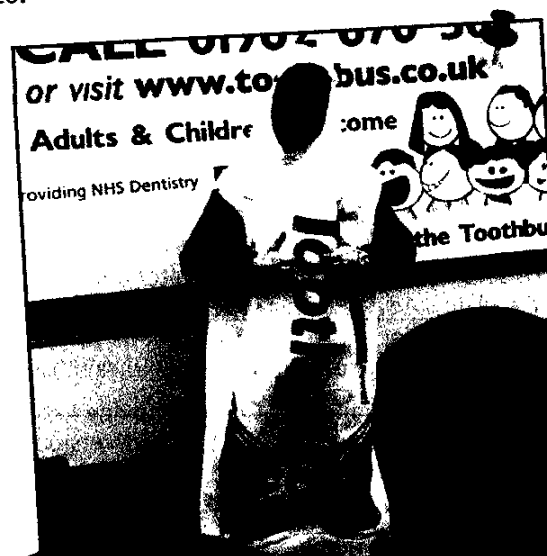
"It's important that people can get the care and advice they need. When people can't get an appointment or services aren't made available to them, they can be left in pain or without check-ups to help avoid tooth problems at a later stage."



After reviewing 31 reports about people's experiences of dentistry from across the country, including reports by Healthwatch Dorset, Healthwatch England found that there are three areas requiring particular attention; access, information and complaints.

In some parts of the country, people still have real trouble getting appointments with NHS dentists. There are also real gaps in provision for particular groups, such as those in care homes, people with disabilities, refugees and people who are homeless.

Mixed information for patients about how frequently they should go to the dentist means some people could be going too often, and others not enough. Better information could help free up appointments, save time & money for people who have healthy teeth and gums and ensure that more children are able to receive the free NHS dental treatment they are entitled to.



Healthwatch found that some dental practices are not sharing adequate information about how people can go about making a complaint about their service, meaning that opportunities to improve are being missed.

To see the full report, visit healthwatch.co.uk.

Healthwatch Dorset calls on local NHS Trusts to review their complaints procedures

For one of our special investigations in 2016, we gathered feedback from over 150 people across Bournemouth, Poole & Dorset about their experiences of making a complaint about the NHS.

58% of people said they were satisfied with the actual process of making the complaint. But 59% said they didn't feel their complaint was handled fairly and 52% weren't confident that making the complaint wouldn't have an adverse effect on any care they might need in the future. 70% said they weren't offered the chance to meet or discuss with staff during the complaints process.

So we published the results of our investigation in a report called "Fobbed Off" and made a number of recommendations to our local NHS Trusts about how they could improve people's experiences in the future. (You can read the report on our website www.healthwatchdorset.co.uk).

When asked to describe their experience in their own words, a number of people said they had felt "fobbed off".

All the Trusts have taken actions in response to our report. As an example, here's what the Royal Bournemouth Hospital has done:

Dorset and West Hampshire CCG's have conducted a **quality review on the hospital's complaints responses** and made a number of recommendations, echoing those in our report.

The hospital has **reviewed PALS** (Patient Advice and Liaison Service) information; redesigned posters and refreshed them for each clinical area, the hospital entrances and on its website.

Personal telephone calls are now being made to complainants to clarify their main concerns. Specific contact details are being given in each acknowledgement letter. The acknowledgement letter has been reviewed and its style adapted to ensure that the message is clear and that it is customised for each person.

Acknowledgements sent to complainants contain **information about advocacy and information** on the lead investigators for the particular complaint. The relationship with Dorset Advocacy (which provides the independent "Help with NHS Complaints" service) has been strengthened.

A **review of the Complaints Policy** is being carried out.

All final responses from the Trust to complainants contain **information on how to contact the Ombudsman**.

There is more **staff training in interpersonal and communication skills** and a PALS/ Complaints slot on the core staff induction programme.



We also filmed an interview with one of the people who took part in our project. You can see Neil's story on our YouTube channel.

I'm Still Me

Healthwatch Dorset made a series of visits to 8 care homes across the county in 2016/17. We wanted to find out what is being done in care homes to keep people active, both physically and mentally, to enhance their quality of life and retain their sense of self. We've published our findings in a report called "I'm Still Me".

What we found

Not all homes had a "whole home" approach to who is responsible for activity planning and provision.

Some larger homes had dedicated activity "teams".

Larger homes had easier access to transport (especially homes which are part of larger groups).

Smaller homes knew their residents better.

Larger homes appear to have more resources.

Bigger buildings have more flexibility in terms of space.

Most homes rely on residents' families and friends to take them out of the home environment.

We found little evidence that care homes share good practice with each other.

Many of the staff we spoke to had a varied understanding of the definition or importance of "meaningful activity".

One of the volunteers who carried out the visits, Gabrielle, said: "We had some joyous observations, one home we visited had a musician playing after lunch. A lady with dementia sat listening to the music while her husband was holding her hands and singing along to her "if you were the only girl in the world". She was looking so happily at him and everyone else was enjoying themselves, singing along where they could, it was a lovely atmosphere."

What we've recommended

The consistent use and regular updating of a recognised Life Story tool such as "My Life Story" (DementiaUK).

All staff to receive support and training to recognise that the social and emotional needs of residents are just as important as the daily physical aspects of care.

"Meaningful activities" should match the personal interests and capabilities of the individual.

More to be done to share good practice between care homes.

Where possible, homes should share transport resources.

Protected time for staff to support meaningful activities for residents, training and development of true individualised activity planning.

Healthwatch Dorset volunteer visiting team

Thank you



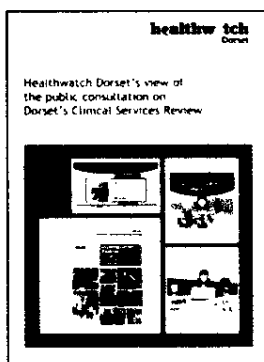
Ann Dean
Chris Saunders
Gabrielle Henstridge
Hazel Clarke
Jill Mohiki
John Addison
John Hawkins
Melanie Froggat
Patricia Humby
Richard Ashdown
Teresa Hunt
Tess Hebditch

Healthwatch Dorset supports local NHS to involve people in having their say on the **future of services**

"We see our role in relation to the CCG as being a consumer champion robustly standing up for the rights of patients and the public (including the right to be involved and consulted) while remaining determinedly neutral when it comes to expressing an opinion on any of the particular options in the proposals. We are committed to doing whatever we can to make sure that everybody knows and understands what's being proposed, and that everybody who has an opinion gets the chance to express it, to have it heard, to have it counted and to have it responded to."

Martyn Webster, Healthwatch Dorset

Since 2014, NHS Dorset CCG has been running a Clinical Services Review (CSR),



about the need to change and designing proposals for future provision of healthcare in both acute hospitals and the community. A 12-week public consultation on these proposals finished at the end of February 2017.

We advised the CCG on ways to ensure effective, timely and accessible opportunities for local people to be informed and get involved (as well as providing our own resources for local people).

We met regularly to discuss:

- Involving people from the beginning.
- Reaching out widely across the county.
- Getting the communication right, in language people understand.
- Getting more involvement than usual from the general public (the silent majority).

- Making it real for people
- Acknowledging that the presentation of data and research evidence (e.g. better clinical outcomes) on its own does not necessarily result in acceptance. People's actions and decisions are often driven more by experience and perception.
- Recognising the importance of not being defensive or having an "us and them" attitude, but rather welcoming and listening to different views and opinions.

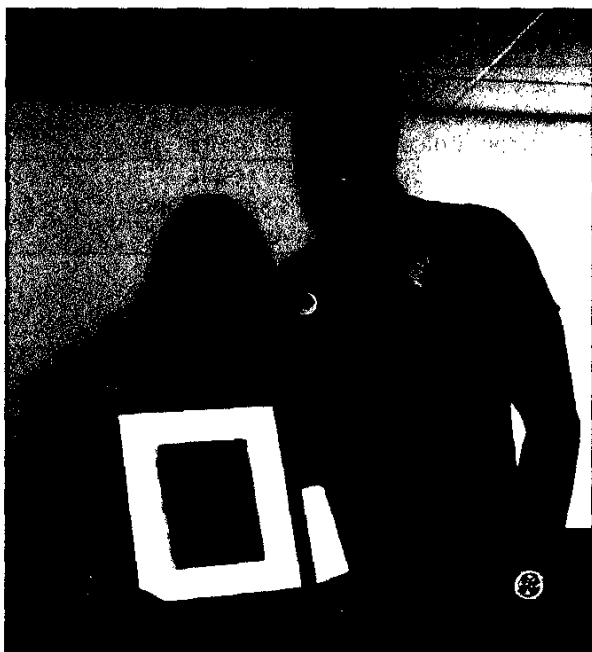
Throughout the public consultation we encouraged local people to take part. Working with the NHS on social media and passing on information that enabled the programme to regularly update its Frequently Asked Questions and evolve its approach to events and documentation.

Frances Aviss, Engagement and Consultation Lead, Dorset CCG, commented: "We were able to take a step back, reflect on Healthwatch advice and combine this with suggestions from local people and our own knowledge and experience to develop approaches to address these challenges. We strongly encourage others to foster a regular, open and honest relationship with their local Healthwatch – their candid, independent advice is of huge value."

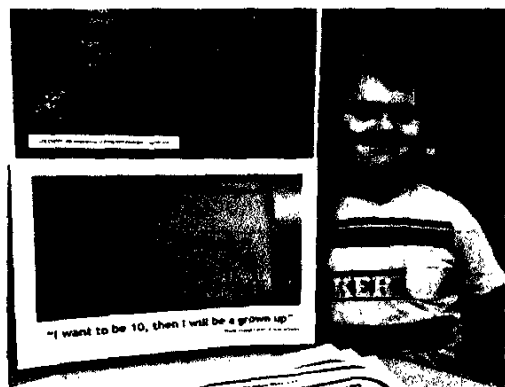
Our relationship with Dorset CCG is based on trust and honesty: a common aim to achieve the best outcomes for local people: a recognition that we have different perspectives and will not always agree: an acknowledgement that each perspective is valid and contributes to the whole picture. We have published our observations on the public consultation and continue to have a constructively challenging relationship, which has been highlighted as an example of good practice in a briefing issued by NHS England.

Be Yourself: Everybody

Over 600 children and young people have taken part in Healthwatch Dorset event at AFC Bournemouth's Vitality Stadium.



Joely Colmer, who has Asperger's Syndrome, and was the main speaker at the event, was presented with a special award by football legend Steve Fletcher.



Jack, aged 5, one of the young carers who have taken part in the project

Health and social care leaders from Bournemouth, Poole and Dorset gathered at the AFC Bournemouth Vitality Stadium to see the artwork, poetry, photography, songs, blogs and vlogs young people from across the county have created, and to hear recommendations on how to improve services for children and young people.

Healthwatch Dorset had hosted school assemblies, creative workshops and small focus groups to discover the stresses young people face, the pressure of social expectations and their fears, giving young people the opportunity to talk about their story and highlight the importance of being listened to.

You can find out more on our website: <https://tinyurl.com/hwdbeyou>. There you will find links to photo albums, films and a short report we have written about the project.

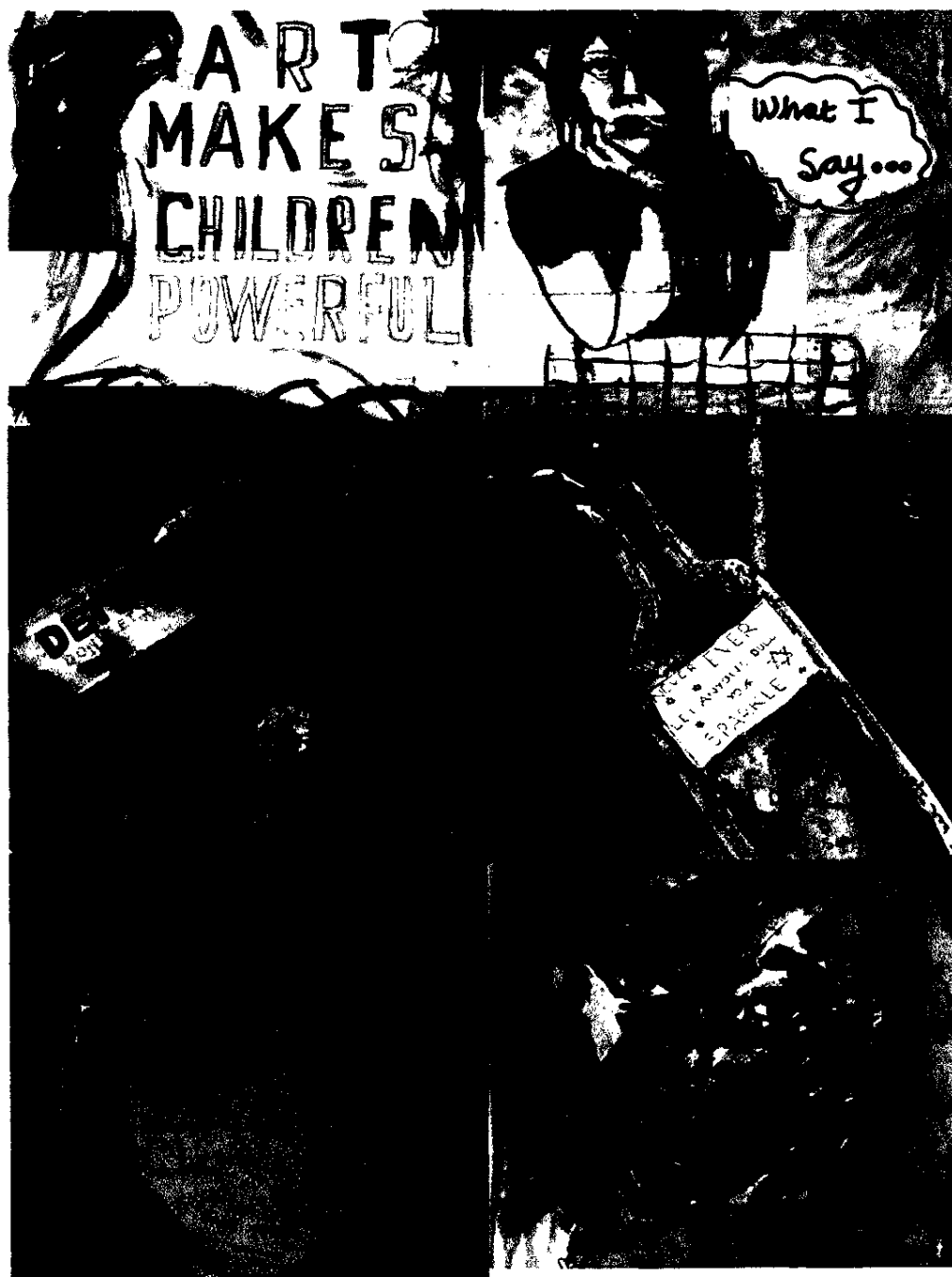
Steve Cuss, Head of Community at AFCB said:

"I'm delighted that the Cherries Community Fund enabled the Be Yourself Everybody Else is Taken project to happen. The project has been a huge success in getting young people to talk about their experiences with mental health, disability, caring for others and the struggles they face with identity in a creative way. Communication of these issues is incredibly important and it's been great to see the Cherries Community Fund used for the benefit of the local community."



"This Healthwatch Dorset project made the children feel listened to and valued. Teachers commented on how emotional they felt after watching the children present their work at assembly."

Jemima Fricker, Oakdale Junior School





Helping
you find the
answers

Barry Bates, Bridport CAB Healthwatch Lead

If you've got a question or need some information about a local health or social care service, Healthwatch Dorset can help.

You can call our Helpdesk on
0300 111 0102.

You can email us at
enquiries@healthwatchdorset.co.uk



You can visit us in person at
any of the Citizens Advice
offices in Dorset:

CITIZENS ADVICE BOURNEMOUTH

West Wing, Town Hall,
Bournemouth, BH2 6DX

CITIZENS ADVICE BRIDPORT

45 South Street, Bridport, DT6 3NY

CITIZENS ADVICE CHRISTCHURCH

2 Sopers Lane, Christchurch, BH23 1JG

CITIZENS ADVICE DORCHESTER

Sherborne and North Dorset,
1 Acland Road, Dorchester, DT1 1JW and
The Manor House,
Newland, Sherborne DT9 3JL

CITIZENS ADVICE EAST DORSET

Hanham Road,
Wimborne, BH21 1AS

CITIZENS ADVICE POOLE

Beech House,
28-30 Wimborne Road,
Poole, BH15 2BU

CITIZENS ADVICE PURBECK

Mill Lane, Wareham, BH20 4RA

CITIZENS ADVICE WEYMOUTH AND PORTLAND

2 Mulberry Terrace,
Great George Street, Weymouth, DT4 8NQ

In 2016/17 we gave information to over 1800 people. Some had straightforward queries, but others had complex and multi-layered problems that took a long time to resolve.

Access to good up-to-date information is vital and people can be confident that is what they will get if they contact Healthwatch Dorset. Citizens Advice, which provides our face-to-face information service, is a name known and trusted by over 90% of the population. And our telephone Helpdesk is provided by local charity Help and Care, which holds the Information Standard.

Here are some examples of the questions people ask us:

"How can I get from North Dorset to Bournemouth for my operation? I have to be there by 8am and my wife doesn't drive."

"How can I get hold of my medical records? I think my GP misdiagnosed me 4 years ago"

"I'm homeless and I've just been discharged from hospital after an operation. What can I do?"

"I've been told that my mum's care home can't meet her needs anymore and she'll have to be moved - what do I do?"

"I thought I was entitled to free prescriptions but now I've got a penalty notice - what does this mean?"

Some of the trends we noticed in 2016/17 are:

Questions on community care and NHS costs and charges increased significantly.

Often the health or care question was part of a wider need for advice, with people needing help with claiming benefits, sorting out a housing problem, or dealing with debts.

Problems with the main disability benefit, Personal Independence Payment, shot up.



It starts
with you

Joely Colmer, Healthwatch Dorset Champion

Joely Colmer is a passionate Autism Activist who uses her own lived experience to raise awareness. In her own words:

"My name is Joely Colmer, I am 24 and I have a very special gift... I have a disability called Asperger's Syndrome. My gift makes me honest and incapable of lying, caring, passionate, motivated, loyal and clever. But most of all, Asperger's has allowed me to achieve my dreams of helping others."

Joely has been a Healthwatch Champion for almost 3 years, first working with us on a project with The Chatterboxes, a local group supporting children & young people with disabilities. When we designed our children & young people's project, Be Yourself Everybody Else is Taken, Joely provided us with one of the first entries, a blog about her experience as a young person with autism.

Joely was the main speaker at our "Be Yourself" event in April 2017 at AFC Bournemouth. Her speech was very personal and moving and it had a real impact on the health and care professionals and decision makers at the event. AFC Bournemouth club legend Steve Fletcher told us "I really enjoyed listening to Joely and her journey living with Asperger Syndrome. Very inspirational and heart-warming".

Joely has been an amazing Healthwatch Dorset spokesperson for our children & young people's project Be Yourself Everybody Else is Taken.

Fiona Smith, Manager of Melton Court

Sheltered housing in Poole, contacted Healthwatch Dorset in 2016 to share her concern that ambulance delays had reached unprecedented levels, with "excruciating" waits now common for the sheltered housing residents she supports.

Melton Court resident Mrs Rosetta West, 96, was left alone and in tremendous pain for over 4 hours after falling at her sheltered flat in Poole, Dorset. Mrs Smith told us "I'm saddened by the state of the ambulance service. The attitude that a 96-year-old lady isn't a priority when paramedics attend a fall is untenable."

We were able to share Mrs West's experience with Dorset MP Richard Drax in advance of him leading a debate in parliament about ambulance waiting times in October 2016. Richard Drax MP told us: "I'm very grateful to Healthwatch Dorset for sharing their feedback with me. Mrs West's experience is something a 96-year-old woman should not have to go through and I'll continue to work with both the ambulance service and the Government to ensure that we do all we can to prevent other patients experiencing this sort of wait."

With Healthwatch Dorset support Fiona Smith & Mrs Rosetta West took part in TV and radio interviews which led to a BBC investigation into ambulance services in November 2016.



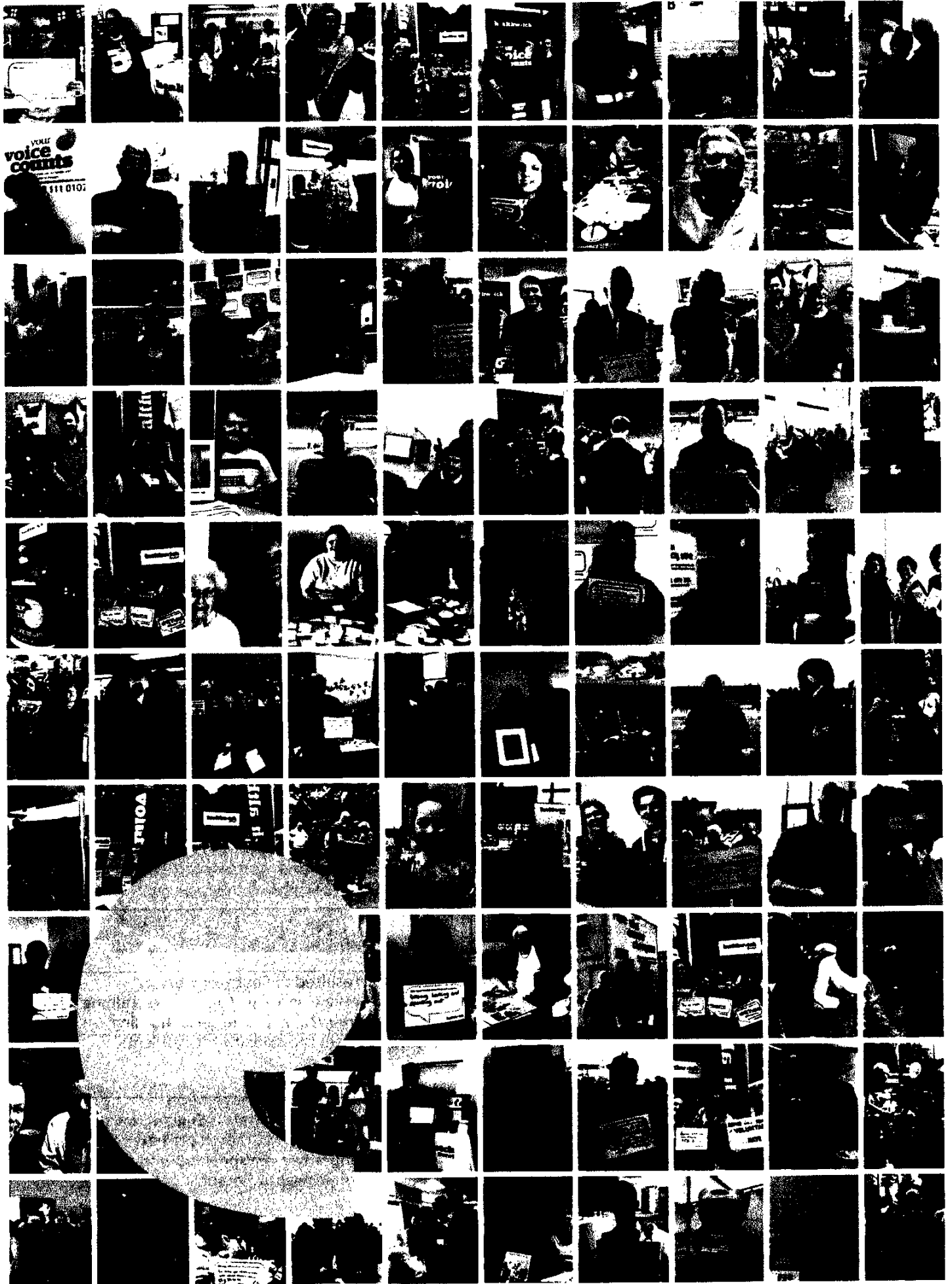
Fiona Smith & Mrs Rosetta West

Fiona Smith told Healthwatch Dorset:

"Thank you for all you have done. It certainly has made a 96-year-old lady feel proud of her amazing spirit and hopefully has highlighted the reality of what's going on, and that the Southwest ambulance service are under-funded and overstretched."

This project resulted in South Western Ambulance Service agreeing to run free training sessions in Spring 2017 for sheltered housing staff, giving them the skills to lift residents after a fall.

Joely, Fiona & Mrs West have been shortlisted for a Healthwatch England award to celebrate the impact they have had both in encouraging others to speak up and in promoting Healthwatch Dorset.



Our Volunteers



Healthwatch Dorset volunteers

volunteers took part in the care home project.

volunteers took part in a mystery shopping project

volunteers took part in NHS Patient Led Assessments of the Care Environment

volunteer hours recorded last year

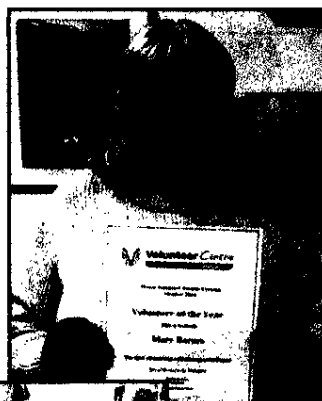
Healthwatch Dorset
Champion, Jonai

Award Winning

Healthwatch Dorset Champions

Mary Barnes & Jack Welch

(pictured on the right) won awards at Volunteer Centre Dorset's Volunteer of the Year celebration in October 2016



Abi Kitcher volunteered her time with Healthwatch Dorset in July 2016.

Abi was studying PR and Communication at Southampton Solent University and looking for work experience for the summer.

Here's Abi photographed with children at Oakdale Junior School in Poole.

"I've really enjoyed my experience, I felt like a part of the team and people have valued my opinion and wanted my input, especially on areas like social media. I've felt a lot of emotions, happy and sad because of the people I've met and the project artwork I've seen. I've learnt that there are more young people out there really struggling with being happy in themselves, physically and mentally. If you have just a small bit of free time, volunteering is a great thing to do."

Abi had a real impact on Healthwatch Dorset, helping us develop our Instagram account and the interviews she carried out with teachers, children & young people for our "Be Yourself" project are included in our final report. You can find out more by reading Abi's blogs www.hwatchdorset.wordpress.com

We wish Abi a wonderful future and if her story has inspired you, please contact us to find out more about volunteering with Healthwatch Dorset.

Through our community investment fund, we're supporting 12 projects this year, including Yewstock School Radio Club for young people with learning disabilities.

We have provided Yewstock School in Sturminster Newton with funding to buy new radio equipment last year and they've now got a thriving Radio Club which meets every Monday afternoon, supported by Angela Faulkner & DJ Owen from Wessex FM.

Jack, Matthew, Tom & Bertie pictured below.



Yewstock Radio Club has created plays, music shows & stories all designed and produced by young people.



One member of the group, Natasha, told us: *"I really enjoy Radio Club and it's made me more confident. I like making up my own radio stories"*

This project has been a fantastic way of giving young people with learning disabilities a voice and helping to build their confidence by developing new skills.

Flourish Project

EDP provide drug and alcohol support and homelessness services across Dorset.

Healthwatch Dorset supported their Flourish project to run 27 pop-up cafés in and around Bridport, providing a space for vulnerable people to improve their wellbeing. They were attended by 462 people and they have produced a report with case studies, photos and the results of a questionnaire about people's experiences of health and care services. The project has also led to them securing additional funding for 2017.

Some of the things we've learned are that there's need for more low level mental health support, people are worried about going to mental health services and not being heard, and they have a mistrust of health and care services.

Hidden Carers: sharing the stories of older male carers

More than 51,000 carers in England are men aged over 85; a number which has more than doubled in the last decade. For this project, we've worked with Bournemouth University and the Carers' Support Service to listen to older male carers, gather their stories and learn from their experience.

You'll be able to see them talk about their lives and how carers' support services could be improved in a short film, to be launched in July 2017.

The Carers' Group is pictured below





Our Board

Every local Healthwatch has, by law, a seat on the local Health & Wellbeing Board. Joyce Guest, our Chair, represents us on the Bournemouth & Poole Health and Wellbeing Board & Margaret Guy, our Vice Chair, represents us on the Dorset Health and Wellbeing Board.

We use our place on the Health & Wellbeing Boards to highlight areas of concern raised to us by local people, to ensure that the Boards have real people's experiences in front of them.

Joyce Guest explains, "our role is to give local people a stronger voice, urge the board to communicate their work in plain English, avoiding any jargon, and to advise the board on ways to engage with the population of Dorset".

To find out more about the Health & Wellbeing Boards go to <https://www.dorsetforyou.gov.uk>, <https://bournemouth.gov.uk>, and <http://poole.gov.uk>.

Healthwatch Dorset Board members are also active participants of our local councils' Health & Social Care Overview and Scrutiny Committees and they attend other local groups such as Patient Participation Group meetings and Health, Wellbeing and Social Care Forums.

To find out more & attend one of our Healthwatch Dorset Board meetings, look for upcoming dates on the events calendar on our website, www.healthwatchdorset.co.uk.

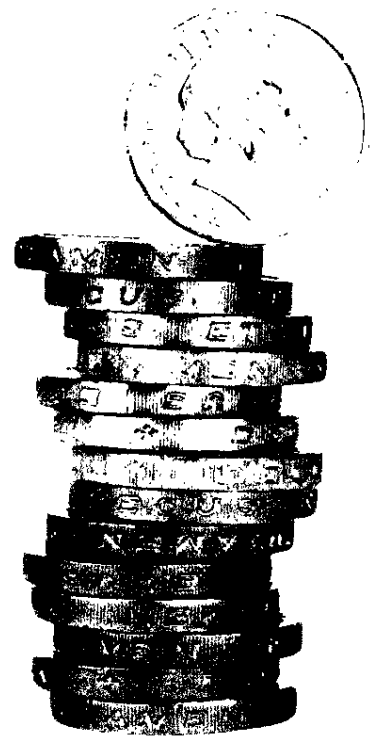
Money Matters

Each local Healthwatch is funded by the local council, using money allocated for this purpose by central government. In the case of Healthwatch Dorset, the funding comes jointly from three local councils, Bournemouth Borough Council, Dorset County Council and Borough of Poole.

In the financial year 2016-2017 this funding amounted to £402,030.

On staffing (including staff working on Community Engagement and Outreach, Research, Volunteer support and the telephone helpline, together with staff in Citizens Advice Bureaus, administration and finance staff, management, training and supervision), office and running costs (overheads) we spent £375,735.

On projects (including reviews of services and investigations); Engagement and Outreach (organising events and meeting groups and individuals to get their experiences of, and views on, their local health and social care services); Marketing and Communication (including e-bulletins, newsletters, advertising, web site etc.); the Community Investment Fund (support to local community groups); Meetings costs and reimbursement of the out-of-pocket expenses of Healthwatch volunteers, we spent £17,752.





Our plans

Emilia and Lucy, from the Healthwatch Dorset team

In the course of the next twelve months, these are going to be some of our priorities for investigation and activities.



The emotional health and wellbeing of children and young people.

We're going to be continuing our Be Yourself project, taking an exhibition on tour round the county.

We're making a video with young people about their awareness of mental health.



Access to primary care services

We're carrying out a mystery shopping exercise on GP practices, to find out what it's like to register with a practice and what the current situation is with waiting times for appointments.

We're also aiming to make closer links and have more collaboration with GP practices' Patient Participation Groups.

And we'll be monitoring how our local NHS involves and consults people about possible changes to GP practices in the county.



Social Care

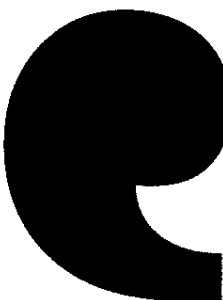
We'll be following up a series of visits we made to care homes last year by carrying out an investigation into how easy it is for residents in care homes to get care from GPs, dentists and opticians.

We're also doing a research project with Bournemouth University into the experiences of older (over 85) male carers.



Dorset Clinical Services Review and Sustainability and Transformation Plan

We'll be working with our local NHS and local councils to ensure that local people are involved and consulted in plans for the future shape of health and social care services in Dorset.



And...

We'll be continuing all our usual day-to-day work, including our Community Investment Projects, and community engagement and outreach.



healthwatch Dorset

Freepost RTJR-RHUJ-XBLH

Healthwatch Dorset

896 Christchurch Road

BH7 6DL

Phone number: 0300 111 0102

Email: enquiries@healthwatchdorset.co.uk

Website: www.healthwatchdorset.co.uk

Twitter: @HwatchDorset

Facebook: HealthwatchDorset

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authorities.

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 require this report in an alternative format, please contact us at the address above.

© Copyright Healthwatch Dorset 2017

Healthwatch Dorset CIC is a Community Interest Company limited by guarantee and registered in England & Wales (No. 08548235) at 896 Christchurch Road, Bournemouth BH7 6DL