

**REPORT TO:** Health & Wellbeing Board

**DATE:** 8 October 2025

**REPORTING OFFICER:** Chief Officer - Healthwatch Halton

**PORTFOLIO:** Health and Wellbeing

**SUBJECT:** Healthwatch Halton Annual Report 2024–25

**WARD(S)** Borough-wide

**1.0 PURPOSE OF THE REPORT**

- 1.1 To present the Healthwatch Halton Annual Report 2024–25, highlighting key activities, themes, and impact from the past year.

**2.0 RECOMMENDATION:**

**RECOMMENDED: That**

- 1) the report be noted; and**
- 2) the Board continues to support Healthwatch Halton in promoting patient voice and co-production across local health and care services.**

**3.0 SUPPORTING INFORMATION**

- 3.1 Healthwatch Halton spoke to over 5,800 people and delivered 276 outreach sessions in 2024–25.
- 3.2 The organisation supported more than 16,900 people through feedback collection and signposting, including 15,104 who received tailored information and advice.
- 3.3 15 reports were published, covering GP access, pharmacy services, care homes, children’s A&E, and community diagnostics.
- 3.4 Impact highlights include clearer signage and letters at Whiston Hospital, improved communication at Warrington Hospital, and additional staffing in Children’s A&E.
- 3.5 Targeted support reached underserved communities including LGBTQ+ residents, veterans, people experiencing homelessness, and digitally excluded individuals.
- 3.6 Volunteers contributed 32 days of time, supporting community engagement, Enter & View visits, and advisory input.
- 3.7 Statutory funding from Halton Borough Council totalled £131,251,

supplemented by £3,472 in additional income from ICS-funded projects.

3.8 Future priorities include:

- Access to primary care
- Women's health and maternity services
- Improving quality and dignity in care homes

#### 4.0 **POLICY IMPLICATIONS**

4.1 The report aligns with national guidance on patient engagement, including the NHS Long Term Plan and PCARP.

4.2 Healthwatch insight informs local service design, helping to address health inequalities and improve outcomes.

4.3 Continued collaboration with the One Halton system and Cheshire & Merseyside ICS supports integrated working.

#### 5.0 **FINANCIAL IMPLICATIONS**

5.1 Core Healthwatch funding for 2024–25 was £131,251.

5.2 Additional project income from the ICS totaled £3,472.

5.3 There are no new financial implications for the Board.

#### 6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 Improving Health, Promoting Wellbeing and Supporting Greater Independence

- Healthwatch directly supports public engagement in shaping and improving services.

6.2 Building a Strong, Sustainable Local Economy

- Improved access to care can enhance economic participation and community resilience.

6.3 Supporting Children, Young People and Families

- Projects included A&E access for children and SEND support improvements via Brookfield School.

6.4 Tackling Inequality and Helping Those Who Are Most In Need

- Targeted engagement supported digitally excluded residents, veterans, and others facing access barriers.

- 6.5 Working Towards a Greener Future
- Engaging Communities Solutions saved 4,914 car miles through use of public transport.
- 6.6 Valuing and Appreciating Halton and Our Community
- Through volunteering and outreach, local people are helping shape better care and support in Halton.
- 6.7 Resilient and Reliable Organisation
- The report highlights Healthwatch's adaptability and evidence-based approach to improvement.
- 7.0 **RISK ANALYSIS**
- 7.1 There are no direct risks arising from this report.
- 7.2 Continued statutory funding and partnership support are essential to maintain impact.
- 8.0 **EQUALITY AND DIVERSITY ISSUES**
- 8.1 Healthwatch Halton is committed to equity and inclusivity, ensuring underrepresented voices are heard.
- 8.2 Outreach efforts specifically targeted vulnerable and seldom-heard groups.
- 9.0 **CLIMATE CHANGE IMPLICATIONS**
- 9.1 Healthwatch Halton's parent organisation promotes sustainability, reducing car travel and promoting digital access.
- 9.2 This aligns with Halton's broader commitment to environmental responsibility.
- 10.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

Healthwatch Halton Annual Report 2024–25, available at:  
[www.healthwatchhalton.co.uk](http://www.healthwatchhalton.co.uk)