

Local Healthwatch Annual Survey 2022

1. Welcome to the local Healthwatch survey

Help us, help you

We've achieved so much as a network over the last year, even in the face of unusual circumstances. To continue giving your Healthwatch the best possible support, we need to understand how things work on the ground for you and the constraints you face locally.

Please fill in the Annual Survey to tell us more about your engagement, resources, funding, reach and impact. The survey is mandatory and should take around 30 minutes.

The information you provide will also help us protect and generate income for the network, support new partnerships, and report to Parliament through the Healthwatch England annual report.

Deadline: Monday 11 July

Number of submissions: One per Healthwatch

Q1. Please select the name of your Healthwatch from the list: *

2. Your staff and volunteers

Please tell us more about your staff and volunteers so we can understand your local Healthwatch's capacity.

Q2. How many full-time equivalent (FTE) staff do you have through the core Healthwatch contract?

To calculate FTE, add the total number of hours each member of staff contributes per week and then divide the figure by 37. Round the answer to 1 decimal point. The core Healthwatch contract refers to the principal Local Authority contract for delivery of Healthwatch statutory activity and does not include additional commissioned work.

Enter a number below *

Q3. Can the public always speak to a member of your team during core hours? (10am-4pm Monday - Friday) *

- Yes
- No

Q4. Do you have a Chief Officer or equivalent support during core hours? (10am-4pm Monday- Friday) *

- Yes
- No

Q5. How many volunteers gave their time to your local Healthwatch, during the financial year ending 31st March 2022? *

Q6. Have you completed the additional survey on staff and volunteer demographics? *

- I have already completed the demographic add-on survey
- I plan to complete the demographic add-on survey
- I do not wish to share this information

3. Engagement

We want to know how you engage with the public and different communities locally.

Q7. How many people shared their views and experiences with you on health and social care during the financial year ending 31st March 2022 via each of the following channels? *The responses here should match what you reported in your annual report (year ending 31st March 2022).*

Please enter a number in each box

EMAIL

information you have received via local Healthwatch contact email(s) and individual staff emails

PHONE

information you have received via local Healthwatch contact number(s) and individual staff office desk phones/mobiles

YOUR WEBSITE

information you have received via contact forms on your local Healthwatch website [DO NOT count 'hits' on your webpage]

SOCIAL MEDIA

this covers any experience, views or comments about health and social care that have been shared with you on social media, such as Twitter and Facebook, which you have used to inform your evidence base [DO NOT count 'mentions' on social media unless it accompanies information shared]

COMMUNITY ENGAGEMENT and RESEARCH PROJECTS

Q8. Thinking about the topics or issues you have explored over the last year, have you involved anyone with relevant "lived experience" in any of the following activities?

- Selecting topics to explore
- Choosing a methodology (e.g. interviews, focus groups, surveys)
- Developing the questions to ask
- Reporting of findings
- Deciding on recommendations
- Delivering feedback to decision makers in your system
- None of the above

Q9. We wish to understand where we can access different communities across the network in future. From which of the following communities would you be able to easily reach at least 10 participants for an engagement or research project within 4 weeks?

By easily, we mean you already have existing, strong, relationships with these groups of people or communities.

Please select all that apply *

- Carers
- Children & Young People (under 25 years)
- Pregnant women
- New Parents
- Homeless people
- Men
- People from minority ethnicities
- People of different religions
- Refugees and asylum seekers
- People with limited English language skills
- People with sensory impairments (e.g., hearing, sight)
- People with mobility impairments
- Victims of domestic abuse
- Prisoners and ex-offenders
- People with addictions
- People from LGBTQ+ communities
- Neurodiverse people (e.g., autism, aspergers, ADD, ADHD etc)
- People who are geographically isolated
- Serving members of the armed forces or Veterans
- People on low income
- People who work full-time
- None of the above
- Other community that is under-represented in our evidence (please write in)

4. Based on your answer to Q8

Q10. You selected "People from minority ethnicities" at Q8 (communities would you be able to easily reach).

Please select all that apply *

- Arab
- Asian / Asian British: Bangladeshi
- Asian / Asian British: Chinese
- Asian / Asian British: Indian
- Asian / Asian British: Pakistani
- Asian / Asian British: Any other Asian / Asian British background
- Black / Black British: African
- Black / Black British: Caribbean
- Black / Black British: Any other Black / Black British background
- Mixed / Multiple ethnic groups: Asian and White
- Mixed / Multiple ethnic groups: Black African and White
- Mixed / Multiple ethnic groups: Black Caribbean and White
- Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background
- White: Gypsy, Traveller or Irish Traveller
- White: Roma
- Other (please specify):

5. Based on your answer to Q8

Q11. You selected "People of different religions" at Q8 (communities would you be able to easily reach).

Please select all that apply *

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other (please specify):

6. Reach and Impact

We want to know how you REACH the public and different communities locally.

Q12. How many people have you provided information and signposting to during the financial year ending 31st March 2022 via each of the following channels? *The responses here should match what you reported in your annual report (year ending 31st March 2022).*

Please enter a number in each box

EMAIL

number of people you have provided information to via local Healthwatch contact email(s) and individual staff emails

PHONE

number of people you have provided information to via local Healthwatch contact

ONLINE

number of people who have visited your information and signposting webpage(s), if known

SOCIAL MEDIA

this covers any advice or information queries you have responded to via social media, such as Twitter and Facebook, which you have used to inform your evidence base (not reach of advice messages)

COMMUNITY OUTREACH

number of people you have provided information to at different engagement and outreach events including distributing flyers/leaflets

Q13. How many reports did you publish on your website during the financial year ending 31st March 2022?

Reminder: Please send all reports to research@healthwatch.co.uk so we can ensure they are added to the national reports library *

Q14. Which of the following Healthwatch England-led campaigns have you taken part in?

Please select all that apply *

- Your Care, Your Way (Accessible Information Standard - AIS)
- Because we all Care (joint CQC campaign)
- None

7. Based on your previous answer

Q15. Which activities did you undertake as part of the campaign(s) you took part in?

Please select all that apply *

- Social media activity/website content
- Media release/media interviews
- Direct communication with stakeholders (e.g. letter to NHS trust)
- Promotion to community and voluntary groups/organisations
- Undertook own research/engagement
- Promoted Healthwatch England's survey
- Other (please specify):

Q16. What changed as a result of your campaigning activity?

Please select all that apply *

- Service change
- Commitment to making service improvements
- NHS Staff trained on AIS
- There was no change
- Other (please specify)

8. Demographics

Q17. How confident are your research and engagement officers in collecting demographic information on a scale of 1 to 5, where 1 is "not at all confident" and 5 is "extremely confident"?

Please select one answer per row

	1: Not at all confident	2:	3:	4:	5: Extremely confident
When collecting general feedback and signposting data from the public	<input type="checkbox"/>				
As part of targeted research and engagement	<input type="checkbox"/>				

Q18. This is the demographic categories from the HWE recommend demographic taxonomy.

Do your research and engagement officers find any of the following categories CHALLENGING to collect?

Please select all that apply

	When collecting general feedback and signposting data from the public	As part of targeted research and engagement
Age	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>
Gender identity	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>
Ethnicity	<input type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>
Marital and civil partnership status	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>
Long term condition(s)	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>

Q19. Do you need support in using demographic information to improve reach to communities locally? *

- Yes
- No
- Not sure

9. Collaboration

Q20. How confident are you that you will be able to use the views of local people to shape plans for integrated care over the next year? *

- Very confident
- Confident
- Neither confident nor uncertain
- Uncertain
- Very uncertain
- Don't know

Q21. *Within your ICS (integrated care system):*

**How effective is the collaboration between local Healthwatch?
(By effective collaboration we mean working well together to delivery statutory functions and improve services). ***

- Very ineffective
- Somewhat ineffective
- Neither effective nor ineffective
- Somewhat effective
- Very effective

Q22. *Within your ICS (integrated care system):*

How effective would you say the relationship is...?

Please select one answer per row *

	Very ineffective	Somewhat ineffective	Neither effective nor ineffective	Somewhat effective	Very effective
between Healthwatch and the ICB(s) ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
between Healthwatch and the ICP(s) ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. Is your working relationship with the CQC changing?

- It's getting better
- It remains the same
- It's getting worse
- Don't know

10. Funding and Income Generation

Q24. How much will your LHW receive in CORE FUNDING from your local authority to deliver LHW functions for the financial year ending 31st March 2022?

Please enter the amount rounded to nearest £ *

Q25. Do you receive any ADDITIONAL FUNDING from your Integrated Care Board or Partnership to support your activity within the Integrated Care System? *

- Yes, for our LHW
- Yes, we host on behalf of LHW within the ICS
- No

11. Based on your previous answer

Q26. You indicated that you receive ADDITIONAL FUNDING from your Integrated Care Board or Partnership to support your activity within the Integrated Care System.

Please describe the purpose of the funding you receive from your Integrated Care Board or Partnership (e.g. coordination, collating insight etc).

Q27. What is the total value of the ADDITIONAL FUNDING from the Integrated Care Board or Partnership for the financial year ending 31st March 2022?

Please enter the amount rounded to nearest £

12. Funding and income generation (cont.)

Q28. What other ADDITIONAL INCOME did you receive for Healthwatch activity during the financial year ending 31st March 2022?

Please do not include anything for activity which is not carried out with Healthwatch branding e.g. advocacy.

Please enter the amounts rounded to nearest £

Charitable Trust and Foundations

NHS Trusts

Corporate (e.g. local company)

Sales/ service provision

Other