Healthwatch Trade mark

Healthwatch Luton has been using the Healthwatch trade mark and has the necessary licence agreement in place to enable us to use the Healthwatch trade mark in our work.
Contents

1 Our mission
2 Our structure
2 Chair’s welcome

3 Key activity
4 Launch event and priority areas
5-6 Working with local organisations
7 Young people and secondary schools
7 Mental health and community services
8-10 Review of GP services
11 Influencing decisions
12 Volunteer champions
13 Membership
14 Signposting log
15 Key priorities for 2014 - 2015

16-17 Finance report

18 Join us
19 Contact details
Healthwatch Luton is the independent local consumer champion bringing together people’s views and experiences to improve health and social care in Luton.

Local Healthwatch was created under the Health and Social Care Act 2012 and our role is outlined in the following eight statutory activities:

1. promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services;

2. enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;

3. obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;

4. making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England;

5. providing advice and information about access to local care services so choices can be made about local care services;

6. formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England;

7. making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues;

8. providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.
It has been an extremely busy and very positive year. I have heard many great comments about the work of the Healthwatch team and Champions in and around the community. We have had great outcomes and we now have an opportunity to pause, reflect on the year’s activities and plan for the future.

We must now build on our GP review work and success and continue to listen to people, articulate people’s views and ensure their lived experiences are heard in the right forums.

A lot of our work is not seen publicly, board members and volunteer champions have committed a significant amount of time supporting statutory bodies understand the value and impact people’s experiences can have in influencing and shaping service provision.

I look forward to continue working collaboratively to ensure Healthwatch Luton is representative of the community and influential in shaping health and social care services in Luton.

Beth Gregson, Chair of Healthwatch Luton

Our Structure

Volunteer Champions: trained volunteers conducting research, attending meetings and gathering views within the local community. Enter and View: a statutory function which enables evidence based visits to health and social care services. Project Groups: networks of volunteers developing and implementing project plans in accordance with our priority area work programme. Information, Advice and Signposting: a single point of access for the local community to share their concerns, experiences and receive information, advice and signposting to appropriate services. Healthwatch Board: oversee, contribute and support all activities and functions.
Our key activity in year one
We held our launch event in July 2013 and used this opportunity to identify our priority areas and shape our work programme.

Between April - June 2013 we formed a development steering group, made up of local people and organisations, this group helped begin the process of identifying our priority areas.

We identified 6 priority areas

1. Children & Young People
2. Disabled People
3. General Practices
4. Hospital Care
5. Mental Health
6. Older People

We used our launch event to develop our two year work programme. Attendees were asked to vote on specific topics within each of the six priority areas. The following topics were identified as most important:

**Children and Young People:**
1. Child and adolescent mental health services.
2. Drug and alcohol misuse.

**Disabled People:**
1. Accessibility and quality of services.
2. Patient experience of joint health and social care services.

**General Practices:**
1. Accessibility.
2. The patient experience.

**Hospital Care:**
1. Staff behaviour, communication, dignity and respect.
2. Inpatient experience - including family/carer’s.

**Mental Health:**
1. Early intervention and crisis management.
2. Integrated care for mental and physical wellbeing.

**Older People:**
1. Reablement services.
2. Care in the home.
3. Care homes.
At the announcement of the formation of Healthwatch Luton there was some apprehension within our voluntary organisation as to their ability to effectively influence the commissioning and delivery of health services across the diverse range of needs within all the communities of Luton.

I am pleased to say that we have found Healthwatch Luton extremely proactive and professional in their approach to ensure that all groups, including ours, have a clear voice in improving current health services, and shaping future services, to help meet the needs of Luton people. I am very much looking forward to continue working with Healthwatch Luton.

Grahame Atkins, CEO Headway Luton

Working with Local Organisations

We held a conversation with members of local charity Headway Luton to assess the quality of care and treatment received during treatment and post-discharge from hospital for people with an acquired brain injury.

Key points and recommendations identified during this engagement exercise:

People stated that they felt General Practitioners (GP’s) do not seem aware that services such as Headway Luton exist.

People also felt they were not given enough relevant information once they were discharged from the Luton and Dunstable Hospital (L&D).

People stated that social workers do refer people to Headway.

Meetings and agreements between Headway Luton and the L&D have previously taken place and referrals to Headway are currently being made by speech and physiotherapists. However, not all relevant staff/departments are referring patients to Headway Luton.

As a result of this work, Headway Luton have been invited to hold a training session with staff. A directory is currently being developed and discussions taking place to ensure staff utilise this directory and signpost patients. Staff from Headway now hold a weekly information point at the hospital and have held discussions with the hospital about developing an effective system for promoting community support services to patients.

We identified 5 recommendations:

1. Service users unanimously agreed that it would be positive for GP’s and staff at the hospital, to receive awareness training around specialist services operating within the community/third sector, in order to signpost patients to services that can offer support and alleviate pressure from primary and secondary care services.

2. Develop a directory of non-statutory community based services made available to health and social care professionals. There are huge benefits of a referral/signpost to such specialist groups within the community from health and social care professionals at the earliest possible point; such support networks offer great potential in having a positive impact on the rehabilitation of service users.

3. More needs to be done to ensure referrals to Headway Luton are made from Accident and Emergency and inpatient units such as the stroke ward.

4. Include information in discharge packs about acquired brain injuries and specialist community groups that can offer additional support. Include information relevant to carers and family members.

5. Staff and trained volunteers to attend the stroke ward to inform patients/family members of specialist community services such as Headway Luton.
Access to services for people living with HIV/AIDS

Working with local organisation Embrace Life Luton, we carried out a consultation with people living with HIV/AIDS. The purpose of this consultation was to assess people’s experience of treatment and accessibility of health and social care services.

The feedback from the consultation showed that users are happy with the services provided at the sexual health (GUM) Clinic at the Luton & Dunstable Hospital. Individuals felt that the service is confidential and well organised with all of the right support available in one place.

When asked about care in the community and relationships with GP’s, individuals felt that maintaining confidentiality is a concern within a GP setting and concerns about HIV awareness amongst GP’s and nurses was raised. GP access was also highlighted - service users stated that there is a lack of appointment availability and therefore the preference is to visit the GUM clinic or the Accident and Emergency Department as individuals feel that they will receive timely and more consistent care and treatment.

Next steps: These findings have been submitted to our local public health team and presented at the Health and Wellbeing Board. Our findings are based on a small sample (under 20) and our aim is to continue gathering people’s views and experiences by working with other organisations within the local community and the GUM clinic.

Healthwatch Luton have made a significant impact on health and social care within their first year in existence. They have been visible and proactive across the spectrum, making best use of limited resource with staff, board members and patient champions. We feel that they are making a real difference in driving up standards and expectations for the residents and service users in Luton. Healthwatch Luton have developed relationships with Luton Clinical Commissioning Group to help ensure that we listen and hear patients’ views, make their views part of the commissioning process and that we feed back how and when we can act on what they have said. Healthwatch Luton is a valued partner to the CCG as well as a critical friend, and we look forward to further strengthening our work together for the benefit of Luton residents.

Carol Hill, Chief Officer Luton Clinical Commissioning Group
Young People & Education

We teamed up with our local public health team to review the benefits of personal, social, health education (PSHE) in secondary schools. We completed a questionnaire about PSHE with just under 100 young people. We managed to gather views and experiences from young people who had attended 10 out of the 13 secondary schools in Luton.

Key points identified:
- Over one third of the participants stated they would have liked to have more in the way of “social” education: Friendship; Good communication; Working with others; Relationships.
- Stress, mental health wellbeing and depression were listed by many as topics that should have been covered but were not.
- Many young people commented on the insufficient/lack of coverage of life skills such as communication, decision-making, interview skills and progression from school to college/work.
- Drugs and alcohol, smoking and “sex education” were the most memorable topics.

The report identified a wide disparity in approaches to PSHE in Luton secondary schools and recommended that: Children and Learning Department and the Public Health Directorate of Luton Borough Council should:

1. Establish a PSHE Support Network for schools.
2. Provide or promote a recommended PSHE programme and resources for Luton schools.
3. Develop or adapt an existing self-assessment tool for schools to help them identify areas for immediate improvement.

Mental Health & Community Services

In 2013 Luton’s Clinical Commissioning Group (LCCG) announced that the current contracts for both mental health and NHS community services will come to an end in April 2014.

We used this opportunity to support LCCG in ensuring service users and the general public work with LCCG in re-modelling the service specifications in accordance with the needs and expectations of the local community.

We organised a public event in partnership with LCCG to begin the conversation and encourage and support patient and public involvement in shaping this process. Following this event, we were able to assist LCCG in forming two stakeholder groups, which have been involved in creating scenarios and questions for bidders. Stakeholder group members have had the opportunity to hold “dialogue sessions” with bidders and plans are being made for further patient and public involvement within the process of assessing and scoring bidders.

Allan Brandham, Carer & Member

Morag Stewart, Deputy Director of Public Health, LBC
A review of GP services was the most important priority area identified at our launch event and as a result we:
- Completed 39 Enter and View Visits
- Issued 680 Recommendations which
- Resulted in 292 Immediate Improvements

Review of GP Services in Luton: The Patient Experience

Following the priorities identified at our launch event, in September 2013 we launched a review of General Practitioner (GP) services in Luton; we visited and assessed all 39 GP surgeries in Luton and completed 962 patient surveys across the town.

Half of the people interviewed said they could not get an appointment when they needed one.

A third of all survey respondents had difficulty getting through to the surgery on the phone.

The results also showed that 26 practices do not have easy access for wheelchair users and 28 do not have a hearing loop system in place.

Only 4 were judged to have sufficient privacy in the reception area and 32 practices kept patients waiting more than 15 minutes after their appointment time.

On the plus side, a significant 88 percent said staff were helpful and understanding and 89 percent had confidence and trust in their doctor.

Over 90 percent (891 people) said staff do treat them with respect.

Just under 90 percent (851) said doctor’s do listen and consider their opinion.

More than 90 percent (864) said that, overall, they were happy with the quality of care, service and treatment they received although only 80 percent (772) would recommend their surgery to other people and 71 percent (685 people) rated their surgery as good or excellent.

Over 80 percent (794 people) said they were happy with their surgery’s opening hours.

We created an overall report with our key findings and 39 individual surgery reports. We issued a total of 680 recommendations across all surgeries in Luton. We will now work with individual practices, NHS England, Luton Clinical Commissioning Group, Local Councillors and Patient Groups to continue implementing further change in order to improve the patient experience. View our overall report at www.healthwatchluton.co.uk/gp-report

Farrah Gilani, Volunteer Champion & Board Member
GP Review: The Patient Experience (continued)

798 People (83%) told us they have enough time with their doctor during their appointment.

823 People (85%) feel involved in decisions about their care and treatment.

9 in 10 were happy with the overall quality of care, service and treatment.

421 people (43%) waited more than 15 minutes after their appointment time.
What has changed as a direct result of this review? GP Surgeries have committed to implement the following:

- 5 surgeries to remove their 0844 telephone number.
- 8 surgeries to review current opening hours.
- 7 surgeries to implement an online appointment booking service.
- 7 surgeries to create an action plan for improving the patient experience when seeing a doctor.
- 6 surgeries to create an action plan for improving the patient experience when speaking to reception staff.
- 5 surgeries to change the system for alerting the patient of when it is time to be seen.
- 7 surgeries to implement an appointment reminder text messaging service.
- 10 surgeries to make a private area/room available for patients to discuss their needs privately and in confidence.
- 12 surgeries to implement a “stand behind this line” in the reception area.
- 5 surgeries to implement power assisted/automatic entrance doors (subject to funding).
- 9 surgeries to review and improve signs in the waiting room (consultation rooms, toilets, fire exit etc).
- 2 surgeries to implement a self-service patient echeck-in system.
- 20 surgeries to make water available for patients.
- 6 surgeries to create a child friendly area within their waiting room.
- 20 surgeries to implement a hearing loop system (5 subject to funding).

- 24 surgeries to ensure comment boxes are clearly labelled and pens/comment cards available for patients to use.
- 6 surgeries to create a patient participation group.
- 11 surgeries to make hand sanitisers available in the waiting area.
- 7 surgeries to make tissues available for patients.
- 13 surgeries to ensure staff inform patients when waiting times are 15 minutes or more.
- 15 surgeries to introduce a sign offering a “call for a taxi” service.
- 23 surgeries to introduce a sign informing patients that information is available in different languages and formats on request (subject to availability).
- 24 surgeries to introduce a sign, in different languages, informing patients that an interpreter service can be booked.
- 5 surgeries to increase the range of health related information and leaflets available for patients.
- 2 surgeries to repair their patient echeck-in system.
- 9 surgeries to conduct a review of their appointment allocation and booking system.
- 12 surgeries to improve promotion of their online appointment booking system.
- 7 surgeries to improve promotion of their appointment reminder text messaging service.
- 4 surgeries to implement a door ramp.
- 1 surgery to implement hand rails outside the front building.
**Influencing Decisions**

Healthwatch Luton volunteers have participated in the following:

- OSC Health and Social Care Review Group.
- OSC Task and Finish Group: Hospital Discharge.

- Learning Disabilities Partnership Board.
- Older Person’s Partnership Board.
- Older Person’s Executive Board.
- Carer’s Partnership Board.
- Safeguarding Adults Operations Board.
- Dementia Friendly Communities Core Group.
- Health & Wellbeing Board.
- Healthier More Independent Adults Board.
- Health Inequalities Board.
- Local Authority/Care Quality Commissioning joint meetings.

- Better Together Project Board.
- Luton Joint Officers Network.
- Local Pharmaceutical Committee.
- LCCG Communication and Engagement Group.
- BCCG Bedfordshire & Luton Joint Prescribing Committee.
- BCCG Child Death Overview Panel.
- LCCG Mental Health Strategic Implementation Group.
- LCCG Long Term Conditions Strategic Implementation Group.
- LCCG Long Term Conditions Implementation sub groups: 1) Diabetes 2) Stroke.
- LCCG Information Management Technology Working Group.
- LCCG NHS Community Services Procurement Reference Group.
- LCCG Mental Health Services Procurement Reference Group.

**Key:**

- BCCG = Bedfordshire Clinical Commissioning Group
- CCS = Cambridge Community Services
- EEAST = East of England Ambulance Service Trust
- L&D = Luton & Dunstable Hospital
- LBC = Luton Borough Council
- LCCG = Luton Clinical Commissioning Group
- OSC = Overview & Scrutiny Committee

- L&D Patient Experience Group.
- L&D Patient & Public Participation Group.
- CCS Public Involvement and Patient Experience Committee.
- EEAST Trust User Group.
- NHS England Young Health Ambassadors.
- Healthwatch Regional and National Network Meetings and Chair’s/Officer’s Network.

- LBC Public Health Wellness Service Tender.
- L&D Oakley Court Transformation Project Board.
- LCCG Urgent Care Tender.
- LCCG Prioritisation Panel.
- LCCG Patient Reference Group.
I have thoroughly enjoyed having a greater insight into the NHS as a whole and I am currently involved in attending the young inspectors programme, hospital inpatient project group and NHS England Young Health Amabassadors forum. All of which I have found very interesting and a great opportunity to make a difference in the community in areas which I am passionate about.

---

Ryan Riordan, Volunteer Champion

I have found being a patient representative for Healthwatch on the strategic implementation group for chronic diseases in the elderly, very challenging, time consuming and extremely worthwhile. I am in a unique position to make an impact and lasting contribution because I am able to be both objective and subjective in my observations and research into patient experiences as I have experienced both as a user and as a provider.

---

Jean Forrest, Volunteer Champion

My involvement in the scrutiny group for hospital discharge, patient experience group at the Luton & Dunstable Hospital and input on the learning disability partnership board has been extremely rewarding and I feel like I have made a real contribution and difference.

---

Alan Fletcher, Volunteer Champion

I thoroughly enjoy attending all training sessions all meetings and compiling various reports and ideas. I love the community spirit and there is never a dull moment! I am very much involved with the diabetes meetings at the L&D hospital, the NHS Luton CCG and community development.

---

Carol Alldis, Volunteer Champion

Congratulations to Healthwatch Luton on its 1st birthday. I have enjoyed being a part of the big team, which has various age groups, backgrounds and people with different interests. I have been valued and my comments have been heard. It is my passion to listen and help the public. I have thoroughly enjoyed my work on the GP review and engagement with the women’s group at the Oasis Centre. I have gained so much knowledge on all of the different services that are available to me and the public in Luton. Well done to us all!

---

Jamu Patel, Volunteer Champion
### Our Membership

<table>
<thead>
<tr>
<th>Total number of registered members</th>
<th>310</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Female</strong></td>
<td>191</td>
</tr>
<tr>
<td><strong>Male</strong></td>
<td>63</td>
</tr>
<tr>
<td><strong>Did not say</strong></td>
<td>56</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Age group</strong></th>
<th><strong>Under 18</strong></th>
<th><strong>18-25</strong></th>
<th><strong>26-40</strong></th>
<th><strong>41-65</strong></th>
<th><strong>65+</strong></th>
<th><strong>Did not say</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total number</strong></td>
<td>32</td>
<td>87</td>
<td>36</td>
<td>63</td>
<td>36</td>
<td>56</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ethnicity</strong></th>
<th><strong>African</strong></th>
<th><strong>Asian other</strong></th>
<th><strong>Bangladeshi</strong></th>
<th><strong>Caribbean</strong></th>
<th><strong>Chinese</strong></th>
<th><strong>Did not say</strong></th>
<th><strong>Greek</strong></th>
<th><strong>Indian</strong></th>
<th><strong>Irish</strong></th>
<th><strong>Mixed race</strong></th>
<th><strong>Pakistani</strong></th>
<th><strong>Romanian</strong></th>
<th><strong>Turkish</strong></th>
<th><strong>Ukranian</strong></th>
<th><strong>White British</strong></th>
<th><strong>White other</strong></th>
</tr>
</thead>
</table>
Our Signposting Log

Many of us don’t know where to go if we have a problem or concern to raise.

We signposted 106 people to 139 local and national departments and services.

111 Service x 3
Age Concern x 2
Alzheimer’s Society x 1
Bedford Hospital PALS x 1
Care Quality Commission x 6
Community Dental Team x 1
Disability Resource Centre x 1
General Medical Council x 6
General Practices x 5
GP Practice Managers x 3
Headway Luton x 1
Health and Wellbeing Board x 1
Healthwatch Bedford x 4
Healthwatch Central Bedfordshire x 3
Healthwatch England x 1
Healthwatch Hertfordshire x 4
Healthwatch West Sussex x 1
Impact mh x 1
LBC Adult Social Care x 9
LCCG Complaints/PALS Department x 7
Local Pharmacy x 33
Luton & Dunstable Hospital PALS x 3
Mind BLMK x 1
NHS Choices x 8
NHS England Complaints Department x 8
NHS Walk in Centre x 3
Nursing and Midwifery Council x 1
Penrose x 1
POhWER x 15
Shopmobility x 4
South Essex Partnership Trust x 1
Our Key Priorities for the year ahead

To develop our Young Inspectors Programme

To Review Hospital Inpatient & Outpatient Care

To launch of review of Care in the Home
Table heading showing statement of activities for the year ending 31 March 2014

<table>
<thead>
<tr>
<th></th>
<th>Restricted 2014 £</th>
<th>Unrestricted 2014 £</th>
<th>Total 2014 £</th>
<th>Total 2013 £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Luton Borough Council</td>
<td>128876</td>
<td>128876</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income Generated</td>
<td></td>
<td>77</td>
<td>77</td>
<td></td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>128876</td>
<td>77</td>
<td>128953</td>
<td></td>
</tr>
<tr>
<td><strong>Expenditure</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff</td>
<td>73440</td>
<td>73440</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overheads</td>
<td>13920</td>
<td>13920</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Premises</td>
<td>9600</td>
<td>9600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td>17440</td>
<td>17440</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advertising &amp; Marketing</td>
<td>4390</td>
<td>77</td>
<td>4467</td>
<td></td>
</tr>
<tr>
<td>Meeting &amp; Events</td>
<td>1405</td>
<td>1405</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer Expenses</td>
<td>1895</td>
<td>1895</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer Training</td>
<td>380</td>
<td>380</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Services</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total resources</strong></td>
<td>122470</td>
<td>77</td>
<td>122547</td>
<td></td>
</tr>
<tr>
<td><strong>Net income/(expenditure) for the year</strong></td>
<td>6406</td>
<td>Nil</td>
<td>122547</td>
<td></td>
</tr>
<tr>
<td><strong>Fund balances brought forward</strong></td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td><strong>Fund balances carried forward</strong></td>
<td>6406</td>
<td>Nil</td>
<td>6406</td>
<td></td>
</tr>
</tbody>
</table>
Balance sheet as at 31 March 2014

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible assets</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debtors</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>6406</td>
<td></td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>6406</td>
<td></td>
</tr>
<tr>
<td>Creditors (amounts falling due within one year)</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td><strong>Net current assets</strong></td>
<td>6406</td>
<td></td>
</tr>
<tr>
<td><strong>Total assets less current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisions for liabilities and charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restricted funds</td>
<td>6406</td>
<td></td>
</tr>
<tr>
<td><strong>Unrestricted funds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General income funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Designated income funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total charity funds</strong></td>
<td>6406</td>
<td></td>
</tr>
</tbody>
</table>

**Notes**
Details of incoming resources used are given in the notes to the financial statements within the full set of accounts, available from Healthwatch Luton on request.
Get Involved

Join Us

Share your views and experiences with us today

Visit www.healthwatchluton.co.uk Call 01582 817060

Message us on facebook @ healthwatch.luton tweet us @hwluton

Register as an individual or organisation: Visit

http://www.healthwatchluton.co.uk/content/join-us
Please contact us to request this report in an alternative format.

Healthwatch Luton is hosted by Luton Irish Forum