



Healthwatch Kingston upon Thames
Annual Report 2014/15



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Note from the Chair



I am pleased to commend to you Healthwatch Kingston's second annual report. Our primary focus in 2014/15 has been to look outwards so we can become more effective as consumer champions across the health and social care network in Kingston. We have also aimed to grow our organisation with a 54% increase in affiliate membership over the course of the year. This is a remarkable achievement and shows that we are becoming increasingly well established as a key organisation.

Healthwatch wants to make sure that there is a high degree of public participation in setting priorities and commenting on service delivery. Our aim is to keep things clear and simple so that everyone can make their voice heard and their opinions count. We also have a responsibility to hold to account partner organisations in terms of how they deliver services. None of this work, and the work we plan to develop in the year ahead, would be possible without our active

affiliates who make up our task groups and Enter and View teams. I want to salute their contribution, which is well informed and enthusiastic. I would also like to thank our Trustees for sustaining the good governance and strategic direction of the organisation.

Healthwatch Kingston will continue to be a critical friend as well as a source of evidence. We warmly invite all who have an interest in health and social care to join us as affiliates, to enable us to increase our capacity and to demonstrate that there is a growing body of local people who want their opinions to count.

Lastly I want to thank our staff. At the end of March this year, manager Rianne Eimers left us to join MIND as their Chief Executive. Rianne was instrumental in helping to shape Healthwatch - we owe her a great deal of thanks. Sophie Bird and Jenny Pitt have also offered tremendous support to the organisation. They have now been joined by Stephen Hardisty who started in May as our new manager who has certainly hit the ground running becoming involved in a wide variety of projects and promoting community engagement. We look forward to a great year ahead with Stephen as our operational lead.

Grahame Snelling
Chair, Healthwatch Kingston



Note from the Manager

Healthwatch Kingston upon Thames has gone from strength to strength to be recognised as a credible organisation, thanks to input from local people, staff, board members and our partners in the local community.

It has been a very busy and productive year for Healthwatch Kingston upon Thames, and it has really gone from strength to strength. It is now seen as a credible organisation both by commissioners, providers and voluntary organisations and by local people but more than that, it is achieving good outcomes.

Part of this is due to new partnerships we have forged with the Learning Disability Parliament, the Care Act Team at the Local Authority and Refugee Action Kingston for instance, and our continuing relationships with the local authority, Kingston Hospital, the Kingston Clinical Commissioning Group and South West London & St George's Mental Health Trust. Members of staff have focused on reaching out to community groups and ensuring that we gather feedback from seldom-heard groups and to publicise our work in our newsletters, e-bulletins and on the website.

Our outcomes show that we have increased the number of people involved in our activities, and the number of people we have reached out to and this has contributed in shaping our priorities and setting our strategy.

It cannot be stressed enough that much of the work we undertake is down to the fantastic work of our active affiliates - local people who have joined voluntarily

with an interest in health and social care, and with a desire to bring about change.

For instance, the Community Care Task Group is undertaking research into the care agencies commissioned by the local authority, based on feedback they have received from affiliates with direct experience. This shows how they have helped to shape the work of the Task Groups, and that they have used their own experiences and expertise to set the agenda and the priorities for each group. This in itself has strengthened the sense that everyone is able to contribute and that we listen to people's concerns and comments.

Next year, our work will increase but we also expect that this will lead to better outcomes in health and social care provision for everyone. We will develop more initiatives to engage with the local community, highlight areas of good practice and raise the profile of our volunteers. We want to be a successful organisation that is respected by the people we serve and is seen to have a positive influence.

Stephen Hardisty

Manager, Healthwatch Kingston



About Healthwatch

We are here to make health and social care better for local people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

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

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

"Kingston Mental Health Carers' Forum values its involvement with Healthwatch's Mental Health Task Group in scrutinising the whole range of service provision. We are able to pool our expertise to comment on current services and make constructive recommendations for the future."

Alan Moss (Kingston Mental Health Carers' Forum)

Our Vision

Provide a unique and powerful voice that will ensure health and social care services are designed to meet the needs of the local community by providing high quality, effective and responsive services.

Our Mission

Ensure the public has the opportunity to be heard and that their voice influences the delivery and continual improvement of health and social care services in Kingston and surrounding areas.

Our Aim

Advance health and the relief of those in need including by reason of youth, age, ill-health, disability or financial hardship primarily for the population of Kingston.

Our Work

Obtain the views of local people about their needs for and experience of local health and social care services.

Conduct research to understand the needs of the local population.

Collect and record evidence about how well services are performing, particularly how they work together in an integrated fashion.

"Enter and View" services and speak with patients, service users, carers and staff.

Develop effective community and stakeholder engagement, partnership working and feedback mechanisms.

Write reports and make recommendations about how services should be improved as well as highlighting areas of good practice.

Prioritise issues and develop theme based work plans.

Make sure the voice of the consumer is heard by those who commission, deliver

and regulate health and social care services.

Act as the steward of the public interest in relation to intelligence concerning health and social care services, including handling information about complaints against services.

Providing leadership and insight to direct and channel the views of local people using a variety of engagement initiatives.

Our Achievements

Patients, service users and carers have been offered the right treatment and care, at the right provider in the right place with the best outcomes, supported by our research, the views of local people, our visits to services, consumer reports and feedback processes.

Increased community participation, more choice about service provision, increased satisfaction, positive messages about services, an open and transparent service culture, less complaints and fewer negative media reports.

Inclusive and diverse community engagement, an anti-discriminatory, anti-stigma ethos, positive local attitude to the contribution of Healthwatch and recognition for our positive impact on services.

More awareness and local knowledge about local services, how they are performing and contributing to service development and redesign options.

Better working practices, procedures and policies that improved the patient experience, such as better hospital discharge arrangements, reduced waiting times, quicker access and more person-centred treatment and care.

GP, hospital and community services have robust patient and public involvement processes in place that are embedded in

the community, locally driven and accountable.

Provided up to date and accurate information about services, clear advice about choices, supported by an engaging and interesting website, social media resources and publicity material.

Increased the number of people volunteering to become active members and being supported to participate in our work, including involving more people from our diverse community.

Improved the breadth and scope of our work so that we can respond in a proactive manner to emerging themes, issues of concern to our local population by highlighting service deficits, gaps and unmet need.

Refugee Action Kingston is excited to be working closely in partnership with the Healthwatch Kingston to ensure the collective voices of refugees and asylum seekers in the local design and delivery of services.

We were looking for an organisation to best support us during the shift from 'being the voice' to 'giving the voice' to local refugees and asylum seekers. The obvious choice was Healthwatch with the expertise in helping everyone in the borough get the best out of their health and social services.

With their statutory powers and their input to the Care Quality Commission, Healthwatch has the skills to support us in developing innovative methods for empowering our clients to actively participate in gathering information about their barriers to accessing services and the quality of service they receive.

Sanja Djerić Kane, Director, Refugee Action Kingston



Engaging with people who use health and social care services

Understanding People's Experiences

In Kingston we have reached out to a wide range of diverse community groups, to listen to their views, their experiences and find out what they really need from their services. Through gaining a link with the Royal Borough of Kingston upon Thames Equalities Community Engagement Team certain issues came to light regarding the problems Black Minority Ethnic (BME) communities face in accessing primary health services.

In response to these concerns a plan was developed to map and reach out to the BME community organisations which work to support the different communities.

A series of interviews and conversations were undertaken with representatives from Refugee Action Kingston, Learn English at Home, Kingston Somali Community Association and African Positive Outlook. Gathering these vital views has led to the production of surveys and focus groups to create a report.

“KT Health, What U Sayin?”

Healthwatch Kingston teamed up with the Challenge Network to give local young people the opportunity to get involved with Healthwatch, to raise awareness and gain people's views on their health services. The team successfully planned and managed their own stall at the Cambridge Road Estates Fun Day designing logos, a marketing plan, leaflets and surveys to capture people's feedback. The

team targeted young people to obtain views which are specific to their needs.

Care Act Information Sessions

Healthwatch Kingston hosted a series of information sessions for members of the public about the new Care Act and the changes to social care services.

The sessions were organised to target specific groups so the sessions could be tailored to meet their needs.

This included sessions for mental health service users and carers, BME communities and people with disability who currently access services.

These sessions attracted a wide range of members from diverse communities as well as staff from local services. The audience took part in Question & Answer sessions to raise their views and concerns about current services, asking key questions to members of the Adult Social Care Team at the Council.

These sessions showed that a significant number of people remain concerned about the impact the Care Act will have on their personal circumstances. Consequently Healthwatch Kingston, subject to the availability of funding, will continue to engage with the local community on an on-going basis.

In total 187 people attended our Care Act sessions

Enter & View

Healthwatch Kingston has carried out a number of formal Enter & View visits this year, including to the Hook and Chessington surgeries, the Groves Medical Centre and Kingston Hospital NHS Trust Emergency Department. Our main focus for the Kingston Hospital visit covered areas such as waiting times, reasons for attending, knowing what was happening next and quality of care.

“We are always keen to work closely with Healthwatch Kingston, as we recognise that sharing information is valuable to improving services”

Fergus Keegan, Deputy Director of Nursing,
Kingston Hospital NHS Trust

Our recommendations have been endorsed and implemented including consultant recruitment, triage changes, staff ID and volunteer placement.

The GP surgery Enter & View visits were planned to ensure the different geographical areas in Kingston are reached. The aim of the Enter & View visits were to gain peoples perspective of the service received at their Surgery. The

questionnaires gathered people’s opinions on elements such as customer service/ friendliness and helpfulness of staff, views about the physical environment and the quality of service from the GP.

As Healthwatch Kingston had received feedback to suggest not all surgeries provide good advice about local support organisations which offer health and wellbeing services, the surveys were designed to establish how well the surgeries display information and signpost patients to local community support organisations. Each report produced a set of recommendations. It was suggested that signposting could be improved by the surgeries, including establishing a volunteer signposting role based at the surgery. This recommendation was taken up.

Other recommendations also included making adjustments to the environment within the waiting area. One example of a recommendation was to regularly open the windows for better air circulation. The Practice Managers of each Surgery were positive in their response to the recommendations and produced a follow up account responding to the report findings and each recommendation made.





Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Healthwatch Kingston has helped local people throughout 2014/15 by providing information about health and social care services, via quarterly newsletters, monthly ebulletins, flyers, posters and leaflets. The ebulletins focus on delivering engaging content that informs the public about community health news, consultations, engagement events, strategy workshops and training.

The website has been developed to ensure that Healthwatch Kingston's minutes, policies, priorities and Enter & View reports are easily available for the public. Our Task Groups' reports and minutes give the local community updates on services and the work that is being carried out around the current priorities. For example, the Hospital Services Task Group carried out an Enter & View visit to Kingston Hospital NHS Trust's Emergency Department and this gives people an insight into recommendations for improvements. It also highlights how the changes that Healthwatch Kingston has recommended are being implemented.

Although Healthwatch Kingston's remit is to gather evidence from a number of local people about health and social care services, we do help individuals who

come to us with complex cases, recommending that they approach Voiceability, the national advocacy charity for support with complaints about NHS services. We signpost them to complaints departments like PALs, organisations like the Citizens Advice Bureau, and where appropriate, Kingston Advocacy Group for local health and social care issues.

We have had 16 individual complex cases that we have logged on to our case management section of our database, from signposting people with concerns about their dental care, to issues surrounding dignity and respect with their GPs, and relatives who have experienced problems finding their elderly parents places in care homes.

In these complex cases, we have spent a lot of time supporting people, providing as much information as we can and signposting them to the right service.

“Thanks for your support and putting me in touch with Voiceability - I feel so much better about taking my complaint further”

Elizabeth Allen, member of the public

We have run several outreach sessions throughout the year in the community to reach out to local people, providing information about Healthwatch, what our role is and how they can get involved. For



example, we have had stalls at Fircroft, Surbiton Library and Tolworth Hospital this year in Dementia Awareness Week and Mental Health Awareness Week.

We have worked collaboratively with other voluntary and statutory sector organisations to help people receive the information they need. We joined Mind's High Five initiative in Kingston Town Centre last October to speak to people about their experiences of mental health services and to share information about local support they could receive.

We supported the launch of the Visual Impairment Parliament, the Mental Health Parliament, and the Adult ADHD support group, distributing information in our publications, publicising flyers on our website, and encouraging our partners to distribute information, too.

Healthwatch Kingston has attended 138 meetings throughout the year with local community groups and organisations

Healthwatch Kingston has an affiliate base of over 300 local people, and this number is growing as we encourage those we give information to and signpost, to spread the word throughout their community, extending our reach wherever possible. As our task groups



focus on Mental Health, Hospital Services, Community Care and Learning Disability, these are the areas where our expertise and interest lies currently, and providing information to the local community about issues and challenges faced by local service users is paramount.

We want to make sure that people know that we are the go-to organisation for advice, insight and experience. For example we co-hosted the consultation over service redesign for South West London & St George's Mental Health Trust, encouraging our people in the community who use the service to have their views heard about site relocation, availability of beds and care in the community.

When we receive enquiries about care homes and care agency staff, we can consult our Community Care Task Group for the latest developments as they scrutinise local authority policy and procedure, and we pass on information and signpost. As Kingston Borough has a high number of residents who are aged over 65 and receiving care for dementia, we are aware of the problems people face finding care home places.

We aim to give people the information they need and signpost them to Community Mental Health Team managers for complaints, or to partner organisations that provide respite care and leisure activities.

Recommendations Healthwatch Kingston made in all of its GP Surgeries Enter & View visits this year was for medical centres to have a better range of information leaflets about community services, charities and local organisations, which is being implemented by all of them.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch Kingston has used its Enter and View Reports to influence Kingston Hospital NHS Trust managers to bring about improvements in the Emergency Department. The Hospital Services Task Group was advised that plans were in place to have a consultant carrying out triage as patients entered the A&E Reception area. After recommendations were made, triage processes have been replaced with a streaming process by the nursing team. Plans to have consultant-led streaming are still intended and recruitment is underway. Healthwatch Kingston also recommended that volunteers checked on patients in cubicles in Majors, as most were vulnerable and alone. The Trust is now planning to discuss use of further volunteers.

The Hospital Services Task Group also recommended that signage from the Minors Department to Reception and upon entry to the unit itself was improved for patients. Since this recommendation, minor injury treatments have been moved and all patients who are assessed as Minor injury patients are being seen using the existing triage rooms as see and treat rooms. The minor injuries area is now an ambulatory area for low risk major's patients, so signage will be changed to reflect this.

Healthwatch Kingston's Mental Health Task Group has established an ongoing dialogue with a range of mental health

service providers in order to gain knowledge of and question the remit and contribution of each provider. The Group responded to a Public report which highlighted the prevalence of inappropriate referrals within the mental health service. They raised their concerns to the Health Overview Panel and requested a formal response from the commissioner of the service to each of their concerns raised. The Group held the commissioner accountable to these issues and has established a productive relationship, so their views feed into future commissioning plans.

"In Healthwatch Kingston we are delighted to have a partner with statutory powers who shares our passion for empowering people and ensuring their voices are heard. The Mental Health Task Group provides an effective shared platform with other community organisations and individuals who care about the quality of mental health provision in the Borough."

Tony Williams, Director, Recovery Initiative Social Enterprise CIC

Putting local people at the heart of improving services

Healthwatch Kingston has had a steady growth in volunteers to help us fulfil our statutory role in scrutinising local health and social care services. Our volunteers receive training to carry out Enter & View visits and are involved in consultation processes with service providers and joint

commissioners, around subjects such as dementia and monitoring of equality and diversity.

The Mental Health Task Group has participated in service user consultations from service providers. They have provided their views which have informed the MH Primary care Transformation plan in Kingston. The Task Group members have drawn on their own personal experiences as well as those of family and friends to contribute to a more person centred service.

All the work that the task groups carry out is fed back by our chair to the Health & Wellbeing board for review and discussion.

Working with others to improve local services

The Mental Health Task Group members have invited managers from a range of mental health services to provide specific insights and information on how the services operate. Members have fed back recommendations and suggestions for how certain protocols and procedures can be bettered. Mental Health commissioners have also attended meetings and have involved group in the public consultations involving the MH Trust estate moderation project.

Healthwatch Kingston has worked collaboratively with service providers such as Kingston Hospital NHS Trust and mental health service commissioners to bring

All our work is fed back to the Health & Wellbeing Board by our chair

about change and the local authority lead for health and social care.

We held a Question & Answer session with Councillor Julie Pickering in March 2015, and invited all of our affiliates to attend. Issues which came up were the care charge consultation, funding issues, strategies and tackling the stigma of mental illness.

We haven't made a recommendation this year to the CQC to undertake a special review but there were no providers who failed to respond to our information requests. We have sent our Enter & View Reports to our local Healthwatch England liaison officer.

“Healthwatch Kingston has a significant role to play in ensuring residents shape future services and hold the Council and NHS to account. It has developed over the years to a credible organisation, representing the views of the community. NOW is the time to make your voice even louder.”

Kingston Councillor Julie Pickering, Lead for Health and Social Care





Impact Stories

Case Study One

Working with Kingston Mencap

In September 2014 Healthwatch Kingston co-hosted a workshop with learning disability charity Kingston Mencap, and its partner Royal Mencap.



Above: Mencap members at our workshop

The aim of the workshop was to ensure that people in the borough with learning disability were made aware of the work that Healthwatch does, and how we could work together to bring about improvements to local health and social care services. It was also a good platform with which to work towards people in the learning disability community having a stronger voice.

“Coming along to a workshop is empowering as it shows what we can all do when we put our heads together”

Peter Hodges, Chair, Kingston Mencap

We looked at issues of accessibility, in terms of the language we use in our information and working practices, for example having Easy Read literature available on request, as well as providing

presentations about the work that we do in a relaxed way to suit a learning disability setting. Themes in the workshop were also around the issues that people with learning disability face. Carers and family members who attended talked about difficulties in ensuring that a Health Action plan is put in place by the GP, that it's given the allocated 45 minutes it should have to allow for comprehensive review.

Another theme was around Health Passports, essential for many people with learning disability as their health needs are often complex. The Health Passport is a document they can take to the GP or hospital, giving a quick overview to any health professional. We also discussed the lack of a liaison nurse at Kingston Hospital and how Healthwatch Kingston could support the request for a dedicated member of staff for learning disability.

Healthwatch Kingston has set up a Learning Disability Task Group as a result of this work, modelled on its other task groups and is currently planning a schedule of work around Enter & View visits to local service providers.





Case Study Two

Royal Eye Unit, Kingston Hospital NHS Trust

In July 2014, we visited the Royal Eye Unit to speak to patients and staff to see how we could make a difference and bring about improvements.



Above: The Healthwatch team

After receiving feedback about the Royal Eye Unit we decided to visit for an outreach session, talking to patients about their experiences and to gather feedback. Areas of concern that had been flagged up to us were around seating, colours in the unit and queuing systems.

We spoke to 29 patients and carers in the morning session and certain themes began to appear. The seating was cramped and difficult to negotiate if you are a visually impaired patient, while the staff calling out names for appointments also proved tricky for those people who were visually challenged.

The electronic checking-in systems were not working, and although the back office staff helped reception to tackle the queue, this was a recommendation for improvement.

Working to bring about changes, we supported local sight charity the Thomas

Pocklington Trust in their work to place volunteers in the unit. These volunteers are now established and help those patients who are visiting the unit alone.

Since our outreach session, the queuing system has changed, improving the experience for patients. We signed up new members and explained to patients how their feedback was important to us.

“Thank you for coming in and talking to patients about their concerns, Healthwatch Kingston’s feedback is important to us”

Mr Hooman Sherafat, Consultant Ophthalmic Surgeon, Royal Eye Unit

We are glad to see that the Visual Impairment Parliament has been launched this year, and we look forward to carrying on our work with the Royal Eye Unit to bring about further changes.

Areas of concern for Healthwatch Kingston were around seating and colour co-ordination for visually impaired patients.

We will continue to monitor feedback from local people about their experiences in the unit.





Our plans for 2015/16

Opportunities and challenges for the future

Our Strategy highlights our priorities for 2015/16 which are detailed in two work plans: one for improving health and social care provision and the other for developing our organisational functions. Each priority has a specific area requiring our attention which is supported by evidence, and the expected actions required to deliver our outcomes. These priorities form the basis of our Key Performance Indicators (KPIs) which are monitored by the Local Authority who have a statutory duty to commission the functions of Healthwatch Kingston.

Our health and social care priorities are informed by a range of information sources, feedback from users of services and the outcome of our consumer engagement initiatives. One of our challenges is to decide which areas to prioritise for the year ahead so that we can focus our attention on the issues that matter the most to our local community. In order to facilitate this process we have established Task Groups each with its own work plan which are reviewed annually. For 2015/16 our main areas of work will include mental health, hospital services, community care, learning disability and children and young people.

We are a small organisation with a modest income so our ability to cover the entire range of health and social care provision is limited by the capacity of our staff team, Board members and volunteers. We do, however, apply equal weighting to our priorities so that we have the flexibility to

undertake further work in response to emerging themes.

During 2015/16 we will explore opportunities to increase our capacity to undertake more work on behalf of our local community. We will work with our partners to identify areas for joint working and put in place processes that avoid duplication. For instance we will share our work plans with the Care Quality Commission so that we can plan a schedule of Enter and View visits that complements their regulatory inspections. Furthermore we will work with voluntary sector partners to identify areas where we can integrate engagement and community development initiatives to make better use of our limited resources.

Our website will be enhanced and improved to provide a gateway for people to learn more about our activities, contribute to our work and tell us about any issues they feel we should investigate. We will run a number of campaigns to gather views about local services and highlight areas of good practice.

To find out about our plans for 2015/16 please visit our website or call the office to receive a copy of our Strategy.

“As commissioners we value the relationship that we have with Healthwatch Kingston. It is increasingly being recognised for its expertise in engaging with people on issues that matter”

Sandra Hickey, Relationship Manger for Kingston Council



Our governance and decision-making

Our board

During 2014/15 the Board was represented by:

Grahame Snelling (Chair)

Kim Thomas

Nigel Spalding

James Davitt

Joel Harrison

Helen Gravestock

The Board directs our work by providing a range of skills and offering an enormous amount of experience. The Board acts as the public face of Healthwatch Kingston and in so doing is keen to reflect in its membership the diverse nature of the local community. Consequently we will be actively recruiting new Board members during 2015/16. If you would like to join or you know someone who would make an excellent Board member please contact the office or visit our website.

Healthwatch Kingston is a statutory body, an independent charity and company limited by guarantee. It has been operating since April 2013 through an agreement with the Local Authority and Parkwood Healthcare Ltd, with the latter providing the staff and support services to ensure the Board can deliver its Strategy.

During 2015/16 the Board will continue to convene a number of meetings in public so that it remains locally accountable and is able to develop its strategic direction with the help of local people.

How we involve lay people and volunteers

As a local Healthwatch we must involve the public in our work and activities. In addition we actively encourage local stakeholders, such as community groups, voluntary organisations as well as providers of health and social care services, to participate in our activities and to help increase our knowledge about the needs of the local population and to encourage people to join us in our work plans. This is particularly important for people who may be vulnerable, socially isolated or feels that they are at risk of discrimination due to health conditions and/or social circumstances.

We take our governance and decision-making processes very seriously. We have a suite of policies and procedures (available on our website) that not only protect our staff and volunteers but also the people we work with. Board members and volunteers are trained to carry out their role and are offered support on an ongoing basis.

We are an open and transparent organisation. Decisions about our strategic decision, priorities and other work related tasks are made at public meetings and we invite the public, stakeholders and other interested parties to comment on our plans. All our meetings are advertised on our website and agendas, minutes and decisions are published electronically and available in hard copy.



Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		122,444
Additional income		2,739
Total income		125,183

EXPENDITURE		
Office costs		14,235
Staffing costs		77,854
Direct delivery costs		33,094
Total expenditure		125,183
Balance brought forward		0

Information provide by Parkwood Healthcare Ltd

PARKWOOD
HEALTHCARE



Contact us

Get in touch

Healthwatch Kingston upon Thames
Kingston Quaker Centre
Fairfield East
Kingston upon Thames
KT1 2PT

Phone number: 020 8974 6629

Email: info@healthwatchkingstonuponthames.org.uk

Website: www.healthwatchkingstonuponthames.org.uk

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 or you know someone who is visually impaired please contact us at the address above.

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