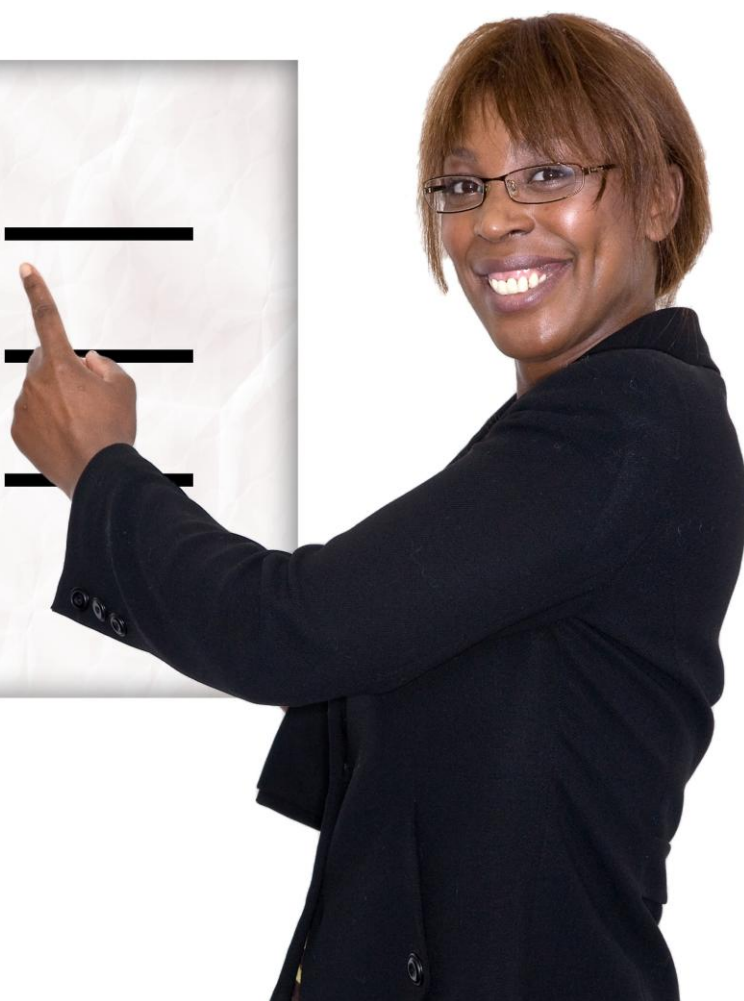
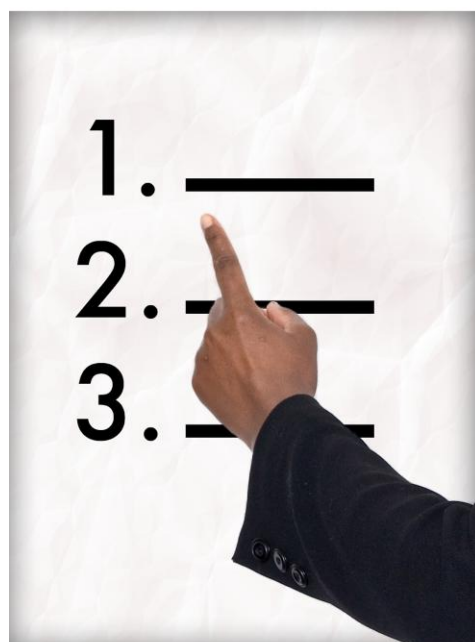


Our work in the last year

From April 2013 to April 2014





Who are we?

We are called Healthwatch Cheshire West.

What do we do?



We work to get the best health and care for people in West Cheshire.



Health and care is lots of things like:

- doctors
- hospitals
- dentists
- care homes
- support to do things like live at home or go out and about



We make sure everyone can have a big say about health and care.



We find out what people think of health and care in West Cheshire.

We tell people who give health and care what people say. We make sure they listen.



We also:

- give people information and advice
- visit health and care places
- work to change bad health and care

What is this report about?

We started in April 2013. So this is the first report about our work.

It tells you about:

- our work in the last year
- our plans for the next year
- how we spent our money



The work we have done in the last year

1. Working with people who give health and care



We got to know lots of people who:

- make decisions about health and care
- give people health and care
- check health and care



We went to lots of meetings to:

- help make good plans and decisions
- keep up to date with what is happening



We helped with some work about:

- how to help people be more healthy
- problems when people have to leave hospital too soon

2. Finding out what people think



We talked to many people in West Cheshire.

We found out what they think of health and care.



We talked to people who may find it harder to have a say.

Like young people and disabled people.



We had lots of meetings and events to do this.



We told people who give health and care what people said.

This helped them know how to make health and care better.

3. Giving people information and advice



We gave people good information and advice about things like:

- health and care in West Cheshire
- what to do if they have a problem with health or care



We gave people this advice:

- by phone
- by email
- on our website

4. Checking health and care



We visit health and care places.

We talk to people there and find out what they think of their care.



We helped people from West Cheshire take part in this work.

We gave them training to visit places.



They went to places like:

- hospitals
- homes where people live to get care



We told people who give health and care what we found out.

We helped them see what needs to change.

Our plans for the next year



We asked lots of people what they wanted us to work on. Then we made a plan.



In the next year we will work on:

- care for children and young people and their families



- care from doctors



- mental health care

- urgent care for people who are very ill or have a bad accident



- helping people be healthy

- care for people who have a drug or alcohol problem



We will have 2 big events in the summer about being healthy and well.



We will work more with other groups in West Cheshire and places nearby.



We will visit more health and care places that people want us to check.



What we spent our money on

In the last year we had £189,385 to spend.

We spent less than that. We spent £161,315.



We spent most money on:

- staff
- meeting people and telling them about our work
- making sure we do our work in the right way



Next year we will have the same money to spend.

Some examples of our work



We helped make big plans and decisions about health and care in West Cheshire.



We had an event about women's health.



We helped make things better.

For example:

- there are better toilets for disabled people at Countess of Chester Hospital



- a care home was checked after we found some problems there

- some care places are now cleaner and nicer

How to find out more



Phone us on **0845 340 2859** or
01606 351134



Email us at
info@healthwatchcwac.org.uk



Go to our website **healthwatchcwac.org.uk**