



healthwatch
Solihull

Annual report 2019-20



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Message from our chair



Chris Warne
Healthwatch Solihull Chair

It is my pleasure and privilege to present to you this annual report from Healthwatch Solihull. In what has been a busy and successful year several projects have been completed and individual members of the public helped, advised and signposted in their health and social care needs. Our team worked with SOLAR, who are the children's and young people's mental health service in Solihull and met frequently with residents to address residents' concerns with support for children's mental health. Another important piece of work undertaken is our Support for Carers Report, an often-neglected group of people who do such wonderful work. Our report underlined that Carers need practical help to enable them to carry out their responsibilities effectively. Small changes to the way they interact with services can make a huge difference to their own well-being.

The former Solihull Clinical Commissioning Group (CCG) merged with two in Birmingham to become Birmingham & Solihull CCG, which is the largest in England. Healthwatch Solihull has ensured that the voices from Solihull have been heard.

We achieved this by attending meetings and building relationships with key officers in the CCG. We were impressed by their willingness to listen and act promptly on concerns we mentioned.

In 2018 Solihull, Heartlands and Good Hope Hospitals became part of the University Hospitals Birmingham Trust (UHB). Worried by repetitive rumours that Solihull Hospital will lose many of its services or close altogether, Solihull residents were relieved when the UHB Chief Executive assured them that Solihull Hospital would not only remain open but would have extra services.

Healthwatch Solihull has watched carefully to ensure that this commitment has become a reality. As with the CCG our small team has diligently attended meetings and built good working relationships with key staff. We have been impressed by their willingness to address concerns and constructive criticisms.

UHB Trust has proved open and transparent and a joy to work with. As residents will know Solihull Hospital is still in place and now has an outstanding Cancer Treatment Centre as one of the new services. Plans are that after the Covid-19 crisis is over, Solihull Hospital will become a specialist centre for knee and hip replacement surgery.

Continued..

...Healthwatch Solihull is a very small, lean organisation. I and my fellow Advisory Board members are constantly amazed by the quality and impact of their work. Natalie ably supported by Scott have an in-depth knowledge of the various communities and groups that make up the Borough of Solihull. Some of the hardest to reach communities are sometimes the neediest with regard to Health and Social Care and I am so proud of their work with these communities.

Natalie and Scott have found innovative ways to reach individuals and communities. Events have been held for young people who have knowledge of self-harm which was attended by our local MP Saqib Bhatti. Natalie and Scott ran a “Curry and Chat evening” in Men’s Mental Health Month followed later in the year with a “Fish and Chip Night”. A Breakfast Meeting for Parent Carers proved very popular and through this our team was able to gain valuable information about their concerns. This information contributed to our Support for Carers Report which listed recommendations for Solihull Council, GPs and Hospital Services.

The team’s extensive use of Social Media has enabled Healthwatch to reach many more people and it has been noticeable that our services have reached more of the younger generation.

Another important part of the work of Healthwatch is conducting Enter and Views. In the past year our team have conducted and reported on 18 Enter and Views. Reports of these visits are sent to the provider, Solihull Council and the Care Quality Commission in London. These reports highlighted good practice but also recommendations for improvements. Significant concerns resulted from two visits led to referrals to the Council Safeguarding process.

Recommendations were made to University Hospital Birmingham following an Enter and View visit to the blood testing lounge at Solihull Hospital. The ticket machine was inaccessible to wheelchair users and it was felt that calling people 10 at a time was not best practice. Often patients sitting at the back of the waiting area could not hear their numbers being called. Following our report to UHB, the ticket machine has been lowered and a screen displaying the numbers is being installed.

An important document was produced last year “The NHS Long Term Plan” which outlined radical changes in the way our NHS delivers services in the next 10 to 20 years. Healthwatch England was commissioned to consult with the public on this plan. Each local Healthwatch produced a report following public consultation in their area. I am very proud to tell you that Healthwatch Solihull received a national commendation for the quality, scale and effectiveness of their work.

I must also thank the many volunteers who have contributed to the important work Healthwatch Solihull has undertaken this year. Volunteers are the backbone of our community. Natalie and Scott have volunteered themselves during the Covid Lockdown as well as carrying-on with their other duties. Members of our Advisory Board are also deserving of my thanks. All of them have been active in representing Healthwatch Solihull including assisting in Enter and View visits.

I hope this report shows the work our staff and volunteers have undertaken to listen to the issues that most concern people, to take up their individual complaints, concerns and issues, to carry out in-depth research and not least to take an overview of how services are being planned and delivered through our representation at key strategic forums such as Solihull Council Health and Wellbeing Board. We are also proud to have worked more closely with the Solihull Scrutiny Board so as to benefit residents. Chair of the Health and Well Being Board Cllr Karen Grinsell has taken a particular interest in our work and has been very supportive in acting upon our recommendations and concerns.

Chris Warne

Looking forward

Last year people told us about the improvements they would like to see health and social care services make in 2019-20. These are our priorities for the year ahead based on what you told us.



Review access to GP appointments

In 2017, Healthwatch Solihull reviewed peoples experience of accessing their GP. Since then we have continued to hear about GP services, and peoples struggles to gain access. We plan to look back at what we found out last time, and build on this by working with partners.



Pathways to accessing mental health support

This year, many residents have shared their experiences of being referred to mental health services, and the gap between GP and mental health services, working with residents and stakeholders we will review what can be done to improve peoples journeys.

Thank you to local residents and stakeholders, who over the past year have enabled us to identify key priorities that are important to people in Solihull.

About us

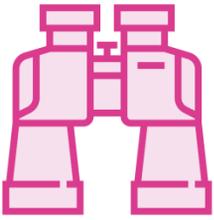
Here to make care better

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

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

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





Our vision is simple

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



Our purpose

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



Our approach

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



How we find out what matters to you

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

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



Find out more about us and the work we do

Website: www.healthwatchsolihull.org.uk

Twitter: [@HealthwatchSol](https://twitter.com/HealthwatchSol)

Facebook: [@Healthwatch.Solihull](https://www.facebook.com/Healthwatch.Solihull)

Highlights from our year



healthwatch
Solihull

experience
exchange

INVESTING IN
SUSTAINABILITY

Talk to us
Make your
Voice count.

Your Independent
Voice for health and
social care services in
Solihull.

Freephone: 0800 470 1518
enquiries@healthwatchsolihull.org.uk
www.healthwatchsolihull.org.uk

Share your health & social care experiences
with us

Free Bags
of raises
to raise
healthwatch
0800 470 1518

Health and care that works for you



11 Volunteers

helping to carry out our work.

3 members of staff

of whom all are full time.

We received

£157,672.49 in funding

from our local authority in 2019-20

Providing support



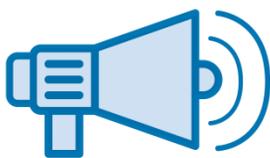
More than 1,700 people

shared their health and social care story with us.

2,467 people

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

Reaching out



4,900 people

engaged with us through our website and over 8,000 people engaged with us through social media.

Making a difference to care



We published

21 reports

about the improvements people would like to see with their health and social care, and from this, we made over 60 recommendations for improvement.

How we've made a difference



Healthwatch Solihull conducted a project to find out how well people with learning disabilities felt supported by their GP.

Why We Conducted This Project

The Learning Disabilities Mortality Review (LeDeR) Annual Report for 2017 shows that the average life expectancy of women with a learning disability is 29.3 years shorter than the general population; and the life expectancy of men with a learning disability is 22.8 years shorter than the general population.

From this information, we felt that it was important to find out how well GPs were supporting people with LD.

What We Did

Healthwatch Solihull worked alongside a group of people with LD and collaborated on all aspects of the project including deciding what questions should be used in the GP survey and focus groups.

Focus groups were our preferred method of understanding the experiences of people with learning disabilities as they present an opportunity for the researchers to engage with participants and explore the feedback that they give in greater depth.

Surveys were circulated by the Birmingham and Solihull Clinical Commissioning Group and used to capture information from GP surgeries. This information has then been compared to people's experiences.



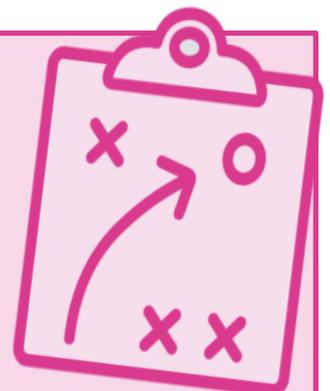
Key Findings

- 10 of the 11 practices do write to people with LD using accessible/easy read information.
- 10 out of the 11 of the GP practices advised that they do have some form of accessible easy read information in their waiting rooms.
- 5 out of the 11 practices use an online training module for staff members
- 2 of the 11 practices have a GP specialist in LD.

Recommendations

Based on the results of surveys and the experiences of people in the focus groups we made several recommendations, including:

- When people with LD attend annual health checks or have tests of any kind this needs to be better explained to them so they can understand what is being and tested and why. If treatment is prescribed, again this needs to be explained in a simple and understandable way so they know the benefits
- The ability to bring chaperones to appointments should be pro-actively reinforced. This could be done when appointments are made. A chaperone would help explain things during the appointment.



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

Take a look at how your views have helped make a difference to the care and support people receive in Solihull.

Helping carers access the support they are entitled to

During our support for carers project, we held 4 focus groups with carers.

Mrs B came along to one of our groups and told us how much she was struggling financially and emotionally whilst caring for her husband.

We spoke to Mrs B privately and asked what local support she was accessing, due to previous experiences Mrs B had lost confidence in services and was not accessing any support and felt reluctant to ask for help.

With Mrs B's permission we worked with local organisations and referred her for support with Carers Trust, Age UK, and the advice hubs.



Thank you to the team, you've helped me not just financially but mentally and in turn physically.
- Mrs B

We followed up with Mrs B, she had been able to access carers benefits, as well as a blue badge. Mrs B was entitled to a lot of support financially and she was extremely grateful that Healthwatch and local organisations had been able to help. Mrs B had also been offered to attend lots of community groups with like minded carers, for emotional support.



Access our information and signposting service

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Twitter: [@HealthwatchSol](https://twitter.com/HealthwatchSol)

Facebook: [@Healthwatch.Solihull](https://www.facebook.com/Healthwatch.Solihull)

Healthwatch Solihull conducted a project to find out how well carers felt supported by their local services.

Why We Conducted This Project

With an ongoing focus on carers in Solihull and gathering feedback from local carers who told us their experiences, Healthwatch Solihull chose to explore support for carers who are caring for someone over 75 as one of our priority areas for the year.

The project was designed to follow on from an NHS Digital survey that was carried out by Solihull Council and Carers Trust Solihull. This helped us to build the areas for enquiry around the findings of the survey by pulling out key themes for our focus groups.

What We Did

Carers Trust Solihull sent out letters on our behalf to all registered carers caring for someone over 75 in Solihull, inviting them to attend one of our focus groups that we had set up throughout the Borough.

The focus group questions looked at areas that it was felt needed more investigation and gave an opportunity to explore the experiences and feelings of participants in more depth than would be possible in survey format.

Analysis has been undertaken by looking at common themes within the feedback. This project does not claim to represent the views of all carers and only reflects the experiences and feedback of those that participated in the focus groups.



Key Findings

- Generally, the people who we spoke with, were not recognised by their GP surgery as a carer.
- Most of the people we spoke with felt that that were not included in the creation of their cared for's care plan and did not feel listened to by their GP.
- Generally, participants across all groups were very positive about their interactions with West Midlands Ambulance Service paramedics when they had cause to call for an ambulance.

Recommendations

Based on the results of surveys and the experiences of people in the focus groups we made several recommendations, including:

- Domiciliary Care providers ensure that when making visits, they have next of kin telephone details and in the event the door is not answered that they try to make contact before leaving.
 - Authorities and local organisations ensure that self-funders know their rights and feel they can access services without immediate barriers.
 - Analysis shows that not enough people are accessing online systems, services should actively promote the Birmingham and Solihull CCG App.





My eyesight was saved thanks to Healthwatch Solihull

Healthwatch Solihull was contacted by staff at a local community centre. They asked us if we would come into the centre and speak with one of their service users who was having trouble accessing his GP. The service user was a 60-year-old man with moderate learning disabilities, who had an infected eye which had begun to get worse. His GP had told him that they would refer him to the ophthalmology department at Solihull Hospital.

A couple of months had passed, and the man had not received an appointment from the hospital. His eye had gotten worse and his vision in the infected eye had begun to deteriorate, causing him to start staying home and missing out on his social activities. He did not feel confident enough to chase up the hospital appointment and continued to find it

difficult to gain access to his GP.

Healthwatch Solihull contacted the man's GP surgery on his behalf and explained the situation to the receptionist at the surgery. We managed to get him an appointment, due to a last-minute cancellation and contacted him to let him know. He was worried because he felt that he would not be able to get to the surgery on time, so one of our staff offered to collect him and take him to his appointment.

Around two weeks later, the man contacted us again and told us that his GP had sent him to the eye hospital the very next day. He told us that the doctor at the hospital had told him that the infection had gotten so bad that if hadn't received treatment when he did, he may have experienced permanent impairment to the vision in his infected eye.



"Healthwatch Solihull helped me find a new GP for me and my children."

"After moving into a new home in a new area, I found it difficult to register my children and I with a local GP. I contacted several surgeries that I knew about, but none of them were taking on new patients. This particularly started to worry me as one of my children had become poorly and I needed to access a doctor soon. I had no idea where to turn, so I searched on the internet for advice and came across Healthwatch Solihull's website. I contacted them and explained my situation to them.

The person I spoke to was very helpful and reassuring. They took my name and details and offered to contact a few GP surgeries in my area to see which ones were taking on patients. They said they would get back to me soon with a list of GPs. I thanked the person I spoke to and hung up.

I was very surprised when no more than 20 minutes later I received a call from the person I had spoken to over the phone. They had not only given me the information on about five GP surgeries that were taking on patients near me, but also gave me information about the local walk-in centre in case my child's illness became worse and I wasn't able to register with a GP quick enough.

I was so grateful for all the help and support I had received from Healthwatch Solihull and I am very happy with my new GP that they found for me."

"In the future, I hope to volunteer with Healthwatch Solihull, so that I can help other people the same way I was helped."



Share your views with us

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

Website: www.healthwatchsolihull.org.uk

Twitter: [@HealthwatchSol](https://twitter.com/HealthwatchSol)

Facebook: [@Healthwatch.Solihull](https://www.facebook.com/Healthwatch.Solihull)

Telephone: 0800 470 1518

Long

Term

Plan

#WhatWouldYouDo



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

Introduction:

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years.

Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities. Here's a summary of our work and what we found.

How we collected people's views:

Both Healthwatch Birmingham and Healthwatch Solihull used a range of communication channels to advertise surveys and obtain responses.

Two questionnaires were designed by Healthwatch England (one general, one condition specific). These were available as online, paper and in easy read formats.

Focus groups enabled us to hear the views of people who are seldom-heard. These groups helped us to develop a deeper understanding of what these people would like the NHS and Social Care to do to help support them to look after their own wellbeing.

What people told us:

Many people valued the support, information and signposting they get from Health and Social Care professionals and want more access to these in order to support them to self-care.

People told us that their ability to self-care would be improved by more control and choice over decisions, more health education, support to maintain mental health, timely access to information and services, more community groups and more support from the NHS and Social Care.

Along with Healthwatch Birmingham, we were highly commended for our joint work on the Long Term Plan at the Healthwatch Network Awards



Helping you find the answers

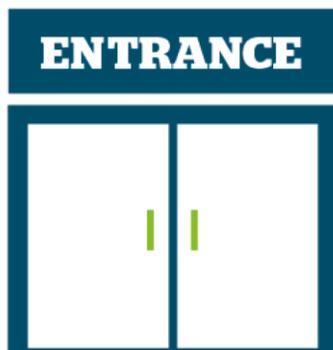
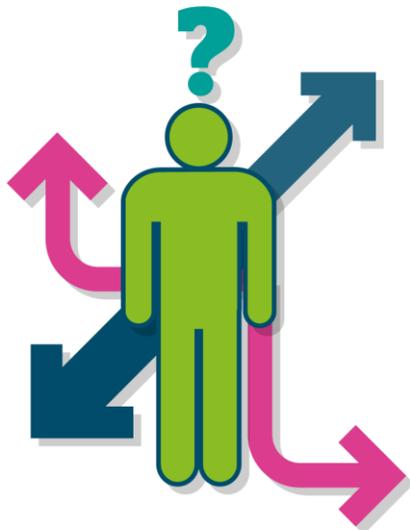


Finding the right service can be worrying and stressful. Healthwatch Solihull plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped over 3,000 people get the advice and information they need by:

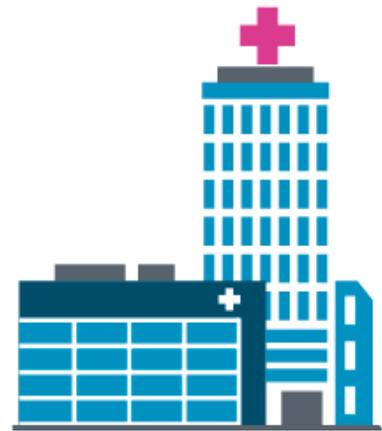
- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



GP Surgeries and Dental Practices

Healthwatch Solihull can help people by providing information about access to local health and social care services. This service can include providing local information to help with issues such as finding a new GP or accessing an NHS dentist.



Local Hospitals

Attempting to find the right hospital department or contact details can be confusing and at times frustrating. It is for this reason that we have had several calls over the year, regarding signposting people in the right direction.



Mental Health Services

Healthwatch Solihull's information and signposting support is confidential and free. We feel that this is particularly reassuring for people when we are directing them to mental health support services.

Getting people in Solihull talking about mental health

Over the last year, we have engaged with many people across the Borough to find out how well mental health services in Solihull are performing. We have held a number of events aimed to encourage people who have either experienced poor mental health themselves or have supported members of their family who have.

In November 2019, we organised a 'Curry & Chaat' evening for Men's Mental Health Month, where we invited men living in the Borough, who were experiencing poor mental health, to come together over a curry and share their experiences of local mental health services and the support they have received.

We also hosted a Fish & Chips night, as part of a 'Time to Talk' event, where we encouraged a wider range of people from across Solihull, to come and share their experiences of the support offered by local mental health services and what they felt worked well and what could be improved.

As part of our self-harm in young people project, we hosted an awareness evening where we invited young people and their family members to join us and a number of local professionals, to share with us their experiences of the support they have received. 2 young people bravely shared their stories of self-harm.

During this event we were joined by professionals from Barnados Children's Charity, Meriden MP, Saqib Bhatti and a number of young people who had experienced self-harm and wanted to share their story.



I don't get out of the house much, so this event was a great opportunity to meet new people who are experiencing similar situation as me. Thank you.'
~Curry & Chaat participant



Volunteers



At Healthwatch Solihull we are supported by 11 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

Volunteers help to improve services through Enter and View

Our volunteers visited several Health and Social Care services throughout Solihull as part of Healthwatch Solihull's Enter & View programme. Volunteers took the opportunity to speak to patients, residents of care homes and their family members, to listen to them about their experiences of local NHS and publicly funded services in the Borough and had the chance to make recommendations based on what they were told.

Volunteers then contributed to writing reports, letting those in charge know what needed to improve, raising concerns about:

- Insufficient staffing levels,
- Patients struggling to get appointments and access their GP,
- Lack of variety of in-house activities for residents.



In response to these concerns, local providers are going to recruit more staff, work with activity coordinators to create a more varied activity plan, raise greater awareness of the online appointment system.

With our volunteers' help, we're keeping an eye on what people think of local healthcare services and working with those in charge to make sure people's views inform changes.



Volunteer with us

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

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Twitter: [@HealthwatchSol](https://twitter.com/HealthwatchSol)

Facebook: [@Healthwatch.Solihull](https://www.facebook.com/Healthwatch.Solihull)

Telephone: 0800 470 1518

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team.



Caroline

Caroline attended a carers focus group during 2019, and immediately our staff knew what an amazing volunteer Caroline would be. Caroline joined as an Enter and View representative and shortly after joined our Advisory Board. As a carer herself Caroline brings a lot of personal experience to share and compassion for others.



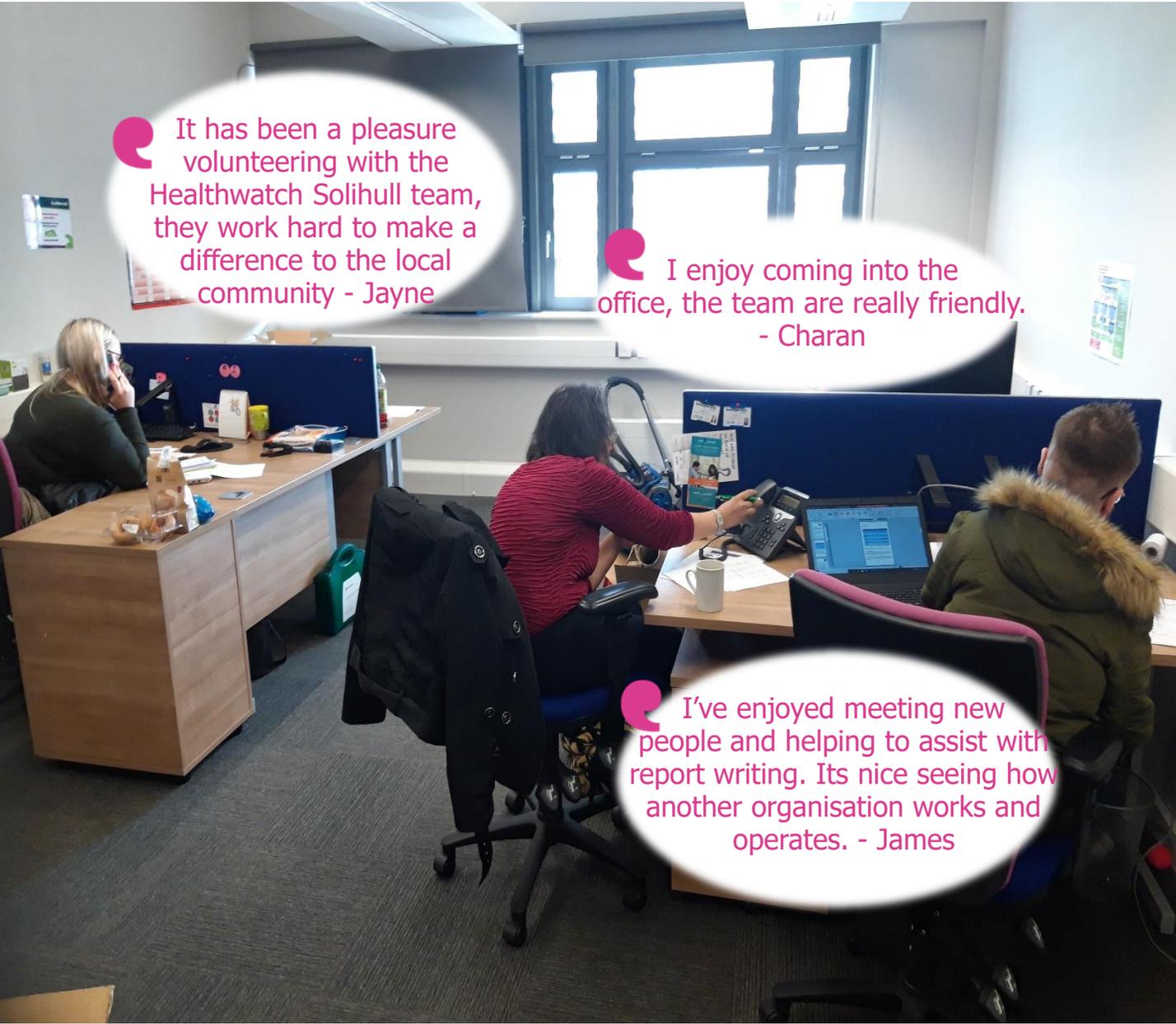
Jayne

Jayne is a mum, and university student who joined us in 2019. Jayne became involved in Enter and View, and shortly after becoming our main 'mystery shopper' gathering local intelligence and reporting to the team on where needs further investigation.



Rhiannon

Rhiannon is a PE Teacher and footballer who is also our Young Healthwatch ambassador. Rhiannon helps with social media campaigns and films clips for young people. With a passion for positive mental health for young people, Rhiannon has helped the team to encourage young people to access help and share their views with Healthwatch.

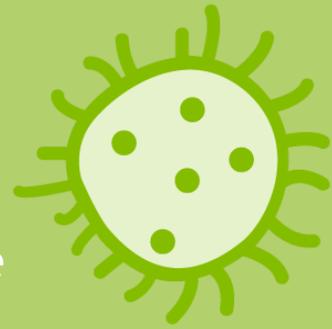


It has been a pleasure volunteering with the Healthwatch Solihull team, they work hard to make a difference to the local community - Jayne

I enjoy coming into the office, the team are really friendly. - Charan

I've enjoyed meeting new people and helping to assist with report writing. Its nice seeing how another organisation works and operates. - James

Our response to COVID-19



Towards the end of this financial year, the whole country was hit by a worldwide pandemic. Healthwatch Solihull staff have continued to work to help Solihull residents as best we can.

This has included us volunteering as befrienders and delivering essentials to our most vulnerable. We extended our signposting line as a befriending line, and encouraged anyone who needed just a chat, to call us.



[You can see here](#), a story about one lady we have been speaking to, that was shared by Birmingham Live.



Over 300 people in Solihull sent us photos of their tributes to key workers which we compiled together, you can view [our first tribute video here](#).



Sharing accurate information with the public

We have worked hard to share accurate and timely information, and also raise concerns when incorrect information has been shared.

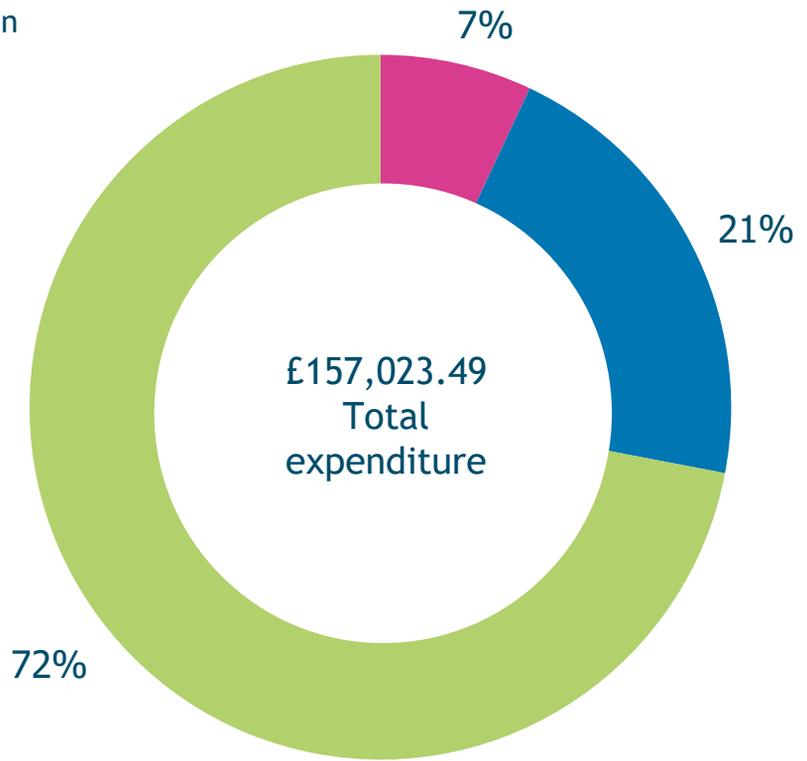
After highlighting concerns online, we worked with NHS Nightingale NEC and Birmingham Live, to address scaremongering and incorrect information being shared online, [see the article here](#)

Finances

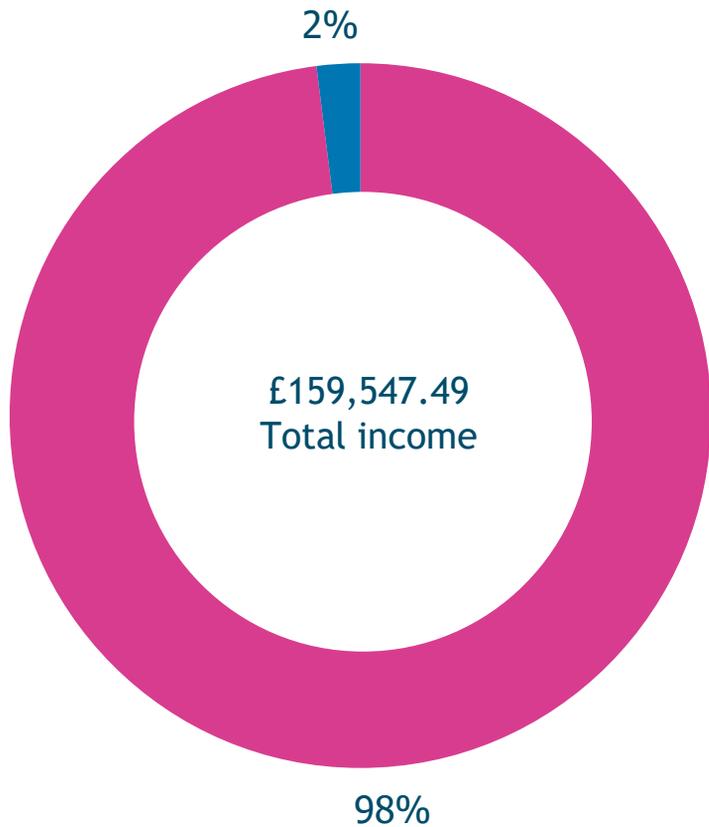


We are funded by our local authority under the Health and Social Care Act (2012).

- How much it costs to run our Healthwatch
- Management costs
- Staff costs



- Funding received from local authority
- Additional income



Our plans for next year



A message from our Healthwatch Manager

I am proud to present our 2019-2020 Annual Report

Over the past year the team has made huge steps to help to improve services in Solihull. We have done this by engaging more effectively with service providers and stakeholders by arranging regular meetings with key providers to enable us to give public feedback in real time and improve experiences quickly.

Our team have undertaken 18 Enter and View visits, supported by our wonderful volunteers. We have made several recommendations and shared these reports with key providers.

We worked with partners from University Hospitals Birmingham, on improving the blood test lounge at Solihull Hospital. We would like to thank them for immediately taking our concerns on board and putting action plans in place. We want to also thank the volunteers who played their part in making an impact and improving the experience for all who visit the blood test lounge.

We have gained over 400 new followers on social media since our last report, the team have done this by being extremely active on social media, and joining local resident groups to gather feedback online.

This year we have held over 30 events, including some in collaboration with other local services including the Safeguarding Adults Board and Solihull Action through Advocacy.



Natalie Travers
Healthwatch Manager

One of the year's highlights for me was our 'Curry and Chaat' night for men's mental health month. Over 20 men attended and started a conversation with people they had never met before, it was eye opening and heart warming to hear some of the stories and see the men walk away with new friends and support networks.

Looking ahead we will look further into the concerns you have raised over the past year and continue to be your voice.

I want to thank our staff, Board and volunteers for their hard work over the past year, and I hope this report reflects some of the achievements from this year.

A huge thank you to the residents of Solihull, who have continued to engage with us and share their experiences and make our work possible. I encourage you to continue getting in touch, speaking to us out and about, and engaging with us online. Your experiences and stories help us to create impact and change, we can only work to improve services if residents tell us what's going well, and what needs improving.

Moving forward

From the 1st July, Healthwatch Solihull and Healthwatch Birmingham will be overseen by an integrated Board. Healthwatch Solihull will, however, carry on working independently from Healthwatch Birmingham. This will ensure that we continue to hear the voice of Solihull residents about Solihull health and social care providers and commissioners.

We have demonstrated through our NHS Long Term Plan work, how working together across Solihull and Birmingham can strengthen the voice of local people. Our closer working relationship means that when we hear feedback about services that span both localities, we will be able to more easily share and combine this feedback. This will provide a deeper understanding of the services, leading to more positive, impactful changes to services used by the people of Solihull.



Andy Cave
Chief Executive Officer

We look forward to building on the great work our Healthwatch Solihull team and volunteers have demonstrated in this report. Our aim for the coming year is to further increase the involvement of local Solihull residents in decision making and delivery of the Healthwatch Solihull service. Our role and your involvement is vital to ensure the restoration and development of services in Solihull reflect the needs of local residents.

Andy Cave
Chief Executive Officer
Healthwatch Solihull and Healthwatch Birmingham



Staff from Healthwatch Birmingham and Healthwatch Solihull at the Healthwatch Network Awards

Thank you

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

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.



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