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Another year for Healthwatch Luton ends and a new era begins. The year, as usual, has been a busy one for staff and volunteers alike. Dedication and absolute commitment has meant that much has been achieved as you will see reported in this annual report. It cannot be stressed enough, the work of Healthwatch Luton could never be achieved without many hours of input by the volunteers who give their time freely and willingly for the benefit of the Luton people.

The Enter and View programme has seen visits to a variety of service providers. These visits have highlighted some areas of improvement and equally areas of good practice. Reports of these visits have been fed back to the relevant providers and responses received to acknowledge findings and where necessary change things to enhance the services thus providing a better experience for patients. Copies of the completed reports can be viewed on our website.

Engagement continued through the year with focus on the seldom heard community. Visits have been arranged to ensure that, where possible, we are able to reflect the thoughts and experiences that represent the full range, diversity and demographic of the people of Luton. A task which is not always easy when you consider that there are in excess of 120 different languages and dialects spoken in our multiculturally rich town.

“Feeling as though you are ‘heard’ is really hard with some providers. But I really felt I was heard by Healthwatch Luton.” (Member of Public)

The development of Sustainability Transformation Partnerships (STP), Accountable Care System (ACS), and Integrated Care System (ICS) has seen Healthwatch Luton being involved in an ever-increasing number of workshops and meetings associated with these programmes.

Seventy years on from the creation of the NHS, these initiatives are the first major move since that creation, to change the way in which the NHS can meet the very different needs that exist now to those that existed seventy years ago. Life and lifestyles have changed over those seventy years and the method of delivering health and social care needs to change to
meet them. I guess I should know; I’\textquoteleft m celebrating my 70\textsuperscript{th} birthday this year.

The STP, ACS and ICS initiatives have seen Healthwatch Luton working closely with other Healthwatch organisations in Central Bedfordshire, Bedford Borough and Milton Keynes. We are also involved in Healthwatch regional and National meetings. With representation on the NHS England\textquotesingle s Quality Surveillance Group and working with providers that work across our various borders we have benefited from a sharing of best practices across a wide range of organisations. Staff and volunteers attend regular meetings and boards across the region to represent the voice of the Luton public.

Over the past five years Healthwatch Luton has been hosted by the Luton Irish Forum. We are very grateful and thankful for the support that they have afforded us over those years. This period was the start of the country wide introduction of the Healthwatch network and much time in the early days was a matter of the organisation, its staff and volunteers finding their way. Implementing ways of working, building relationships with health and social care providers and more importantly the public of Luton. Whilst the arrangement certainly had its positives it also had some drawbacks. There were perceptions that we were not independent and only represented the Irish community. We don\textquoteright t, we represent the total community of Luton whatever the background. We represent patients of the past, the present and all those people that may become patients in the future.

Healthwatch Luton CIC have, as of April 1\textsuperscript{st} 2018 been awarded the contract to provide Healthwatch services for Luton in our own right as a fully independent company. There are Board Members, Volunteer Champions and staff that remain with the organisation as well as some new faces. Some Board members and volunteers have been a part of us from the very start and some are relatively new. This mix together with those that have joined in the past two to three years ensures that we have stability and consistency in the delivery of our obligations as well as new and innovative ideas to improve the ways that we support you, the community.

All at Healthwatch Luton are excited and look forward to the future, our full independence and working to ensure the provision of the best possible health and social care services. None of this is possible without the feedback from the public at large. We rely on listening to your experiences so that we can influence the changes to make things better for all. Remember that we are keen to hear about and learn from the good experiences as well as the not so good. Thank you to all for your continued support.
Message from our CEO

Lucy Nicholson, CEO

This year we have had a particularly good year in engaging with the Luton public. Our team of staff and volunteers have worked tirelessly in getting out to some of the more seldom heard areas in Luton, ensuring people’s views are heard.

One of the most important areas of our work is involving people of Luton in every decision we make.

We developed our workstreams in 2017, ensuring every aspect of our Business Plan involved our voluntary Board members and our voluntary Champions. These people from Luton, who experience services, and engage with people within the community, help us to prioritise every piece of work we do.

We have also, with the aid of our Project Support Officer, been able to gain further insight into people’s feedback. Our Youth Forums have been a great success, along with working in partnership with more providers such as the Luton Clinical Commissioning Group with Consultations, as well as aiding on procurements of services. Our range of ‘Listening Events’ meant people had the opportunity to feedback on service change prior to the services being adapted, at a key point for providers to hear people’s views on services.

“Without Healthwatch Luton I just don’t think I would have known what to do.” (Member of Public)

With the aid of our volunteers and Engagement Officer we have managed to speak to more people than ever before, ensuring when we represent people’s views that we have more weight behind the intelligence we present to service providers.

Our passion is making an impact, on Luton and for the people of Luton. One of the areas we will be focusing more on in 2018 will be to have more awareness of Healthwatch Luton, and ensure people understand what we are here to do.

I cannot thank the Healthwatch Luton team enough for their involvement. From the Chair, to each Board Director, to each Volunteer and every staff member; we all work together and are one local Healthwatch, with the same aim and objectives and passion.
This year Healthwatch Luton have been involved in the community and working with providers on a range of service change.

Our targeted engagement approach has increased our feedback from the Luton public from 10/month to nearly 100/month.

We have run Youth Forums, Consultations, Listening Events, Surveys, Health events, and gathered feedback from a great selection of the Luton population.
We know that you want services that work for you, your friends and family. That’s why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed within a national network, with a local Healthwatch in every local authority area in England.

Our purpose
To find out what matters to you and to help make sure your views shape the support you need.
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 ideas that work. We are independent and committed to making the biggest difference to you.

Our people

The Healthwatch Luton Team
The Healthwatch Luton team are a small but dedicated team of individuals, made up of paid staff, loyal and hard working volunteers from the community, and a passionate Board of Directors.

Each part of the team has a role to play in gathering feedback from people of Luton, and ensuring their voices and views are heard. Our paid staff work tirelessly in coordinating providers, people, the public, our volunteers and ensuring all the feedback we gather makes a difference to the people receiving the care.

Our Champions (our local volunteers) work with us on gathering feedback, engagement, and PR, spreading information and representing Healthwatch at various Boards and groups. They also sit on procurements for public and local services, as well as work with paid staff on the internal workstreams.

Our passionate Board oversee our strategy and support the paid staff in ensuring Healthwatch Luton and the views we gather are represented at the highest strategic level to ensure a difference is made.

“I have found myself thinking of how we have developed over the last year or so. Everyone has worked really hard to ensure Healthwatch Luton has become a voice in and for the local community.

Now new opportunities present themselves it will be challenging - I for one, look forward with enthusiasm to those challenges”
(Maureen Matthews, Champion)
Meet the Team 2017

The Board of Directors

Phil Turner, Chair
Jean Forrest
Andrea Assan
Noelette Hanley

Pat Lattimer
Paul Wiltshire
Norris Bullock
Steph Power

The Champions (Volunteers)

Lucy Nicholson
Lisa Herrick
Terri Brooks
Marina Galvin

Alan Fletcher, Angela Andrews, Maureen Matthews, Cass Avis

In 2017 we said goodbye to our colleague Terri Brooks, who had been with Healthwatch Luton since 2013. We also said goodbye to our Administrator, Marina Galvin who was with us for a short while, and at the start of 2018, both Paul Wiltshire and Noelette Hanley stepped down as Board Directors.

Thank you to all who give so much.

Healthwatch Luton
Meet the Team 2018

The Board of Directors

Phil Turner, Chair

Pat Lattimer

Steph Power

Norris Bullock

The staff

Lucy Nicholson
CEO

Lisa Herrick
Project Officer

Sudha Auro
Admin Officer

Volunteer Officer

In 2018 we will be recruiting more volunteers so if you are interested, please get in touch with us on 01582 817 060.

Carrie Page
Engagement Officer

The Champions (Volunteers)

Alan Fletcher, Angela Andrews, Maureen Matthews, Cass Avis

The staff

Vacancy

CEO

Project Officer

Admin Officer

Volunteer Officer

In 2018 we will be recruiting more volunteers so if you are interested, please get in touch with us on 01582 817 060.
Statutory Activities of a local Healthwatch

Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known

Enabling local people to monitor the standard of provision of local care services and whether and how local care services could or ought to be improved

Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services

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

Provide signposting, information and advice about access to local care services, so choices can be made about the local care services

Formulate 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 and the CQC

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

Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively
How we have helped the community get the information they need

Healthwatch Luton have spent the last year talking to more people than ever before.

Out of the statutory activities, Healthwatch Luton regard gathering people’s experiences as one of the most important, ensuring we are representing the views of as many people in Luton as we can.

We work with trends; outlining where more than one person has mentioned a similar experience with a service; and feedback constructively to local providers about their service, to ensure the people’s voices are heard.

Over the last year we have targeted our feedback, aiming to speak to those who have been seldom heard or classed as hard to reach. We make relationships with community organisations, ensuring we are capturing people’s views in their comfort setting. This has allowed us to gather more positive feedback on services than ever before.

Our focus this year was:

- BME
- Young
- Mental Health
- Travellers
- Women/Men

We have been in touch with nearly 3000 people regarding health and social care, along with speaking with and supporting over 1000. Our social media links to over 1200 people and nearly 400 people a month visit our website for information and signposting.

We have received feedback from more than 12 BME groups across Luton, showcasing the range of diverse feedback we receive from various local groups.

“Healthwatch Luton have been great coming in and speaking with us to ask our opinions.” (Youth Forum Member)
Our aim in 2017-2018 was to speak to a more representational view of Luton, ensuring that more ethnic groups were able to have their voice heard. We successfully managed this in 2017, speaking with community groups across the town.

Most of our feedback was from females, although online through social media and website interactions we had more male visitors this year than last (male 54%, female 46%).

93% of those who contacted us were from Luton, and the others we were able to signpost to either other Local Healthwatch or providers in surrounding areas.

Mainly people spoke to us about access to their GP’s, along with Hospital referrals and appointments. Mental Health, Social Care and Community services were also highly reported on, both positively and negatively.

We supported more consultations and surveys than ever before and ensured representation on more procurements of services included local Luton people.

We have fed back to providers and created more reports to commissioners, ensuring those views have been heard, and have fed-
back to the CQC on concerns and services where recommendations have been made.

Healthwatch Luton Ran three Youth Forums in 2017 and early 2018, speaking to young people about their views on health and social care.

In partnership with local organisations such as TOKKO Youth Centre, Barnfield College and the Sixth Form College, we were able to speak to nearly 100 young people between the ages of 15-23 through our Forums.

With over 200 young people contacting us directly or through our social media and website, we have a clearer idea of what young people are looking for in Luton and have produced reports to reflect this (available on our website).

Follow our social media and website for more information on Luton’s Young Person’s Festival.

The main areas young people discussed were understanding what services were available to them, and how they could access services.

Whilst Healthwatch Luton provide a list of health and social care services available on their website, young people were more suggestive of ideas around more modern media other than websites which would aid them interacting more with services.

They also voiced needing and wanting more advice and guidance around their personal rights to accessing health and social care. And this is an area Healthwatch Luton will look into next year.

The other area young people mentioned was integration of services, having the education teams discuss issues with the health care systems. Many young people we spoke with would report to or confide in an educational placed adult about their care, than they would to a health professional.

Healthwatch Luton will be looking at running further Youth Forums, and hopefully develop these into something more significant for people in Luton to understand, access and feel informed around the health and care services in Luton.

Young people told us they mainly wanted Access and Guidance to services, and we will be looking to hold a Young Person’s Festival to provide this for them in 2018.

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Young people have told us they would like:

1. Access to services and awareness of what services are available to them in Luton
2. Guidance on accessing services and their rights about the care they receive

Healthwatch Luton listened to the 200 young people and have planned in 2018:

1. Produce a Young Person’s Festival for young people to access services and have awareness of what services are available to them
2. We have produced a ‘Your Rights’ presentation which we will share with young people and all the community
Our purpose is to gather feedback on services; and our aim will always be to ensure that feedback is understood and responded to. People should feel their voices are being heard with regards to the care they receive.

Every week on average, Healthwatch Luton speak to 7 people on the phone, signposting them or offering them information and advice.

Our website has on average around 400 visitors a month with nearly 200 leaving feedback on a service, or navigating to other health and social care links to services in Luton.

Our social media traffics around 2000 on average a month across all platforms, and we engage with around 200 a month.

Enter and Views
Dental Enter and View

Healthwatch Luton also ran two Enter and Views over 2017-2018. Initially we Enter and Viewed Dentist surgeries, after an increase of feedback from this service.

Our Enter and View reports are available on our website. The main findings from our dental Enter and Views were regarding Access and Appointments.

There was also a high proportion of people we spoke to who struggled with English not being their first language, and whilst translation services are offered, most of the patients we spoke with who had this issue used their children to translate for them.

We raised this with providers, along with the Community Dental Service and local Public Health team. Healthwatch Luton are hoping to work with Public Health East of England to develop this work further in Luton, as well as being invited to join the Luton Oral Health Alliance team.
Hospital Enter and View

In early 2018, after further feedback regarding the hospital, we Enter and Viewed two wards at our local Hospital. The two wards were Ward 15 ‘Complex Medicine’ and Ward 18 ‘Infection Treatment Ward’.

Our feedback had initiated us viewing the hospital, and whilst it was one of the busiest times of the year for our local hospital, the overall snapshot view was incredibly positive.

Many people were staying in the hospital for a lot longer than we were expecting.

One man said, ‘I came in here with a physical problem, but with nothing to do all day, feel like I will be leaving with a mental one’.

However, staff were overwhelmingly supportive of us talking to the patients, and it was incredibly humbling to see how dedicated and passionate the staff were.

We have fed-back to the provider and suggested recommendations, in particular areas such as around training and activities for those in the hospital for long periods of time. The main point we took away from the hospital was a lack of activities.

Our recommendations have been accepted and the hospital has put actions in place to respond to these. Our full report can be found on our website.

Consultations

In 2017 we began working in partnerships with other organisations, such as our Local CCG, to support communicating consultations.

We helped support the Over the Counter Medications Consultation and the Gluten Free Consultation, ensuring people in Luton could feed into the survey and discussions around decisions the LCCG were making on these services.

We hope to run more consultations throughout 2018, looking at supporting a new Medicines Handbook for people in Luton as well as looking at Paediatric Complex needs.

Your Rights

Our aim is for people to understand the choices available to them. In 2017 we aimed to produce, with NHS England, some guidelines on people’s rights - regarding health and social care services in Luton. In 2018 we will roll out a presentation and training on people’s rights to health and social care.
How do we signpost?

Putting people in touch with help and support

Our Information and Signposting Service

Our service is:

- A free and confidential service that is independent from the NHS and social care services.
- We will perform a signposting role only. This means that we will give you the contact details for services that best support your request. You will then need to contact those organisations yourself.
- We can give you information about where you might get help in relation to your health, social care and wellbeing needs.
- We can put you in touch with sources of information on NHS and social care services.
- We can give you information about what to do when things go wrong and you don't understand how to make a complaint.

Our service is not...

- Supported by trained clinicians or health and care professionals. It means that we cannot offer advice about medication, queries about a diagnosis made by a doctor or recommendations about a choice over a particular treatment pathway.
- Whilst we will use your feedback to improve services, we have no powers to investigate complaints about them.
- We cannot offer advice as to the "best" place to go to receive a service or offer an opinion as to which service you should choose.
- We are not an advocacy service and so cannot make a complaint to a service on your behalf.
- We are not able to offer financial, relationship, legal or similar specialist advice. This form of advice should always be sought from a trained specialist such as a solicitor, counsellor or financial advisor.
How do we feedback?

Our feedback process

We have defined a clear process for obtaining and using feedback from the public about their local health and social care services. This can be broken down into six stages as described in the following statements.

1. **Receive**
2. **Log**
3. **Analyze**
4. **Take action**
5. **Moderate**
6. **Escalate?**
7. **Share**
Working collaboratively has been the best way for Healthwatch Luton to have the biggest impact. Some people ask us what telling us their views really means - and what impact do we have?

**Measuring Impact**
This year we have tried to really influence service change with our feedback, ensuring our Provider Feedback Reports are given to providers regarding the experiences we receive.

This year we have also focused on measuring our impact - creating an entire project in pulling together our feedback process, and initiating a new process of reviewing our work.

Our reviewer role ensures Healthwatch Luton are providing an up to date and relevant (and good quality) service, as well as ensures we follow up post signposting to ensure those we signpost too are still appropriate.

Our Impact Table feeds into our Commissioner updates each quarter and outlines areas where we are having most effect.

**Workstreams**
Our workstreams help drive our yearly business plans, which in turn drive our 3 yearly strategy.

This year we have reviewed our strategy and are putting in place for 2018 a new strategy.

In doing this, we created workstreams which enabled our volunteers to feed into and feedback directly on all areas of our internal priorities and work.

“So what difference does it make to the people in Luton? What does Healthwatch do with all these connections and volunteers?

We gather your feedback and try to inform, educate and signpost to you to get the best out of the services in Luton.

“We are a friendly and inclusive team at Healthwatch Luton.” (Steph Power, Healthwatch Luton Board Director)
You Said:
You were struggling to Access a GP
We did:
We informed the LCCG and spoke to Practice Managers in Luton. We worked with the LCCG on running a survey to gather views on how people would feel about having a GP Hub in Luton, and we informed people about changes taking place. We continue to work with the LCCG on access concerns.

You Said:
You weren’t sure how to access Dental Care
We did:
We talked to you about accessing dental care in Luton, and how Luton has some of the worst dental decay in England. You told us that communication and access was a large problem. We enter and viewed dentists in Luton and fed details back to Providers and Dental Committee and LCCG. We are now part of the Luton Oral Alliance and will continue to ask for more information on dental care in Luton.

You Said:
You were not getting the response you wanted regarding social care assessments
We did:
We spoke with Adult Social Care and attended the Adult Social Care meetings.

With Healthwatch England we ran a series of Social Care Assessment surveys which provided Healthwatch England with a local picture.

We informed the CQC at our Information Sharing events about issues with assessments, and we continue to work the HWE on this area.

You Said:
As a young person you didn’t know where to access services
We did:
We spoke with nearly 200 young people about the issues in Luton concerning them. The main areas were access and awareness. We have run 3 Youth Forums and plan to run more. We are also planning a Young Person’s Festival in Luton co-produced with the Luton Clinical Commissioning Group to provide Young People more information.

You Said:
That NEPTS (non-emergency patient transport) was not working in Luton
We did:
We spoke with surrounding Local Healthwatch and ran a survey on the service. Local Healthwatch in the region (BLMK) ran a report to all providers showcasing issues and concerns. Healthwatch Luton are still part of a Local Healthwatch group working with the Parliamentary Health Select Committee on issues that arose around the service provision.

You Said:
You didn’t understand the consultations you were being asked to feed into, such as Over the Counter Medication Consultation and the Gluten Free Consultation
We did:
We invited the Luton Clinical Commissioning Group to a Listening Event with people interested in the Consultations, and provided a day where you could feedback your concerns regarding the changes.

You Said:
You had concerns regarding certain wards within the Luton and Dunstable Hospital
We did:
We ran an Enter and View within the hospital on the wards with the biggest trends in feedback. We wrote recommendations from our visit to the hospital and the CQC and will follow up again in a few months time.

You Said:
Your baby had not received up-to-date vaccinations
We did:
We signposted you to other places you could get your vaccinations as well as informed you on how to discuss with the Practice Manager. We discussed concerns with the LCCG and you were able to get an appointment.

You Said:
You were unable to access certain services due to mental health issues and were experiencing stigma due to your mental health
We did:
We spoke with many providers and ensured you were taken care of. We used our connections to ensure your care was highlighted and dealt with - and you physical and support needs were addressed.

You Said:
You were unhappy with the content of your son’s care plan
We did:
We spoke with the relevant teams and signposted you to the relevant departments to raise your concerns. A full explanation was provided, and you were invited to write a more detailed plan in collaboration.

You Said:
You had been waiting for over two hours for a GP appointment
We did:
We spoke with the Practice Manager and discussed offering a further appointment. We advised the Practice Manager to communicate with you and we spoke with the LCCG about training for practitioners and staff teams. You were provided an instant appointment.

You Said:
You were unsure about making a complaint as you felt it may affect your care
We did:
We signposted you to the different pathways of raising a concern on the care you receive. You were advised and informed on where to get advice, and you felt you had the relevant information to discuss with the provider your issues.

If you have any concerns or issues, or positive feedback on the services you experience, please call our team and tell us. We are able to signpost, educate, inform and support you in accessing all health and social care services.

01582 817 060 or info@healthwatchluton.co.uk
Healthwatch Luton pride themselves on having good relationships with other providers and services in Luton. Working in partnership and being the ‘critical friend’ has ensured people’s voices are not seen as a negative influence to be given to providers, but an honest review of services can add to their current understanding of services.

Boards and Representation

Healthwatch Luton with our staff and volunteers sit on over 100 Boards and groups within Luton.

We try to be as ‘present’ as we possibly can, highlighting the feedback we receive from people and asking for responses to the feedback we gather.

Some of the Boards we sit on:

- Health and Wellbeing Board
- Health Inequalities
- STP Priority Boards
- Adult Social Care Team Meetings
- Luton Adult Safeguarding
- Health and Social Care Review Group (Overview and Scrutiny)
- Joint Commissioning Committee
- CQC Information Sharing Meetings
- Learning Disability Partnership Board
- NHS England Quality Surveillance Group
- Healthwatch England Regional and Network meetings
- ELFT Recovery Partnership Board
- LCCG EDS2 Steering Group
- Carers Partnership Board
- SU Focus Group

At Luton Borough Council, Healthwatch Luton are represented at many Board and Groups relevant to Health and Social Care.

Our Champions represent HWL at Housing, Day-Care and Health Groups and our Board sit on various Boards relevant to people in Luton.

We started this year to also attend the Adult Social Care Team Meetings in order to feedback views directly to the Adult Social Care team.

We know many Councillors and work with them on various events and try to triangulate our feedback with our local authority. We also Chair various Service-User led forums and groups such as the Luton Adult’s Safeguarding Board’s Service User Focus Group.

We are fully independent from all our partner organisations and meetings.
The Luton Clinical Commissioning Group have always been receptive to Healthwatch Luton’s feedback, and we try to work in partnership to ensure people in Luton receive information regarding their health. We have run a few consultations as well as fed-back our experiences to them at quarterly intervals. We sit alongside the LCCG at various STP focused meetings and events, and feel our contributions are really appreciated.

“We work closely with Healthwatch Luton to seek the views of the local community on how medicines are used in Luton. Healthwatch Luton should be commended for their positive approach and exceptional skills and we are delighted to work as partners with them.” (Tess Dawoud, MOT, LCCG)

Healthwatch England provide Healthwatch Luton with a lot of support through networking, training and advice. We also use the database to feedback cases on people’s experiences, feeding into the wider picture across the UK on health and social care services.

Our cross-border working continues with Healthwatch Central Bedfordshire, supporting each other at presentations to people who live across the Border.

We are hoping to develop this close working relationship further in 2018.

Healthwatch have worked closely with Luton’s mental health provider, ELFT, ensuring Mental Health feedback is provided at health events within the community as
well as sitting on the Recovering Partnership Board.

“ELFT and Healthwatch Luton continue to take an active part in all our partnership working. Healthwatch Luton keep us updated about their pieces of work and include us in any relevant work streams, provide reports and invite us to local events.” (Gail Dearing, Associate Director ELFT)

Healthwatch Luton have worked hard over the last few years to establish partnerships and relationships with providers and third sector services. This ensures we can have the most impact in having people’s voices heard and allows us to be a critical friend to many services in the Town.

This year we have worked with:

“Healthwatch are invaluable - they provide support to Active Luton and champion service users views on local health and wellbeing services, helping us to develop and improve our service to meet the needs of the Luton residents.” (Matt Corder, Active Luton)
Healthwatch Luton are recognised by many providers in Luton as being independent, and able to independently bring communities together, and enable the people of Luton to have their voices heard.

Our focus for the next year is to develop this further. We will spend the first part of 2018 completing our engagement with the homeless and the young, and will begin in...
2018 to focus on those most vulnerable from the Learning Disability communities and those with Mental Health.

Mental Health continues to be a concern for people in Luton, with many experiences being more negative than positive. We are working with the local provider to discuss this in more detail.

**Independence**

Along with gathering feedback from those who need to be most heard, we will be working toward and looking at becoming more independent. As one of the the last local Healthwatch in a ‘hosted’ environment, Healthwatch Luton, after 4 years of being supported by the local charity, Luton Irish Forum, will look to progress for further independence.

**UPDATE: Independence:**

As of the 1st April 2018 Healthwatch Luton were successful in a consortium bid for the Healthwatch Luton contract with Healthwatch Central Bedfordshire. This means that Healthwatch Luton will be a fully independent organisation in Luton, no longer hosted by a charity - but working more closely with a neighbouring local Healthwatch.

More information on this can be found on our website.

Our aim for this is to ensure the funding for Healthwatch remains within Healthwatch activities, and to also dispel concerns of being for any specific community or group - to enhance our independence from providers and community groups alike.

**Young Person’s Festival**

After speaking with young people, we are planning to work in partnership with Luton Clinical Commissioning Group to produce Luton’s first Young Person’s Festival.

**LUTON’S YOUNG PERSON’S FESTIVAL**

**WHEN**

**Sat 22nd Sept**

**Co-Production**

We would like to work in partnership and co-production more in 2018 with providers in Luton, ensuring people’s voices are heard at every level.
Recruitment
We will also be focusing on building the Healthwatch Luton team, both with staff and volunteers and Board Directors alike. Please contact us if you would like to be involved.

Targeted Engagement
We aim to continue our successful targeted engagement program, ensuring we connect and work among and within the local community gathering feedback.

Mental Health and Learning Disability
Our focus this year will be people experiencing mental health or learning disability services in Luton. Our feedback from 2017 highlighted these areas as the largest concern from people speaking to Healthwatch. We will be working across border and alongside providers to ensure people in Luton receive the care they should.

Enter and View
We will continue to run our Enter and View programmes on providers in Luton. We have already run an Enter and View on wards at the Luton and Dunstable Hospital early in 2018. We hope to review our visit later in the year, to follow up on the actions and recommendations put forward. We hope to do this in partnership with Healthwatch Central Bedfordshire, who share half the residents of the hospital.

We will also be looking to use our statutory Enter and View powers on areas such as Learning Disability providers and Mental Health facilities in and around Luton.
Without you, and your feedback, there is little Healthwatch can do.

We need you to have a voice when it comes to the care you receive, and we want to make your voice heard.

You can contact us in a range of ways, through social media, through the website where you can feedback anonymously, or through our office team. We are also out and about at most community events.

**CALL US**
Speak to a trained team member who can signpost you to the right organisation or information

**01582 817 060**

**EMAIL US**
Email through your experience and ensure your experience is heard by emailing

**info@healthwatchluton.co.uk**

**LEAVE YOUR FEEDBACK**
You can go online and leave your feedback anonymously about any service you experience

**www.healthwatchluton.co.uk**

**SPEAK WITH US**
Come to a community event or invite us along to your community event! We will be there with our volunteers to gather feedback

**WRITE TO US**
We are now based at Basepoint, 110 Great Marlings Luton LU2 8DL. Send us your feedback via post

**LINK WITH US**
Search for us on Facebook, Twitter and LinkedIn and Join with us!

**JOIN US**
In order to have the biggest impact - join us. Tell us your experiences. We will share them and ensure changes are made.

Become a Champion and support us out in the community, gathering feedback from people who need to be heard the most.

Become a Board member - and help shape and support the strategy and direction of Healthwatch Luton.
Healthwatch Luton are currently hosted (2017) by Luton Irish Forum, a local charity for the Irish Community.

Funding from the DoH (Department of Health) is sent to each Local Authority to fund a Local Healthwatch.

In Luton, Healthwatch Luton’s funding for grants and all costs is managed through the Luton Irish Forum, so Healthwatch Luton’s accounting should read nil income and nil expense.

Below we have shown the element of Luton Irish Forum figures relating the Healthwatch Luton activities for this financial year.

<table>
<thead>
<tr>
<th>Income</th>
<th>£131,234</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding received from local authority to deliver local Healthwatch statutory activities</td>
<td>£128,234</td>
</tr>
<tr>
<td>Additional income</td>
<td>£3,000</td>
</tr>
<tr>
<td>Total income</td>
<td>£131,234</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>£131,234</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational costs</td>
<td>£37,630</td>
</tr>
<tr>
<td>Staffing costs</td>
<td>£82,032</td>
</tr>
<tr>
<td>Office costs</td>
<td>£11,572</td>
</tr>
<tr>
<td>Total expenditure</td>
<td>£131,234</td>
</tr>
</tbody>
</table>
Contact us

Get in touch
Address: 110 Great Marlings, Luton, LU 2 8DL (Prior, 101 Hitchin Road)
Phone number: 01582 817 060
Email: info@healthwatchluton.co.uk
Website: www.healthwatchluton.co.uk

Address of contractors:
Luton Borough Council, Luton, LU1 2BQ

“Volunteering and being on the Board for Healthwatch Luton is really rewarding and great fun - the team are fantastic to work with. I have been involved in youth forums in a range of venues across Luton, listening to the voices of young people and their views on services.

I have also attended many events around Luton, getting feedback from the people of Luton on local services. I have attended meetings on behalf of Healthwatch Luton which has given me the opportunity to contribute to changes in services for Luton. I have also taken on the role of reviewing the work done by Healthwatch and contacting people regarding the service they receive - which has been outstanding.” (Pat Lattimer, Board Director)

We will be making this annual report publicly available on 30 June 2018 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 authority.

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.

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