

HEALTHWATCH SUTTON

England & Wales · Charity number 1151601

Details

Status	Registered
Legal form	Charitable company
Company number	08171224
Registered	2013-04-11
Register	View on the Charity Commission register

Contact

Address	Healthwatch Sutton Granfers Community Centre 73-79 Oakhill Road Sutton Surrey SM1 3AA
Phone	02086419540
Email	info@healthwatchsutton.org.uk
Website	www.healthwatchsutton.org.uk

Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP BY: (A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICES;(B) MAKING THE VIEWS AND EXPERIENCES OF MEMBERS OF THE GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS;(C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND;(D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, REVIEWING AND MONITORING LOCAL HEALTH AND CARE SERVICES AND FACILITIES.

Activities: Healthwatch Sutton gives people a powerful voice locally and nationally. At a local level, local Healthwatch works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** SUTTON
- Sutton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£308,309	£301,023	-	-
2024-03-31	£245,127	£251,255	-	-
2023-03-31	£288,265	£235,612	-	-
2022-03-31	£169,755	£178,605	-	-
2021-03-31	£153,450	£147,865	-	-

Trustees

Name	Role	Appointed
David Anthony Cyril Elliman		2020-03-09
Gaynor Bray		2025-02-01
Janet Madge Wingrove		2020-01-13
Judy Walsh		2025-02-01
Mahendrakumar Nathubhai Patel		2023-11-06
NOORMAHAMOD SUMUN		2019-08-29
Radhika Bhandari		2025-02-01
Shiraz Sethna		2022-07-11
Simon Oliver		2025-02-01
Steven Niewiarowski		2025-02-01

Accounts

HEALTHWATCH SUTTON

Company No: 08171224

(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

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HEALTHWATCH SUTTON
Company No: 08171224
Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

The Board of Directors/Trustees presents its report and audited financial statements for the year ended 31 March 2025.

Reference and Administrative Information

Charity No.	1151601
Company No.	08171224
Registered Office and Principal address:	Granfers Community Centre 73-79 Oakhill Road, Sutton Surrey SM1 3AA

Board of Directors/Trustees who served during the year and up to the date of this report:

Chairperson:	Janet Wingrove
Vice Chairperson:	David Elliman
Director and Trustee:	David Elliman
Director and Trustee:	Mahendra Patel
Director and Trustee:	Shiraz Sethna
Director and Trustee:	Noor Sumun
Director and Trustee:	Janet Wingrove
Director and Trustee:	Radhika Bhandari
Director and Trustee:	Steven Niewiarowski
Director and Trustee:	Simon Oliver
Director and Trustee:	Judy Walsh
Director and Trustee:	Gaynor Bray

Staff Team:	Pete Flavell – Chief Executive Officer Andrew McDonald – Health Engagement Projects Officer Colin Wilson – Communications, Engagement and Projects Officer Sam London – Communications, Engagement and Projects Officer Alyssa Chase-Vilchez – Executive Officer Iyinoluwa Oshinowo – Engagement Coordinator Lorraine Davis – Team Administrator
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Bankers:	Barclays Bank PLC 43 High Street Sutton Surrey SM1 1DR
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Independent Examiner:	Kevin Fisher BA, FCA, CTA Kingston Burrowes Audit Ltd 308 Ewell Road Surrey KT6 7AL
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HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

1. Structure, governance and management

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7th August 2012 and achieved charitable status on 11th April 2013 it is therefore both a Company limited by Guarantee (08171224) and a registered Charity (1151601).

HWS is governed by a Board of Directors/Trustees who meet bi-monthly to oversee the strategic direction and development of the organisation. Following the Articles of Association, three Trustees stood down at the AGM. All three stood for re-election and were voted back on to the Board for another term. Janet Wingrove is the Chair with David Elliman remaining as Vice-chair. The low number of Trustees at the beginning of the year led to a recruitment drive and further 5 Trustees were recruited to the Board.

The members of HWS are local voluntary organisations and individual residents who have an interest in health and social care and support the work of HWS.

HWS is now part of the Together for Sutton partnership. Our core contract for delivery of the statutory duties of local Healthwatch sits within the Making Informed Choices (MIC) contract tendered by the London Borough of Sutton. This contract incorporates all information and advice, advocacy and local Healthwatch services commissioned by Sutton Council.

Healthwatch Sutton information and advice service is not carried out within the core contract delivered by Healthwatch Sutton. It is incorporated in the delivery of the full range of information and advice services provided within the MIC contract and provide by Citizens Advice Sutton, Age UK Sutton and Sutton Carers Centre.

The NHS Complaint Advocacy service for Sutton residents is provided under the MIC contract under separate contract by Advocacy for All.

The MIC contract started on 1 July 2022 and covers a period of 5 years with potential to extend for one year and further year if agreed by the commissioners.

Recruitment and Appointment of new Trustees

Trustees are recruited and co-opted on to the Board of Healthwatch Sutton during the course of the year to meet the requirements of the organisation. At the Annual General Meeting the membership vote as to decide if they should be elected to the board.

2. Financial Review

HWS's core source of income to deliver the organisation's statutory duties comes from the London Borough of Sutton and in 2024/25, £97,318 was received to deliver these activities of the organisation. This amount precludes the delivery of the statutory Healthwatch information and signposting service that is delivered under a separate part of the Making Informed Choices contract (as part of the Together for Sutton partnership's information and advice offering).

Additional funding has been given to the value of £41,418 by South West London (SWL) Integrated Care Board (ICB) to support GP practice's Patient Participation Groups in the London Borough of Sutton, and the Patient Reference Group that has representative from the PPGs across the Borough. This funding also provides support for Primary Care Network public engagement and other public engagement projects.

From 5 July 2022, Healthwatch started a new contract to provide representation for six Healthwatch organisations within South West London at SWL ICB. The contract is for 2 years with an agreed 1-year extension. The extension was agreed for this reporting period. The annual value of the contract is £110,000. To deliver this contract an Executive Officer and an Engagement Coordinator have been employed.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

Other grants totalled £59,573. Most of this funding was redistributed to over community organisation to carry out work a part of specific projects.

There were no significant one-off costs were incurred during the year.

2.1 Reserves Policy

The levels of reserves held are regularly reviewed to ensure the charity is able to meet its obligations. A target of three months costs running costs has been set, which is approximately £75,000. We are pleased on progress to achieve this figure.

3. Public Benefit Statement

HWS Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties. The activities delivered during 2024/25 have been entirely in accordance with the charitable objectives.

4. Objectives and Activities

4.1 The Objects of the Charity are:

1. the advancement of health and the relief of those in need, including by making the views and experiences of members of the general public known to health and social care providers, commissioners and those responsible for public health;
2. the advancement of citizenship and community development, including ensuring local people have a voice in the development, delivery and equality of access to local health and care services and facilities;
3. the advancement of education, including the provision of training and the development of skills for volunteers and the wider community in understanding, reviewing and monitoring local health and care services and facilities;
4. any other exclusively charitable purposes as the Trustees see fit;
in particular (but not exclusively) in Sutton and neighbouring areas of South London.
5. This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.2 Activities

HWS gives people a chance to have their say and help to improve local health and social care services. It does this through the following activities:

- Actively finding out what people think about health and social care services.
- Using local people's views and experiences to influence and improve local people's health and wellbeing through statutory and other organisations, primarily through writing reports and making recommendations.
- Having voting rights on the local Health and Wellbeing Board and making recommendations on how health and social care services should be run.
- Sharing information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

5. Achievements and Performance

The main achievements during 2024/25 were as follows.

5.1 Lottery of access to free earwax removal for Borough residents

We surveyed over 1,000 Sutton children aged 9 to 11 about their mental wellbeing and compared the results with a survey of children the same age we completed just before the pandemic. Children's mental health has got worse.

Healthwatch Sutton received anecdotal feedback that accessing ear wax removal services in the Borough is not uniform or universal. People's ability to access free services is dependent on a variety of factors outside their control.

The Royal National Institute for Deaf People (RNID) published a report 'Access Blocked' in 2023 that found that two-thirds of respondents were told that ear wax removal is no longer free on the NHS and a quarter of respondents could not afford a private service.

What did we do?

Healthwatch Sutton created a short online survey to capture a snapshot of experiences in the Borough. In total 87 responses were received in Spring 2024.

Key things we heard:

- 5% of respondents who tried to remove the ear wax themselves using ear drops were unsuccessful.
- 41% of those respondents who received treatment had to pay privately to have the earwax removed.
- 15% of respondents didn't have treatment because they couldn't afford it

Comments made show the frustration that some respondents felt with difficulties around access and cost. Conversely, those that were able to access services free through the NHS were satisfied.

What difference did this make?

Our report highlighted to key decision makers that accessing free ear wax removal services in the Borough is unequal and varies between GP surgeries.

5.2 Access to GP services in Sutton

Most residents who had an appointment thought it went well but some found it hard to contact their GP.

We created a survey for Sutton residents about their experience of their GP surgery: how they contacted, the outcome they had and how their appointment went. Sutton Primary Care Networks supported us by sharing the survey by email. It had 4285 responses. The survey showed some residents still need help to access their GP.

Key things we heard:

- 25% of respondents told us they found it hard to contact their surgery, of whom half weren't able to contact at all
- 86% of respondents who attended an appointment thought it went very well or quite well

We've been through the feedback and put together a set of commendations, recommendations and further suggestions for GP surgeries in Sutton. They highlight the range of experiences which people had and the need to meet their access needs as far as possible.

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...**

What difference did this make?

We shared our report with NHS South West London Integrated Care Board and presented it to a meeting of GP Practice Managers in Sutton. We also presented it to Sutton Council's Health & Wellbeing Board. We separately shared each surgery's own patients' responses with them. Finally, we presented the findings to an NHS Confederation Focus Group on the Future of Primary Care. We like to think this helped these organisations understand Sutton residents' experience and view of their GP since COVID-19. We recognise this remains an important issue and that surgeries are under pressure to respond with limited resources.

5.3 Hearing from all communities

We're here for all residents of Sutton. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Holding 10 combined focus groups and interviews for patients and carers with communication needs, as part of our research on The Delivery of the Accessible Information Standard in South West London GP Practices.
- Interviewed unpaid carers of people who have experienced Sutton's safeguarding process and community services for frailty.
- Shared three reports with NHS South West London Integrated Care Board: GP services, Earwax removal and the Accessible Information Standard.

Improving adherence to the Accessible Information Standard in GP practices

We investigated how well South West London GP practices were meeting Deaf and disabled people's communication needs.

Patients and carers had low awareness of the Accessible Information Standard, which says that health and care services must meet people's communication needs in the ways that they request.

What difference did this make?

Through our engagement with GP practices, patients, and carers, we increased understanding of the Accessible Information Standard. We also worked with GP practices to understand barriers to implementation, and circulated resources to help them better meet people's needs.

Giving a voice to carers in Sutton

We spoke to carers of people who have experienced Sutton's safeguarding process and used community services for frailty.

Carers wanted a single source of information for finding out about available services. Some felt like they were on their own in this area, and the amount of services could be overwhelming. Carers also valued updates on progress and outcomes from services which the people they cared for were already using. They appreciated staffs' personable manner and wanted to help them.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

What difference did this make?

We presented these experiences to Sutton Safeguarding Adults Board and the Frailty Board. We recommended signposting unpaid carers who services contact to relevant support. We also highlighted the risk of individuals with no support network falling through the cracks, as they often need their carers, primarily friends and family, to access health and social care services. We explained that carers may not be as familiar with different services' remit as professionals, and encouraged services to explain their role when they contacted them.

5.4 Information and Signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 524 Sutton people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services
- We were contacted by a parent with concerns around her child, who was having difficulty at school and her behaviors.

5.5 Showcasing volunteer impact

Our fantastic volunteers have given more than 1000 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Represented Healthwatch Sutton at 5 community events, including the St Helier Music & Community Festival and Wallington Health & Wellbeing Information & Advice Day.
- Interviewed people about their experience of the safeguarding process in Sutton. The focus was whether people found the process 'personal'.
- Interviewed people about their experience of NHS services in Sutton related to frailty. They also asked about the general impact of living with frailty.

5.6 The Way We Work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of 10 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 6 times and made decisions on matters such as project delivery, policies and governance. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, and forward it to the Care Quality Commission, Healthwatch England, NHS England, South West London ICB, The Overview and Scrutiny Committee and Sutton Council. This annual report will also be sent out via E-bulletin and our printed newsletter and promoted on social media.

Responses to recommendations

South West London Healthwatch organisations submitted a joint request for dentistry commissioning data on 11 December 2023 to the North East London ICB. Despite multiple follow-up requests from ourselves and the South West London ICB, we still had not received an adequate response as of October 2024. At this point, we independently identified another source for the data.

There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Sutton Health and Wellbeing Board, Sutton Place Partnership, Sutton Place Quality Collaborative, Sutton Alliance, Sutton Transformation and Delivery Group.

We also take insight and experiences to decision-makers in South West London Integrated Care System. For example, we ensured that our reports were included in the new South West London Insights Bank, a library of patient engagement data. We also shared findings from our patient engagement and ensured the System was meaningfully engaging with people through our presentation on 13 Integrated Care Board committees.

Healthwatch Representatives

Healthwatch Sutton is represented on the Sutton Health and Wellbeing Board by Pete Flavell, Chief Executive Officer, Sutton Healthwatch.

During 2024/25, our representative has effectively carried out this role by presenting our GP report to the Board.

Alyssa Chase-Vilchez represents Healthwatch Sutton on the South West London Integrated Care Partnership, Board, and their sub-committees.

5.8 Next steps

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

- Raising our profile among the local community by attending groups and events. We will offer to give a presentation about Healthwatch to them.
- Organisational development by assessing and revising our Governance and business objectives for the next 3 to 5 years.
- Developing our projects around Maternity, Domiciliary Care and Mental Wellbeing.

6. Going Concern

The Government's NHS 10-Year Health Plan proposes the abolition of Healthwatch England and local Healthwatch, with functions transferred to NHS bodies and local authorities. This creates significant uncertainty over:

- Ongoing statutory status
- Continuation of core funding
- Organisational purpose beyond the transition period

However, the proposed abolition of local Healthwatch represents a material uncertainty related to going concern that is outside the organisation's control and could lead to cessation of activities in the medium term.

As we are heavily reliant on this local authority funding which, typically accounts for 80% of our income, any withdrawal, reduction, or non-renewal of this funding would materially affect viability. The proposed national policy change increases the likelihood of funding cessation, even if short-term contracts remain in place. Opportunities to diversify income are structurally limited due to our statutory role, restrictions on trading or fundraising and dependence on public sector commissioning.

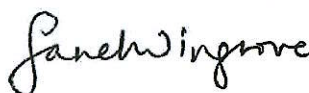
The board of trustees have considered the following mitigating factors:

- Confirmed funding agreements currently in place for the next eighteen months
- Regular dialogue with the local authority, indicating short-term continuation during national transition.
- Cost controls in place, including the ability to reduce discretionary spend.
- Scenario planning for managed wind-down if required.

These mitigations support short-term operational continuity but do not remove the underlying strategic risk. Based on the assessment, the organisation can continue as a going concern as existing funding arrangements remain in place for at least the next 12 months.

Approved by the Board of Trustees on 19/01 / 2026 and signed on its behalf by:

Janet Wingrove
Trustee



Independent Examiner's Report to the Trustees of:

HEALTHWATCH SUTTON

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025, which are set out on pages 10 to 15.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000, your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies..

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



K Fisher BA, FCA, CTA
For and on behalf of Kingston Burrowes Audit Ltd
Independent Examiner
308 Ewell Road
Surbiton
Surrey
KT6 7AL

28th January 2026

HEALTHWATCH SUTTON
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
INCOME			
Donations		-	-
Incoming resources from charitable activities	2	308,309	245,127
		<u>308,309</u>	<u>245,127</u>
EXPENDITURE			
Charitable activities	3	301,023	251,255
		<u>301,023</u>	<u>251,255</u>
NET MOVEMENT IN FUNDS		7,286	(6,128)
Reconciliation of Funds			
Fund balances brought forward	8	87,588	93,716
		<u>87,588</u>	<u>93,716</u>
Fund balances carried forward	8	<u>£94,874</u>	<u>£87,588</u>

All funds are unrestricted.

All income and expenditure is derived from continuing activities.

The notes form part of these Financial Statements

HEALTHWATCH SUTTON
(Company No: 08171224)

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
CURRENT ASSETS			
Debtors	6	183	34,196
Cash at Bank		<u>100,843</u>	<u>69,275</u>
		101,026	103,471
CREDITORS:			
Amounts falling due within one year	7	<u>6,152</u>	<u>15,883</u>
NET ASSETS		<u>£94,874</u>	<u>£87,588</u>
FUNDS			
Unrestricted funds	8	<u>£94,874</u>	<u>£87,588</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

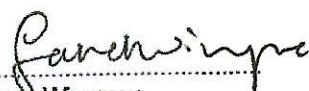
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit for loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These Financial Statements have been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 19/01 2026 and signed on its behalf by:


Janet Wingrove

Trustee

The notes form part of these Financial Statements.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The Charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

The significant accounting policies have been consistently applied to all years presented unless otherwise stated.

b) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Company Status

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the trustees. In the event of the charity being wound-up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administrative Information on page 1.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income from contracts which are related to performance is recognised as the charity earns the right to consideration by its performance.

e) Resources Expended

All expenditure is accounted for on an accruals basis.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include independent examination fees and costs linked to the strategic management of the charity.

HEALTHWATCH SUTTON

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

/contd...

1. ACCOUNTING POLICIES (cont'd)

f) Pension Costs

The charity operates a defined contribution pension scheme for the benefit of its employees. The cost of contributions are charged to the Statement of Financial Activities in the year they are payable.

g) Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

h) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. INCOME FROM CHARITABLE ACTIVITIES	2025 £	2024 £
Contracts		
London Borough of Sutton	97,318	93,359
NHS Sutton Clinical Commissioning Group	41,418	40,968
NHS South West London Integrated Care Board	110,000	110,000
NHS SWL Other Commissioned Work	48,480	-
Other organisations	11,093	800
	<u>£308,309</u>	<u>£245,127</u>

All of the £245,127 recognised in 2024 related to unrestricted funds.

3. CHARITABLE ACTIVITIES	Direct costs £	Grant funding of activities £	Support costs £	TOTAL 2025 £	TOTAL 2024 £
Staff and volunteers costs	220,242	-	-	220,242	200,138
Subcontractors	-	46,897	-	46,897	18,000
Property costs	-	-	6,814	6,814	7,892
General running costs	-	-	7,603	7,603	8,332
Management costs	-	-	5,200	5,200	5,200
ICT costs	-	-	3,120	3,120	4,490
Finance costs	-	-	2,880	2,880	1,480
Other support costs	-	-	6,609	6,609	4,323
Governance costs (note 5)	-	-	1,658	1,658	1,400
	<u>£220,242</u>	<u>£46,897</u>	<u>£33,884</u>	<u>£301,023</u>	<u>£251,255</u>

All of the £251,255 expenditure recognised in 2024 related to unrestricted funds.

All of the above costs relate to the sole activity of the Charity which is to offer people a chance to have their say and help improve local health and social care services.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
/cont'd....

4. ANALYSIS OF GRANT FUNDING	2025	2024
	£	£
Healthwatch Richmond	7,583	3,000
Healthwatch Kingston	7,582	4,000
Public Voice	11,207	2,000
Sign Health	2,700	-
MVSC	3,000	4,000
Wandsworth Care Alliance	10,579	4,000
Other Small Grants (aggregate)	4,246	1,000
	<u>£46,897</u>	<u>£18,000</u>
5. GOVERNANCE COSTS	2025	2024
	£	£
Independent Examiner's fees	<u>£1,658</u>	<u>£1,400</u>
6. STAFF COSTS	2025	2024
	£	£
Wages and salaries	187,405	171,188
Social Security costs	18,988	17,389
Pension costs	8,819	7,663
Other direct costs	5,030	3,898
	<u>£220,242</u>	<u>£200,138</u>
	No:	No:
Average number of employees based on full-time equivalents and on employee numbers	<u>6</u>	<u>5</u>
	2025	2024
The number of employees whose employee benefits (including employer's national insurance contributions and employer's pension costs were:		
£60,001 - £70,000	<u>1</u>	<u>-</u>
Total employee benefits received by key management amounted to £50,233 (2024 : £58,155).		
Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.		
7. DEBTORS	2025	2024
Other debtors and prepayments	<u>£183</u>	<u>£34,196</u>

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
/cont'd....

8. CREDITORS: Amounts falling due within one year			2025	2024
Other creditors and accruals			<u>£6,152</u>	<u>£15,883</u>
9. STATEMENT OF FUNDS	At			At
	31 March	Incoming	Resources	31 March
	2024	Resources	Expended	2025
	£	£	£	£
Unrestricted funds				
General funds	<u>£87,588</u>	<u>£308,309</u>	<u>£301,023</u>	<u>£94,874</u>

The General Fund represents the free resources of the charity which are not designated for particular purposes.

10. RELATED PARTIES

During the year, 0 trustees (2024: 0) were reimbursed for expenses (2024: £Nil).

The trustees received no remuneration in either year.

Accounts

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

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Independent Examiner's Report	10
Statement of Financial Activities	11
Balance Sheet	12
Notes to the Financial Statements	13 - 15

HEALTHWATCH SUTTON

Company No: 08171224

Charity No: 1151601

**TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024**

The Board of Directors/Trustees presents its report and audited financial statements for the year ended 31 March 2024.

Reference and Administrative Information

Charity No.	1151601
Company No.	08171224
Registered Office and Principal address:	Granfers Community Centre 73-79 Oakhill Road, Sutton Surrey SM1 3AA

Board of Directors/Trustees who served during the year and up to the date of this report:

Chairperson:	Janet Wingrove
Vice Chairperson:	David Elliman
Director and Trustee:	David Elliman
Director and Trustee:	Mahendra Patel
Director and Trustee:	Shiraz Sethna
Director and Trustee:	Noor Sumun
Director and Trustee:	Janet Wingrove

Staff Team:	Pete Flavell – Chief Executive Officer Andrew McDonald – Health Engagement Projects Officer Colin Wilson – Communications, Engagement and Projects Officer Alyssa Chase-Vilchez – Executive Officer Iyinoluwa Oshinowo – Engagement Coordinator Lorraine Davis – Team Administrator
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Bankers:	Barclays Bank PLC 43 High Street Sutton Surrey SM1 1DR
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Independent Examiner:	Kevin Fisher BA, FCA, CTA Kingston Burrowes Audit Ltd 308 Ewell Road Surrey Surrey KT6 7AL
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**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

1. Structure, governance and management

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7th August 2012 and achieved charitable status on 11th April 2013 it is therefore both a Company limited by Guarantee (08171224) and a registered Charity (1151601).

HWS is governed by a Board of Directors/Trustees who meet bi-monthly to oversee the strategic direction and development of the organisation. Following the Articles of Association, three Trustees stood down at the AGM. As all had completed 3 previous terms they could not stand for re-election. Janet Wingrove took up the Chair role with David Elliman remaining as Vice-chair. A period of trustee recruitment followed, as only 5 Trustees remained.

The members of HWS are local voluntary organisations and individual residents who have an interest in health and social care and support the work of HWS.

HWS is now part of the Together for Sutton partnership. Our core contract for delivery of the statutory duties of local Healthwatch sits within the Making Informed Choices (MIC) contract tendered by the London Borough of Sutton. This contract incorporates all information and advice, advocacy and local Healthwatch services commissioned by Sutton Council.

Healthwatch Sutton information and advice service is not carried out within the core contract delivered by Healthwatch Sutton. It is incorporated in the delivery of the full range of information and advice services provided within the MIC contract and provide by Citizens Advice Sutton, Age UK Sutton and Sutton Carers Centre.

The NHS Complaint Advocacy service for Sutton residents is provided under the MIC contract under separate contract by Advocacy for All.

The MIC contract started on 1 July 2022 and covers a period of 5 years with potential to extend for one year and further year if agreed by the commissioners.

Recruitment and Appointment of new Trustees

Trustees are recruited and co-opted on to the Board of Healthwatch Sutton during the course of the year to meet the requirements of the organisation. At the Annual General Meeting the membership vote as to decide if they should be elected to the board.

2. Financial Review

HWS's core source of income to deliver the organisation's statutory duties comes from the London Borough of Sutton and in 2023/24, £93,539 was received to deliver these activities of the organisation. This amount precludes the delivery of the statutory Healthwatch information and signposting service that is delivered under a separate part of the Making Informed Choices contract (as part of the Together for Sutton partnership's information and advice offering).

Additional funding has been given to the value of £40,968 by South West London (SWL) Integrated Care Board (ICB) to support GP practice's Patient Participation Groups in the London Borough of Sutton, and the Patient Reference Group that has representative from the PPGs across the Borough. This funding also provides support for Primary Care Network public engagement and other public engagement projects.

From 5 July 2022, Healthwatch started a new contract to provide representation for six Healthwatch organisations within South West London at SWL ICB. The contract is for 2 years with an agreed 1-year extension. The annual value of the contract is £110,000. To deliver this contract an Executive Officer and an Engagement Coordinator have been employed.

Other grants totalled £800.

There were no significant one-off costs were incurred during the year.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

Reserves policy

Reserves should provide the charity with adequate financial stability and the means for it to carry out its charitable and statutory objectives for the foreseeable future.

The Trustees propose to maintain free reserves at a level which is sufficient to meet operational expenditure to enable the charity to be managed efficiently, to provide for termination costs and to have a buffer against shortfalls.

The Trustees review the amount of reserves that are required to ensure they are adequate to fulfil the charity's continuing obligations yearly

3. Public Benefit Statement

HWS Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties. The activities delivered during 2023/24 have been entirely in accordance with the charitable objectives.

4. Objectives and Activities

4.1 The Objects of the Charity are:

1. the advancement of health and the relief of those in need, including by: making the views and experiences of members of the general public known to health and social care providers, commissioners and those responsible for public health;
2. the advancement of citizenship and community development, including ensuring local people have a voice in the development, delivery and equality of access to local health and care services and facilities;
3. the advancement of education, including the provision of training and the development of skills for volunteers and the wider community in understanding, reviewing and monitoring local health and care services and facilities;
4. any other exclusively charitable purposes as the Trustees see fit; in particular (but not exclusively) in Sutton and neighbouring areas of South London.
5. This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.2 Activities

HWS gives people a chance to have their say and help to improve local health and social care services. It does this through the following activities:

- Actively finding out what people think about health and social care services.
- Using local people's views and experiences to influence and improve local people's health and wellbeing through statutory and other organisations, primarily through writing reports and making recommendations.
- Having voting rights on the local Health and Wellbeing Board and making recommendations on how health and social care services should be run.
- Sharing information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

5. Achievements and Performance

The main achievements during 2023/24 were as follows.

5.1 Improving mental health support for children

We surveyed over 1,000 Sutton children aged 9 to 11 about their mental wellbeing and compared the results with a survey of children the same age we completed just before the pandemic. Children's mental health has got worse.

Key findings

- Many children have poor mental health. Over half of the children we surveyed have had trouble sleeping or have felt lonely.
- Children's mental health has got worse since the pandemic. The proportion who have had trouble sleeping has increased by 17 percent and those who have felt lonely by 16 percent.
- Girls had more problems than boys. Almost six out of ten girls have felt lonely, but only four out of ten boys have.
- Children feel less able to rely on parents. Before the pandemic, 63 percent of children said they would go to their parents if they had a problem. Now only 54 percent say this.
- Children use social media for which they aren't old enough. Three quarters of the children use social media, though almost all of the platforms they use have minimum ages of 13 or 16. The number of children saying that they are free to look at anything online without adult supervision has increased slightly.
- Children worry less about SATs and going to secondary school. There has been a marked reduction in the numbers of children who were very unhappy or unhappy about these topics.

The action we took

- We sent the report to Sutton Council, to South West London ICB and to South West London St George's NHS Trust, which provides mental health services in Sutton.
- All these bodies wrote formal responses to the report.
- We also wrote individual reports for each of the ten schools which had taken part in the survey.
- We organised two meetings for parents and carers at the schools we surveyed.
- We presented the report at the local Health and Wellbeing board, where a whole meeting was dedicated to discussing the issues it raised.
- We met with the Head of Children's Services at Sutton Council to discuss the report.
- We sent our report to Healthwatch England, who shared it with the minister responsible for children's health.

Children's mental health: developing a response

As well as highlighting these problems, we wanted to investigate possible solutions. We examined whether a social prescribing project would help provide more support for primary school pupils' mental health.

- We carried out a scoping exercise to assess whether a social prescribing project could be developed in the borough.
- A social prescribing project which supports secondary school students exists in the neighbouring borough of Merton and is funded by South West London ICB. We met with their staff to discuss launching a similar project for primary school pupils in Sutton.
- We met with the ICB to discuss development plans, including a design event for a wide range of stakeholders.

What difference did we make?

- Professionals such as teachers were already concerned about pupils' mental wellbeing. We were able to back up their concerns with robust research and statistics.
- We raised awareness of this issue with local and national stakeholders.
- We took steps towards developing a project that we hope will address some of these issues.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

5.2 Advice and information

If you feel lost and don't know where to turn, Healthwatch Sutton is part of the Together for Sutton network. We provide information through our website and newsletter, and our colleagues at Advocacy for All and Citizens Advice Sutton provide free and confidential advice and support on health and care issues.

This year we've helped people by:

- Sending out a regular newsletter to our mailing list of over 400 people
- Producing materials explaining changes to NHS services
- Working with Citizens Advice Sutton and Advocacy for All to provide advice and support services

Keeping people up to date with health issues

We send out a monthly newsletter to over 400 people. We know that people find the newsletter useful because mailings have been opened by an average 44% of recipients, some 10% above the average for charity mailings.

We also regularly attended outreach events at venues including Holy Trinity Wallington, the Phoenix Centre and St Helier Festival.

5.3 Addressing concerns about hospital repairs and redevelopment

In May 2023 we were disturbed to read media reports that buildings at St Helier Hospital were in a "shocking state of disrepair". ITV News reported that one ward was closed because its foundations were sinking, an Intensive Care Unit was shut because it was impossible to install a modern ventilation system, and maternity ward reception experienced regular leaks through the ceiling. Improvements to the hospital are planned as part of the New Hospital Programme.

The action we took

- We wrote to the Managing Director of the Hospital Trust, who assured us that the hospital did everything it could to provide safe and effective care, while commenting that "our patients deserve a better environment" for their care.
- We highlighted on our website that plans for the New Hospital Programme were not moving forwards.
- We continued to raise awareness of issues with hospital redevelopment, publishing summaries of reports by the National Audit Office and the Public Accounts Committee, both of which raised serious concerns with the New Hospital Programme.
- In February 2024, the CQC rated the St Helier maternity unit as requiring improvement, due to problems with the building and other issues. We are planning a project around maternity care for 2024 -25.

5.4 Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Attending outreach events targeting deprived local communities
- Supporting groups like the Patient Reference Group, which represents patients from most surgeries in Sutton
- Working with GPs to improve their compliance with the Accessible Information Standard, improving services for disabled people.

Helping ensure all patients' voices are heard

We support local groups which ensure that both GP practices and staff from South West London ICB hear from patients about their experiences of care services.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

Patient Participation Groups

Every GP practice now runs a Patient Participation Group or PPG, where patients can provide feedback. In Sutton there are 19 PPGs.

- We regularly shared information with all local PPGs about opportunities for further patient engagement, such as the consultation on Sutton Council's Dementia Strategy.
- Staff attended meetings of four PPGs, offering advice and support for recruiting members, and information about how PPGs can contribute to NHS patient engagement in Sutton.

Patient Reference Group

Each PPG sends delegates to the Patient Reference Group or PRG, which hears speakers and feeds back to ICB staff about local services. Healthwatch staff provide admin support for the PRG.

- We supported five PRG meetings, which discussed GP surgery websites, mental health services, general changes to accessing GP services, learning disability access to GP services and dental services.
- The group heard speakers from Sutton Primary Care Networks, Sutton Place (South West London ICS), South West London and St George's Mental Health Trust and Sutton Local Dental Committee.
- The PRG gave feedback to support two projects, one around learning disability and hidden disability access to primary care, and another around patient experience of access changes at GP practices.

GP experience survey

We worked with other local stakeholders to carry out a large patient survey in March and April 2024. We will publish a report in the summer of 2024.

- Our survey was shared by Sutton PCNs, Volunteer Centre Sutton and Sutton Patient Reference Group.

5.5 Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Carried out Enter and View visits to help local care homes improve what they do
- Helped raise awareness of Healthwatch and health issues by supporting our outreach and publicity work
- Provided admin support for key tasks such as organising our AGM

Our volunteers provide vital support to Healthwatch Sutton, helping us with tasks including Enter and View visits, admin support and outreach work.

We're especially grateful to volunteers who act as Healthwatch Sutton trustees, bringing their years of experience and in-depth knowledge to the role.

Launa Watson left our board this year after eight years and is retiring to live in Jamaica – the photo shows our goodbye event with trustees and staff.

Our longstanding volunteer and former trustee Shri Mehrotra, also shown in the photo, comments that "volunteering with Healthwatch Sutton has been an invaluable experience and has equipped me with up-to-date knowledge and new skills."

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

5.6 The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met six times and made decisions on matters such as agreeing the draft budget for the year and assessing regular reports on project work.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and make printed copies available from our office and as part of our outreach events work.

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to the Health and Wellbeing Board, Integrated Neighbourhood Teams and the Sutton Place Communications Staff Group.

We also take insight and experiences to decision-makers in SW London ICS. For example, in collaboration with other SW London Healthwatch we are represented on thirteen ICS committees and working groups. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Sutton is represented on the Sutton Health and Wellbeing Board by Pete Flavell, our Chief Executive. During 2023/24 our representative has effectively carried out this role by raising issues including an entire meeting discussing children's mental health in response to our report on this issue.

Healthwatch Sutton is represented on the South West London Integrated Care Partnership and Integrated Care Board by Alyssa Chase-Vilchez, who is also a member of the Children, Young People, and Maternity System Board, the Dentistry steering group, the Health Inequalities Board, the Older People Delivery Group, the Mental Health Partnership Delivery Group, the Mental Health Delivery Group, the Patient & Community Engagement Group, the Patient Experience and Engagement Group, the South London Research Collaborative and the System Quality Council. Our staff member Iyinoluwa Oshinowa is a member of the South West London Mental Health Co-production Working Group.

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**
/contd...

5.7 Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Sutton influence decisions made about services at South West London Integrated Care System (ICS) level.

This year we've worked with Healthwatch across South West London to achieve:

- We helped ensure continued availability of virtual wards to South West London residents. We spoke with people in Croydon, Merton, and Wandsworth to understand their views about virtual wards. Our report was referenced in a South West London-wide business case that successfully extended the virtual wards programme, which helps people stay out of hospitals and receive treatment at home where possible.
- We worked with partners to advocate for more accessible dentistry services. We have been working alongside dentists, NHS management, and public health colleagues as part of a new initiative that aims to bring dental services to the people that struggle the most with access, and to help support preventative care.
- We employed a South West London Engagement Coordinator. We welcomed Iyinoluwa Oshinowo, who formerly worked in academic mental health research, to our team to help strengthen our capacity to undertake collaborative community engagement across South West London boroughs, including work on virtual wards and the Accessible Information Standard.
- We strengthened the SW London ICS's digital inclusion strategy. The ICS is rolling out digital platforms and apps to help streamline access to care and support people in self-managing their conditions. We helped ensure that people who are digitally excluded because of poor access to devices or the internet, lack of comfort with digital platforms, disability, and/or low English skills are still able to access services and support.

Accessible information standard

South West London Healthwatch organisations have won a grant from the ICS to collaboratively engage with people living with certain disabilities and their carers to improve how GP practices meet their communication and health information needs.

In this work, we aim to improve adherence to the Accessible Information Standard, legal guidance that describes how practices should meet the communication and health information needs of people with certain disabilities that affect communication.

To progress this work, we have already:

- Built relationships with voluntary sector organisations that support people living with disabilities that affect communication, including D/deafness, blindness, neurodiverse conditions, learning disability, and neurological conditions.
- Collaborated with GP practices to understand the enablers and barriers to implementing the Standard.

Empowering the ICS to take a patient-centred approach

We provide representation on 12 different South West London Integrated ICS committees and working groups focused on issues ranging from maternity to end of life care.

- These committees draw together representatives from the NHS, Healthwatch, the voluntary sector, and local authority.
- The committees include those dedicated to maternity and children and young people's health, mental health, older people's health, and disease prevention and inequalities.
- We initiated and co-facilitate a working group comprised of other Healthwatch organisations nationally to discuss how to maximise our impact and influence on these ICS committees.

In 2023, South West London Healthwatch organisations collaborated closely with the ICS Patient and Public Engagement team to ensure that our residents influence decisions about their health and care. With the support of this team, Healthwatch helped embed learnings from over 1,000 residents into the ICS's five-year strategy documents, which contain a list of initiatives that directly address residents' concerns.

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...**

We now represent the patient voice on new ICS committees and working groups dedicated to providing oversight of ICS strategy delivery. These committees provide us with a platform to shape the implementation of projects using insights we have heard from patients, carers and the public. We also champion best practices in engagement and encourage ICS colleagues to use these in developing new health and care initiatives.

5.8 Next steps

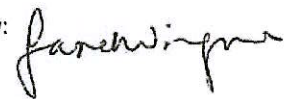
Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Carrying out an assessment of local maternity services.
2. Talking to users of domiciliary care services about the care they received.
3. Reporting on services provided by local pharmacists, for example regarding the availability of medications.

Approved by the Board of Trustees on 19/12/2024 and signed on its behalf by:



Janet Wingrove
Trustee

Independent Examiner's Report to the Trustees of:

HEALTHWATCH SUTTON

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024, which are set out on pages 11 to 15.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



K Fisher BA, FCA, CTA
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

20-12-2024

HEALTHWATCH SUTTON
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
INCOME			
Donations		-	244
Incoming resources from charitable activities	2	245,127	288,021
		<u>245,127</u>	<u>288,265</u>
EXPENDITURE			
Charitable activities	3	251,255	235,612
		<u>251,255</u>	<u>235,612</u>
NET MOVEMENT IN FUNDS		(6,128)	52,653
Reconciliation of Funds			
Fund balances brought forward	8	93,716	41,063
Fund balances carried forward	8	<u>£87,588</u>	<u>£93,716</u>

All funds are unrestricted.

All income and expenditure is derived from continuing activities.

The notes form part of these Financial Statements

HEALTHWATCH SUTTON
(Company No: 08171224)

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	2023 £
CURRENT ASSETS			
Debtors	6	34,196	317
Cash at Bank		69,275	99,257
		<u>103,471</u>	<u>99,574</u>
CREDITORS:			
Amounts falling due within one year	7	15,883	5,858
NET ASSETS		<u>£87,588</u>	<u>£93,716</u>
FUNDS			
Unrestricted funds	8	<u>£87,588</u>	<u>£93,716</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

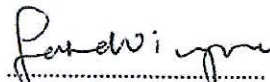
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit for loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These Financial Statements have been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 19 / 12 2024 and signed on its behalf by:


Janet Wingrove

Trustee

The notes form part of these Financial Statements.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The Charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

The significant accounting policies have been consistently applied to all years presented unless otherwise stated.

b) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Company Status

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the trustees. In the event of the charity being wound-up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administrative Information on page 1.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income from contracts which are related to performance is recognised as the charity earns the right to consideration by its performance.

e) Resources Expended

All expenditure is accounted for on an accruals basis.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include independent examination fees and costs linked to the strategic management of the charity.

f) Pension Costs

The charity operates a defined contribution pension scheme for the benefit of its employees. The cost of contributions are charged to the Statement of Financial Activities in the year they are payable.

HEALTHWATCH SUTTON

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

/contd...

1. ACCOUNTING POLICIES (cont'd)

g) Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

h) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. INCOME FROM CHARITABLE ACTIVITIES

	2024 £	2023 £
Contracts		
London Borough of Sutton	93,359	94,979
NHS Sutton Clinical Commissioning Group	40,968	40,968
NHS South West London Integrated Care Board	110,000	82,500
NHS Core 20 Plus Funding	-	52,690
Other organisations	800	16,884
	<u>£245,127</u>	<u>£288,021</u>

All of the £288,021 recognised in 2023 related to unrestricted funds.

3. CHARITABLE ACTIVITIES

	Direct costs £	Grant funding of activities £	Support costs £	TOTAL 2024 £	TOTAL 2023 £
Staff and volunteers costs	200,138	-	-	200,138	121,402
Subcontractors	-	18,000	-	18,000	82,459
Property costs	-	-	7,892	7,892	6,388
General running costs	-	-	8,332	8,332	7,740
Management costs	-	-	5,200	5,200	5,200
ICT costs	-	-	4,490	4,490	4,709
Finance costs	-	-	1,480	1,480	2,600
Other support costs	-	-	4,323	4,323	3,680
Governance costs (note 4)	-	-	1,400	1,400	1,434
	<u>£200,138</u>	<u>£18,000</u>	<u>£33,117</u>	<u>£251,255</u>	<u>£235,612</u>

All of the £235,612 expenditure recognised in 2023 related to unrestricted funds.

All of the above costs relate to the sole activity of the Charity which is to offer people a chance to have their say and help improve local health and social care services.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
/cont'd....

4. GOVERNANCE COSTS	2024	2023
	£	£
Independent Examiner's fees	1,400	1,434
Board Meetings and AGM	-	-
Other costs	-	-
	<u>£1,400</u>	<u>£1,434</u>
5. STAFF COSTS	2024	2023
	£	£
Wages and salaries	171,188	105,135
Social Security costs	17,389	10,684
Pension costs	7,663	3,765
Other direct costs	3,898	1,818
	<u>£200,138</u>	<u>£121,402</u>
	No:	No:
Average number of employees based on full-time equivalents and on employee numbers	<u>5</u>	<u>6</u>

No employee received remuneration amounting to more than £60,000 in either period, excluding employers national insurance and employer pension contributions.

Total employee benefits received by key management amounted to £58,155 (2023 : £55,600).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

6. DEBTORS	2024	2023
Other debtors and prepayments	<u>£34,196</u>	<u>£317</u>
7. CREDITORS: Amounts falling due within one year	2024	2023
Other creditors and accruals	<u>£15,883</u>	<u>£5,858</u>

8. STATEMENT OF FUNDS	At	Incoming	Resources	At
	31 March	Resources	Expended	31 March
	2023	£	£	2024
	£	£	£	£
Unrestricted funds				
General funds	<u>£93,716</u>	<u>£245,127</u>	<u>£(251,255)</u>	<u>£87,588</u>

The General Fund represents the free resources of the charity which are not designated for particular purposes.

9. RELATED PARTIES

During the year, 0 trustees (2023: 0) were reimbursed for expenses (2023: £Nil).

The trustees received no remuneration in either year.

Accounts

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

MYRUS SMITH
Chartered Accountants

Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

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COMPANIES HOUSE

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11 - 13

HEALTHWATCH SUTTON
Company No: 08171224
Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

The Board of Directors/Trustees presents its report and financial statements for the year ended 31 March 2023.

Reference and Administrative Information

Charity No.	1151601
Company No.	08171224
Registered Office and Principal address:	Granfers Community Centre 73-79 Oakhill Road, Sutton Surrey SM1 3AA

Board of Directors/Trustees who served during the year and up to the date of this report:

Chairperson:	Barbara McIntosh
Vice Chairperson:	Janet Wingrove
Vice Chairperson:	David Elliman

Director and Trustee:	Adrian Attard
Director and Trustee:	Adrian Bonner
Director and Trustee:	David Elliman
Director and Trustee:	Barbara McIntosh
Director and Trustee:	Noor Sumun
Director and Trustee:	Launa Watson
Director and Trustee:	Janet Wingrove
Director and Trustee:	Shiraz Sethna

Staff Team:	Pete Flavell – Chief Executive Officer Peace Kayode – Health Engagement Projects Officer Colin Wilson – Communications, Engagement and Projects Officer Alyssa Chase-Vilchez – Executive Officer Lorraine Davis – Team Administrator
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Bankers:	Barclays Bank PLC 43 High Street Sutton Surrey SM1 1DR
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Independent Examiner:	Stephen Jones c/o Myrus Smith Chartered Accountants Norman House 8 Burnell Road Sutton Surrey SM1 4BW
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**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

1. Structure, governance and management

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7th August 2012 and achieved charitable status on 11th April 2013 it is therefore both a Company limited by Guarantee (08171224) and a registered Charity (1151601).

HWS is governed by a Board of Directors/Trustees who meet bi-monthly to oversee the strategic direction and development of the organisation. There has been no change in the Trustees during this reporting period. The members of HWS are local voluntary organisations and individual residents who have an interest in health and social care and support the work of HWS.

During this reporting period, the Board of HWS worked in partnership 2 voluntary sector organisations, through sub-contracting arrangements, to deliver the work of HWS.

The HWS partner organisations are:

- Community Action Sutton that provides support by directly employing Healthwatch Sutton staff, providing payroll and financial services, HR support, and advice and guidance on the delivery of the Healthwatch service.
- Together for Sutton (a partnership of voluntary and community sector organisations delivering the Making Informed Choices contract for the London Borough of Sutton) who provide our Healthwatch information and signposting service.

Recruitment and Appointment of new Trustees

Trustees are recruited and co-opted on to the Board of Healthwatch Sutton during the course of the year to meet the requirements of the organisation. At the Annual General Meeting the membership vote as to decide if they should be elected to the board.

2. Financial Review

HWS's core source of income to deliver the organisation's statutory duties comes from the London Borough of Sutton and in 2022/23, £89,979 was received to deliver these activities of the organisation. This amount precludes the delivery of the statutory Healthwatch information and signposting service that is delivered under a separate part of the Making Informed Choices contract (as part of the Together for Sutton partnership's information and advice offering).

Additional funding has been given to the value of £40,968 by South West London (SWL) Integrated Care Board (ICB) to support GP practice's Patient Participation Groups in the London Borough of Sutton, and the Patient Reference Group that has representative from the PPGs across the Borough. This funding also provides support for Primary Care Network public engagement and other public engagement projects.

From 5 July 2022, Healthwatch started a new contract to provide representation for six Healthwatch organisations within South West London at SWL ICB. The contract is for 2 years with a 1-year potential extension. The annual value of the contract is £110,000. To deliver this contract an Executive Officer has been employed and a member of support staff is being recruited.

HWS received £5000 from Sutton Council to cover the costs of monitoring care home visits carried out by our volunteers and £1884 from South West London and St Georges Mental Health NHS Trust to cover patient engagement with users of Sutton Community Mental Health services.

There were no significant one-off costs were incurred during the year.

3. Public Benefit Statement

HWS Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties. The activities delivered during 2022/23 have been entirely in accordance with the charitable objectives.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

4. Objectives and Activities

4.1 The Objects of the Charity are:

1. the advancement of health and the relief of those in need, including by:
 - (i) providing information and advice to the general public about local health and social care services; and
 - (ii) making the views and experiences of members of the general public known to health and social care providers;
2. the advancement of citizenship and community development, including ensuring local people have a voice in the development, delivery and equality of access to local health and care services and facilities;
3. the advancement of education, including the provision of training and the development of skills for volunteers and the wider community in understanding, reviewing and monitoring local health and care services and facilities;
4. any other exclusively charitable purposes as the Trustees see fit; in particular (but not exclusively) in Sutton and neighbouring areas of South London.
5. This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.2 Activities

HWS gives people a chance to have their say and help to improve local health and social care services. It does this through the following activities:

- Giving people information, advice and support about local health and social care services.
- Actively finding out what people think about health and social care services.
- Having voting rights on the local Health and Wellbeing Board and making recommendations on how health and social care services should be run.
- Sharing information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

5. Achievements and Performance

The main achievements during 2022/23 were as follows.

5.1 Quality of care in care homes

Following the successful pilot of our own care home assessment system, we were approached by Sutton Council to see if we could support their Quality Assurance system to assess the quality of care being delivered by care home providers in the Borough.

The system they were proposing to use is slightly different to the one that we had used. It is based on the '15 steps' methodology that was originally used on hospital wards. It mainly focuses on observations when visiting a service but does allow for discussion with residents and staff.

We are very pleased that this work is only possible with support of our outstanding volunteers. Pilot visits were carried out in 2022 and the full programme of visits is now being carried out. Volunteers collect evidence, meet after the visit to score the care home against different criteria and then upload the scores, evidence, comments and other data on to an online portal.

Sutton Council adds this data to their own and creates a report. This is used to make improvements and shared with the Care Quality Commission. Sutton has approximately 75 care homes in the borough and more than half of these are smaller homes for people with learning disabilities. We currently visiting one care home every month. We are continually working with Sutton Council to improve the system and we feel this is a great example of collaborative working. We provide the independent assessment, and this system avoids duplication of work.

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

/contd...

5.2 Primary school mental health

Examining the impact of the pandemic on the mental wellbeing of children aged 9-11.

We started looking at the mental wellbeing of primary school children in 2019. After consulting with teachers and other professionals, we launched a survey to be completed in classes at local primary schools using tablet computers. This ran from December 2019 to March 2020, when the Covid-19 pandemic hit and children were sent home from school. At this point ten schools had taken part and 909 survey responses had been collected. We waited for an appropriate time to restart collecting responses, but the ongoing disruption made this impossible, so we published our report in March 2021.

We reconvened our project group with key stakeholders who work with children of this age to develop some recommendations from the findings. Teachers and others felt that the pandemic had made a significant impact on the mental wellbeing of the children. As such the only recommendation made was to repeat the survey in order to be able to compare pupils' mental wellbeing before and after the pandemic.

Schools started repeating the survey in December 2022 and the last responses were collected in March 2023. In total 1,035 responses were collected from ten schools. We are finalising individual reports which will be given to each school, and are also working on the analysis of the borough-wide data in order to be able to publish a pre/post Covid-19 pandemic comparison report in summer 2023.

5.3 Supporting patients at GP practices.

All practices now have a Patient Participation Group or PPG, where patients, carers and staff meet to discuss and support how the practice is run. In Sutton some PPG members attend the borough-wide Patient Reference Group, which meets regularly with local NHS staff. Healthwatch staff support and administer the PRG, and support local PPGs.

Patient Participation Groups

- PPGs had a successful and productive year, with 16 groups meeting with their practice to give their perspective on its plans and services.
- PPG members brought issues raised at these meetings to the Patient Reference Group, including hospital transport and digital exclusion.
- Some PPGs have also undertaken their own projects. For example, to help address loneliness, James O'Riordan Medical Centre invited 20 patients over 80 living alone to visit the Centre on a Saturday. The PPG, vicar, doctor, nurse and other members of the practice were all present to discuss the issue.

Patient Reference Group

- The PRG has held six meetings in the last year. They transitioned from Zoom meetings to hybrid meetings at the Salvation Army Hall.
- The group have shared ideas and experiences with, and responded to presentations from, staff from across NHS Sutton and beyond.
- These have covered areas including:
 - GP Extended Access Service, which saw 4000 patients in December 2022
 - Results from the National Patient Survey
 - Addressing loneliness and digital exclusion
 - The work of Sutton Primary Care Networks, such as home visits and additional clinical roles, including paramedics, social prescribers and first-contact physiotherapists
 - The new Integrated Neighbourhood Teams, made up of representatives from the local authority, NHS and voluntary and community sector in each of Sutton's four Primary Care Networks
- The group also held a workshop and survey to work out how it could have the most impact. Members felt the group was highly effective in allowing information to be shared between the NHS and patients but did not have much impact on decisions about NHS services. Members identified 10 areas of focus to be developed in the coming year.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

5.4 Dentistry

Problems accessing NHS dentistry became an issue during the Covid pandemic, and have continued since. In January to March we surveyed 98 local people about their experiences. We liaised with Sutton Council, the Local Dentistry Committee, SW London CCG and local voluntary sector organisations to deliver this project.

What we found

- All respondents who tried to register with a dentist after March 2020 told us that they were unable to register because they contacted surgeries but they were not accepting NHS patients.
- Almost 1 in 5 respondents who were registered with a dentist told us that they wanted to register as an NHS patient but they could only be registered as a private patient.
- There has been a significant decline in the number of people who were able to register as an NHS patient when they wanted to after the pandemic started.
- More than 1 in 4 respondents who had attempted to book a routine appointment had to wait 1 month or more for an appointment.
- 13 percent of respondents who had attempted to book an emergency appointment were unable to get an appointment.

What action we took:

- We organised meetings with Local Dental Committee Directors (for each borough), NHS England, LDC Confederation, local Healthwatch leads and the SWL Integrated Care System lead for commissioning dentistry to discuss potential action.
- Some issues need to be addressed at a national level. We made Healthwatch England aware of our findings, and they have taken these issues forward with MPs. This has led to some improvements, for example, in the Find a Dentist facility on the NHS website.

5.5 Long Covid

In February 2023, the government reported that around 2 million people in the UK – that's about 1 person in 34 – said that they were experiencing symptoms of Long Covid. Between September 2021 to March 2022 we spoke to 79 local people about Long Covid, including NHS staff and members of a patients' self-help group. Later in 2022 we published our findings in a report. 3004 people took part. The survey was carried out between September and December 2020.

What we found:

- Over a third of those who had symptoms for over a year still hadn't been given a diagnosis.
- Older respondents were less likely to have been diagnosed with Covid-19 when they were originally ill, less likely to have been given a diagnosis of Long Covid and less likely to have accessed treatment.
- Long Covid is having a very significant impact on people's ability to work, on their finances, relationships, social lives, and mental health.
- Many people had found it difficult to access support.
- The majority of people who accessed treatment found it beneficial. Different people found different treatment components helpful.
- Respondents expressed considerable concern for the future.

What we recommended:

- Increased awareness of Long Covid among the general public, employers and people working in health and social care.
- Better access to peer support.
- For the Integrated Post Covid Assessment Service to continue offering a range of different types of support, including support for emotional and psychological as well as physical symptoms as this is clearly valued by their patients.

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...**

5.6 The impact of the cost of living on health

The inflation rate for food and non-alcoholic drinks was in double figures for all of the second half of 2022. Energy prices rose throughout 2022 and rose further in spring 2023 as government support ended. We wanted to know what effect the rising cost of living was having on people's physical and mental health, so in August we surveyed 108 people attending a local event, Carshalton Eco Fair.

What people told us

- 41 percent of people told they were cutting back on heating. 31 percent told us they were spending less on food.
- 33 percent of people told us they were experiencing stress about bills.
- 24 percent of people said that they go out with friends less than they used to – we know that support from friends and family is important to mental health.

What we did

- We published our survey findings and continued to raise awareness of the issue. In December, Steve Triner from Citizens Advice Sutton spoke at our AGM about health and cost of living issues, and we published his talk as a briefing. In January we publicised government research about the impact of the cost of living on mental health.
- We worked with other local organisations through Together for Sutton networking events and at the Community Action Sutton Race Equality Conference to highlight these issues.

5.7 Our Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Sutton. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Visited local care homes to help them improve.
- Helped promote Healthwatch Sutton and what we have to offer.
- Acted as trustees to provide strategic management for our organisation, and to represent us on a wide range of local bodies.
- Helped with office tasks such as preparing mailings.

Next year, we're planning to expand our use of volunteers:

- To promote Healthwatch in community venues
- To ensure that we hear from excluded communities.

5.8 Work Across South West London

Changes in health and care

Healthwatch Sutton plays an important role in making sure that people's concerns shape our health and care services. In the past, most of these decisions about our local services were made in Sutton.

Now many of these decisions are being made by a new body called the Integrated Care System (ICS). The ICS brings together NHS, voluntary sector and local authority leaders to make health and care decisions that impact people in Sutton, Croydon, Wandsworth, Kingston, Richmond, and Merton. These changes means that we need to work differently to ensure that your voice continues to make a difference.

Coordinating Healthwatch representation

The six boroughs covered by the ICS each has a Healthwatch, and they are working together to provide representation in the new structure. Healthwatch Sutton has employed an Executive Officer who liaises between all these organisations to ensure patients' voices are heard.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

Alyssa Chase-Vilchez began work in this role in November 2022. Alyssa attends many ICS meetings where important decisions are being made that impact people's lives, to ensure that the voices of local communities are heard. South West London ICS has already taken account of over a hundred local Heathwatch reports as it develops its plans.

5.9 Advice and Information

If you feel lost and don't know where to turn, Healthwatch and our partner organisations are here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year our partner organisations helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Supporting people to use the NHS complaints procedure to get the health and care they need

Providing information and advice

Citizens Advice Sutton works with us to provide information and advice to local people about health and care services, including issues involving health benefits. This year they dealt with 383 enquiries

The most common topic was accessing community care services for both adults and children. Other issues that stood out were queries about dentists, and about accessing counselling or talking therapies. Citizens Advice have noticed a marked decrease in the number of clients contacting them regarding complaints about the NHS, especially in the last few months.

Supporting people making complaints

Advocacy for All supports people in Sutton making formal complaints about NHS services. In 2022-23 they opened 49 new cases

The three areas of care about which they received most complaints were:

1. Quality of secondary care – 11 complaints
2. Mental health services – 8 complaints
3. Maternity services – 5 complaints

73 percent of complainants were women. Of those who disclosed their ethnicity, just under two-thirds were white and British. Complainants were quite evenly distributed in terms of age.

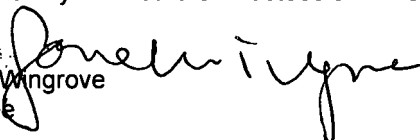
5.10 Our priorities for 2023-24

We're currently developing our plan of work for next year. Key topics include:

1. Access to GP services
2. Maternity and women's health
3. Lifestyle behaviours such as smoking and drinking
4. Risky behaviours in young people
5. Home and domiciliary care
6. Care after hospital discharge
7. Homelessness
8. Mental wellbeing of learning disabled children and young people

Approved by the Board of Trustees on 1 November 2023 and signed on its behalf by:

Janet Wingrove
Trustee



Independent Examiner's Report to the Trustees of:

HEALTHWATCH SUTTON

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023, which are set out on pages 9 to 13.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

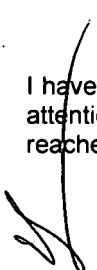
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



S.A. Jones FCA
% Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

1 November 2023

HEALTHWATCH SUTTON
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
INCOME			
Donations		244	467
Incoming resources from charitable activities	2	<u>288,021</u>	<u>169,288</u>
		288,265	169,755
EXPENDITURE			
Charitable activities	3	<u>235,612</u>	<u>178,605</u>
NET MOVEMENT IN FUNDS		52,653	(8,850)
Reconciliation of Funds			
Fund balances brought forward	8	<u>41,063</u>	<u>49,913</u>
Fund balances carried forward	8	<u><u>£93,716</u></u>	<u><u>£41,063</u></u>

All funds are unrestricted.

All income and expenditure is derived from continuing activities.

The notes form part of these Financial Statements

HEALTHWATCH SUTTON
(Company No: 08171224)

BALANCE SHEET

AS AT 31 MARCH 2023

		Notes	
		2023	2022
		£	£
CURRENT ASSETS			
Debtors	6	317	204
Cash at Bank		99,257	51,194
		99,574	51,398
CREDITORS:			
Amounts falling due within one year	7	5,858	10,335
NET ASSETS		<u>£93,716</u>	<u>£41,063</u>
FUNDS			
Unrestricted funds	8	<u>£93,716</u>	<u>£41,063</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

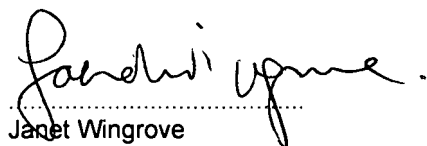
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit for loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These Financial Statements have been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 1 November 2023 and signed on its behalf by:


Janet Wingrove

Trustee

The notes form part of these Financial Statements.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The Charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

The significant accounting policies have been consistently applied to all years presented unless otherwise stated.

b) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Company Status

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the trustees. In the event of the charity being wound-up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administrative Information on page 1.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income from contracts which are related to performance is recognised as the charity earns the right to consideration by its performance.

e) Resources Expended

All expenditure is accounted for on an accruals basis.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include independent examination fees and costs linked to the strategic management of the charity.

f) Pension Costs

The charity operates a defined contribution pension scheme for the benefit of its employees. The cost of contributions are charged to the Statement of Financial Activities in the year they are payable.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

1. ACCOUNTING POLICIES (cont'd)

g) Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

h) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. INCOME FROM CHARITABLE ACTIVITIES	2023	2022
	£	£
Contracts		
London Borough of Sutton	94,979	109,962
NHS Sutton Clinical Commissioning Group	40,968	40,968
NHS South West London Integrated Care Board	82,500	-
NHS Core 20 Plus Funding	52,690	-
Other organisations	16,884	18,358
	<u>£288,021</u>	<u>£169,288</u>

All of the £169,288 recognised in 2022 related to unrestricted funds.

3. CHARITABLE ACTIVITIES	Direct costs	Grant funding of activities	Support costs	TOTAL 2023	TOTAL 2022
	£	£	£	£	£
Staff and volunteers costs	121,402	-	-	121,402	128,357
Subcontractors	-	82,459	-	82,459	20,000
Property costs	-	-	6,388	6,388	6,028
General running costs	-	-	7,740	7,740	8,287
Management costs	-	-	5,200	5,200	5,200
ICT costs	-	-	4,709	4,709	2,980
Finance costs	-	-	2,600	2,600	2,600
Other support costs	-	-	3,680	3,680	3,727
Governance costs (note 4)	-	-	1,434	1,434	1,426
	<u>121,402</u>	<u>£82,459</u>	<u>£31,751</u>	<u>£235,612</u>	<u>£178,605</u>

All of the £178,605 expenditure recognised in 2022 related to unrestricted funds.

All of the above costs relate to the sole activity of the Charity which is to offer people a chance to have their say and help improve local health and social care services.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
/cont'd....

4. GOVERNANCE COSTS	2023	2022
	£	£
Independent Examiner's fees	1,434	1,362
Board Meetings and AGM	-	51
Other costs	-	13
	<u>£1,434</u>	<u>£1,426</u>
5. STAFF COSTS	2023	2022
	£	£
Wages and salaries	105,135	109,833
Social Security costs	10,684	11,006
Pension costs	3,765	5,536
Other direct costs	1,818	1,982
	<u>£121,402</u>	<u>£128,357</u>
	No:	No:
Average number of employees based on full-time equivalents and on employee numbers	<u>6</u>	<u>3</u>

No employee received remuneration amounting to more than £60,000 in either period.

Total employee benefits received by key management amounted to £55,600 (2022 : £54,380).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

6. DEBTORS	2023	2022
Other debtors and prepayments	<u>£317</u>	<u>£204</u>
7. CREDITORS: Amounts falling due within one year	2023	2022
Other creditors and accruals	<u>£5,858</u>	<u>£10,335</u>
8. STATEMENT OF FUNDS	At	At
	31 March	31 March
	2022	2023
	£	£
Unrestricted funds		
General funds	<u>£41,063</u>	<u>£288,265</u>
		<u>£(235,612)</u>
		<u>£93,716</u>

The General Fund represents the free resources of the charity which are not designated for particular purposes.

9. RELATED PARTIES

During the year, 0 trustees (2022: 0) were reimbursed for expenses (2022: £Nil).

The trustees received no remuneration in either year.

HEALTHWATCH SUTTON

England & Wales - Charity number 1151601

Accounts

hvc

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022



MYRUS SMITH
Chartered Accountants
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

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HEALTHWATCH SUTTON
Company No: 08171224
Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

The Board of Directors/Trustees presents its report and financial statements for the year ended 31 March 2022.

Reference and Administrative Information

Charity No. 1151601
Company No. 08171224

Registered Office and
Principal address: Granfers Community Centre
73-79 Oakhill Road,
Sutton
Surrey
SM1 3AA

Board of Directors/Trustees who served during the year and up to the date of this report:

Chairperson:	Barbara McIntosh	
Vice Chairperson:	Janet Wingrove	
Vice Chairperson:	David Elliman	
Director and Trustee:	Adrian Attard	
Director and Trustee:	Adrian Bonner	
Director and Trustee:	David Elliman	
Director and Trustee:	Barbara McIntosh	
Director and Trustee:	Noor Sumun	
Director and Trustee:	Launa Watson	
Director and Trustee:	Janet Wingrove	
Director and Trustee:	Shri Mehrotra	(resigned 06 December 2021)
Director and Trustee:	David Williams	(resigned 28 July 2021)
Director and Trustee:	Shinaz Sethna	(appointed 11 July 2022)

Staff Team:

Pete Flavell – Chief Executive Office
Andrew McDonald – Health Engagement and Project Officer
Gemma Thatcher – Communications, Engagement and Projects Officer
Lorraine Davis – Team Administrator

Bankers:

Barclays Bank PLC
43 High Street
Sutton
Surrey
SM1 1DR

Independent Examiner:

Stephen Jones
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey
SM1 4BW

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

1. Structure, governance and management

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7th August 2012 and achieved charitable status on 11th April 2013 it is therefore both a Company limited by Guarantee (08171224) and a registered Charity (1151601).

HWS is governed by a Board of Directors/Trustees who meet bi-monthly to oversee the strategic direction and development of the organisation. One trustee resigned in July 2021 and another in December 2021. The members of HWS are local voluntary organisations and individual residents who have an interest in health and social care and support the work of HWS.

During this reporting period, the Board of HWS worked in partnership 2 voluntary sector organisations, through sub-contracting arrangements, to deliver the work of HWS.

The HWS partner organisations are:

- Community Action Sutton who support the Board, the running of HWS, the engagement and representation role and the delivery of specific projects.
- Advice Link Partnership Sutton (ALPS) who provide an information and advice service.

Recruitment and Appointment of new Trustees

Trustees are recruited and co-opted on to the Board of Healthwatch Sutton during the course of the year to meet the requirements of the organisation. At the Annual General Meeting the membership vote as to decide if they should be elected to the board.

2. Financial Review

HWS's main source of income comes from the London Borough of Sutton and in 2021/22 £109,962 was received to deliver the activities of the organisation. An annual amount of £20,000 is allocated to ALPS to deliver the information and advice service on behalf of HWS. The balance was retained by HWS/Community Action Sutton to deliver the core work of the organisation – including funding the 4 staff and office accommodation.

Additional funding of £40,968 was secured from NHS Sutton (part of the former South West London Clinical Commissioning Group) to support work to development Patient Participation Groups, the Patient Reference Group and Primary Care Network public engagement. Other grants from various NHS organisations, totalled £18,358.

There were no significant one-off costs were incurred during the year.

3. Public Benefit Statement

HWS Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties. The activities delivered during 2021/22 have been entirely in accordance with the charitable objectives.

4. Objectives and Activities

4.1 The Objects of the Charity are:

1. the advancement of health and the relief of those in need, including by:
 - (i) providing information and advice to the general public about local health and social care services; and
 - (ii) making the views and experiences of members of the general public known to health and social care providers;

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

2. the advancement of citizenship and community development, including ensuring local people have a voice in the development, delivery and equality of access to local health and care services and facilities;
3. the advancement of education, including the provision of training and the development of skills for volunteers and the wider community in understanding, reviewing and monitoring local health and care services and facilities;
4. any other exclusively charitable purposes as the Trustees see fit; in particular (but not exclusively) in Sutton and neighbouring areas of South London.
5. This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.2 Activities

HWS gives people a chance to have their say and help to improve local health and social care services. It does this through the following activities:

- Giving people information, advice and support about local health and social care services.
- Actively finding out what people think about health and social care services.
- Having voting rights on the local Health and Wellbeing Board and making recommendations on how health and social care services should be run.
- Sharing information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

5. Achievements and Performance

The main achievements during 2021/22 were as follows.

5.1 Experiences in care homes during the pandemic

During the pandemic, care homes were on the frontline in the fight to protect people from catching the virus.

We carried out four surveys to find out about the experiences of care home residents, their friends and family and staff members between 9 March and 25 May 2021. This work was commissioned by Sutton Council. 248 people told us their story; 74 care home residents, 59 of their friends and family and 115 staff members.

Care home residents told us:

- 98% were able to access care if they needed to.
- 92% were given the opportunity to speak to friends/family via phone or video call.
-

Residents with learning disabilities told us:

- All residents felt safe in their home.
- Around 50% had not been able to see their friends and family.

Family and friends told us:

- 97% felt that their family member/friend had been safe.
- 93% were supplied with PPE.
- Comments showed the pandemic had a considerable impact on visits.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

5.1 Experiences in care homes during the pandemic /contd...

Staff were asked how much they agreed or disagreed with 10 statements:

The statements with the greatest agreement were:

1. I have been able to access COVID-19 tests when I have needed to;
2. I know where to get support for myself and when I needed PPE,
3. I was able to access it easily and on time.

The statements with the least agreement were:

1. I feel that the available mental health and wellbeing services are supporting my needs effectively;
2. I have felt safe at work
3. If I have raised concerns, these have been addressed by my employer.

Next steps

Recommendations will be developed with our partners, including Sutton Council, local NHS, care home managers and staff, care home residents and their friends and family and the voluntary and community sector.

5.2 Accessing dental services during COVID-19

We saw a large increase in the number of enquiries from residents struggling to access local NHS dental services.

In response to this, we spoke to 30 dental practices in and around the borough to find out if they were taking on new patients, and the average waiting times for routine and emergency appointments.

This work was carried out between 16 June and 19 July 2021.

What we found:

- 12 dental practices were taking on new NHS patients.
- 12 dental practices were taking on NHS patients for emergencies.
- 23 dental practices were taking on children as NHS patients. However, at 7 of these practices, children could only be registered if their parents and/or siblings were already registered at the practice.
- The waiting time for urgent care varied widely from 2 hours to 2 months.
- The waiting time for routine care varied widely from 1 week to 6 months

We used our findings to inform our signposting work and help people access the dental care they need. We also shared our findings with our information and advice service provided by Citizens Advice Sutton (via Advice Link Partnership Sutton) to inform their signposting work.

5.3 Three ways we have made a difference for the community

Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives. This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively.

As part of our campaign "Your Care, Your Way", we used a case study video from Connor who experienced difficulties registering with his local GP practice to highlight the difficulties many people face when using assistive technology. This video helps to convey the struggles people face on a daily basis, which will help decision makers take a step back and see the bigger picture.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

5.3 Three ways we have made a difference for the community /contd

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We gave advice to a local GP practice to set up Patient Participation Groups which enabled them to collect the views of local people directly and improve services directly as a result.

Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

We have known about dental problems for a long time. In 2016 we published our report highlighting that some people were struggling to access dental care. Over the years we have continued to hear from the public about access problems. Last year we called for reform of NHS dentistry, co-signing a letter to the Chancellor of the Exchequer calling for NHS dentistry to be accessible and affordable for everyone.

5.4 Making a Difference Together

Through our commissioned work, we are able to ensure the views of local people are heard and influence decision-making when improving services and patient experiences.

We support Patient Participation Groups (PPGs) at local GP surgeries, as well as the Patient Reference Group (PRG) to communicate with local commissioners. This work is funded by NHS Sutton.

Additionally, we provide independent feedback and reporting systems for local health and social care services. This year, we have supported Sutton Health and Care @ Home and the Palliative Care Co-ordination Hub.

Patient Participation Groups (PPGs)

This year, we have supported PPGs with their recruitment. We have started the process of recruiting students with the hope that they will gain a powerful insight into how local NHS services operate, as well as share their views, experiences and ideas on how to improve patient experience. So far, 5 students have attended PPG meetings.

In addition to this, we also held meetings between patient volunteers and staff from each of the 4 NHS Primary Care Networks (PCNs). The purpose was to decide how PPG volunteers could support their PCN to deliver its priorities, as well as provide staff with an insight into how much patients know about their PCN.

Patient Reference Group (PRG)

We supported the PRG and facilitated discussions on health topics including the development of the new Integrated Care System in South West London, the Covid and flu vaccination programmes in Sutton and the challenge of digital exclusion.

Population Health Summit

In September 2021, we helped to organise the Sutton Population Health Summit. It was a large face-to-face event that brought together staff from across the local NHS, Council and Voluntary sector. The aim of the Summit was to identify some of the social and economic factors that impact on people's health and wellbeing in Sutton.

Improving diabetes care in Sutton

We supported Sutton Council to design a new model of care for people with diabetes in Carshalton. We interviewed 14 people to understand the difficulties they had in managing their diabetes, focusing on the economic hurdles as well as their experiences of local diabetes services. They are planning on using the new model of care next year.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

5.5 Patient experience survey

We worked with South West London Health & Care Partnership and South West London Clinical Commissioning Group to find out about patients' experiences of accessing appointments and consultations with their GP practices since March 2020. We helped create a survey which was distributed to patients through their GP surgeries as well as through local charities

3004 people took part. The survey was carried out between September and December 2020.

What we found

- 89% of patients had contacted their GP surgery since the lockdown period. Those that wanted to contact their GP but did not do so did not want to disturb the surgery, were following Covid-19 rules or thought that their surgery was closed.
- Patients had largely contacted their GP surgery via telephone (71%).
- 76.5% found it easy to contact their GP surgery. For those patients that didn't find it easy to contact their GP surgery, the main reasons included long waiting times on the phone, phone not answered in the practice and long introductory message.
- Most patients responded that they were not given a choice of appointment, although 61% were happy with their appointment type. Those who were unhappy with the appointment type offered indicated that they wanted a face-to-face appointment, as they thought a phone appointment was not effective.
- 70% felt that overall safe and effective care had been received. Of those who answered 'No', the primary concern was around difficulty in getting an appointment. Additionally, some would rather have had a face-to-face consultation and/or believed that a phone consultation would not have met their needs.

Our recommendations

1. Maintain traditional alongside remote modes - personalised offer and choice on appointment modes.
2. Publish an explanation of the booking system.
3. Publish an explanation of the triage system.
4. Explain how the practice plans to operate as the pandemic evolves.
5. Clear, visible and regular communication from practices.

What difference did this make

We have held meetings with practices and their patient participation groups to identify areas of good practice, areas of improvement and to create an action plan on how to continue to improve the service offered. Practices have until March 2022 to implement action plans.

5.6 Advice and information

If you feel lost and don't know where to turn, Healthwatch Sutton is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

Providing people with the information they need

We spoke to a local resident who had a crown fitted previously. It had become loose and was refitted during an emergency appointment. When she went back to the dentist, she was told that the crown had become loose again and her tooth had broken. She felt that she had been treated dismissively by the dentists, who had not explained the treatments available to her on the NHS. We talked her through the criteria for different bridges and implants so she was well informed when she went back to her dentist. We also talked about raising a complaint as she was unhappy with the way the dentist had spoken to her.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

5.6 Advice and information /contd

Signposting people who needed additional support

We spoke to a local resident regarding an issue with benefits for her child with disabilities. She mentioned that she is finding it hard to connect with people who understand what she is going through.

We talked about local support available for her through Sutton Parents Forum and also gave her details of the local branch of the Autistic Society for her to be able to meet others in similar situations.

The Healthwatch Sutton Information and Advice service is based at Citizens Advice Sutton and operates as part of the Advice Link Partnership Sutton (ALPS).

This year we helped people by:

- Providing up to date information on Covid-19
- Linking people to reliable information they could trust
- Helping people to access the services they need

5.7 Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Sutton. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

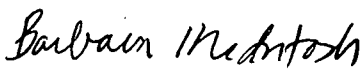
This year our volunteers:

- Helped people have their say by carrying our surveys at events in the community and sending surveys to our members in the post.
- Visited care homes with Sutton Council to make sure they are providing people with the right support.
- Informed our signposting work by calling all the dental practices in and around the Borough.
- Helped support our day-to-day running.

5.8 Top three priorities for 2022–23

1. Maximising the potential of our new consortium contract (Making Informed Choices - starting on 1 July 2022). In particular, we hope to improve our intelligence gathering and to work more closely with consortium partner organisations.
2. Developing new post-Covid priorities by identifying the latest issues having the greatest impact on local people.
3. Improving local awareness of Healthwatch Sutton and engagement with our communities by carrying out more outreach activities.

Approved by the Board of Trustees on 16 November 2022 and signed on its behalf by:


Barbara McIntosh
Trustee

Independent Examiner's Report to the Trustees of:

HEALTHWATCH SUTTON

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022, which are set out on pages 9 to 13.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

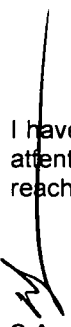
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.


S.A. Jones FCA
% Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

16 November 2022

HEALTHWATCH SUTTON

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
INCOME			
Donations		467	420
Incoming resources from charitable activities	2	169,288	153,030
		<u>169,755</u>	<u>153,450</u>
EXPENDITURE			
Charitable activities	3	178,605	147,865
		<u>178,605</u>	<u>147,865</u>
NET MOVEMENT IN FUNDS		(8,850)	5,585
Reconciliation of Funds			
Fund balances brought forward	8	49,913	44,328
Fund balances carried forward	8	<u><u>£41,063</u></u>	<u><u>£49,913</u></u>

All funds are unrestricted.

All income and expenditure is derived from continuing activities.

The notes form part of these Financial Statements

HEALTHWATCH SUTTON
(Company No: 08171224)

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
CURRENT ASSETS			
Debtors	6	204	1,429
Cash at Bank		51,194	73,769
		<u>51,398</u>	<u>75,198</u>
CREDITORS:			
Amounts falling due within one year	7	10,335	25,285
NET ASSETS		<u>£41,063</u>	<u>£49,913</u>
FUNDS			
Unrestricted funds	8	<u>£41,063</u>	<u>£49,913</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit for loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These Financial Statements have been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 16 November 2022 and signed on its behalf by:


Barbara McIntosh

Trustee

The notes form part of these Financial Statements.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The Charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

The significant accounting policies have been consistently applied to all years presented unless otherwise stated.

b) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Company Status

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the trustees. In the event of the charity being wound-up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administrative Information on page 1.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income from contracts which are related to performance is recognised as the charity earns the right to consideration by its performance.

e) Resources Expended

All expenditure is accounted for on an accruals basis.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include independent examination fees and costs linked to the strategic management of the charity.

f) Pension Costs

The charity operates a defined contribution pension scheme for the benefit of its employees. The cost of contributions are charged to the Statement of Financial Activities in the year they are payable.

HEALTHWATCH SUTTON

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

/contd...

1. ACCOUNTING POLICIES (cont'd)

g) Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

h) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. INCOME FROM CHARITABLE ACTIVITIES

	2022 £	2021 £
Contracts		
London Borough of Sutton	109,962	109,962
NHS Sutton Clinical Commissioning Group	40,968	39,852
Other organisations	18,358	3,216
	<u>£169,288</u>	<u>£153,030</u>

All of the £153,030 recognised in 2021 related to unrestricted funds.

3. CHARITABLE ACTIVITIES

	Direct costs £	Grant funding of activities £	Support costs £	TOTAL 2022 £	TOTAL 2021 £
Staff and volunteers costs	128,357	-	-	128,357	112,753
Subcontractors	-	20,000	-	20,000	20,000
Property costs	-	-	6,028	6,028	1,510
General running costs	-	-	8,287	8,287	3,689
Management costs	-	-	5,200	5,200	2,600
ICT costs	-	-	2,980	2,980	766
Finance costs	-	-	2,600	2,600	2,950
Other support costs	-	-	3,727	3,727	2,271
Governance costs (note 4)	-	-	1,426	1,426	1,326
	<u>£128,357</u>	<u>£20,000</u>	<u>£30,248</u>	<u>£178,605</u>	<u>£147,865</u>

All of the £147,865 expenditure recognised in 2021 related to unrestricted funds.

All of the above costs relate to the sole activity of the Charity which is to offer people a chance to have their say and help improve local health and social care services.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
/cont'd....

4. GOVERNANCE COSTS	2022	2021
	£	£
Independent Examiner's fees	1,362	1,326
Board Meetings and AGM	51	-
Other costs	13	-
	<u>£1,426</u>	<u>£1,326</u>
5. STAFF COSTS	2022	2021
	£	£
Wages and salaries	109,833	96,736
Social Security costs	11,006	9,654
Pension costs	5,536	4,502
Other direct costs	1,982	1,861
	<u>£128,357</u>	<u>£112,753</u>
	No:	No:
Average number of employees based on full-time equivalents and on employee numbers	<u>3</u>	<u>4</u>
No employee received remuneration amounting to more than £60,000 in either period.		
Total employee benefits received by key management amounted to £54,380 (2021 : £53,496).		
Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.		
6. DEBTORS	2022	2021
Other debtors and prepayments	<u>£204</u>	<u>£1,429</u>
7. CREDITORS: Amounts falling due within one year	2022	2021
Other creditors and accruals	<u>£10,335</u>	<u>£25,285</u>
8. STATEMENT OF FUNDS	At	At
	31 March	31 March
	2021	2022
	£	£
Unrestricted funds		
General funds	<u>£49,913</u>	<u>£169,755</u>
		<u>£(178,605)</u>
		<u>£41,063</u>

The General Fund represents the free resources of the charity which are not designated for particular purposes.

9. RELATED PARTIES

During the year, 0 trustees (2021: 0) were reimbursed for expenses (2021: £Nil).

The trustees received no remuneration in either year.

HEALTHWATCH SUTTON

England & Wales - Charity number 1151601

Accounts

Roc

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

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COMPANIES HOUSE

MYRUS SMITH
Chartered Accountants

Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

HEALTHWATCH SUTTON

Company No: 08171224
(A Company Limited by Guarantee and not having a Share Capital)

Charity No: 1151601

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

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Notes to the Financial Statements	12 - 14

HEALTHWATCH SUTTON

Company No: 08171224

Charity No: 1151601

**TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

The Board of Directors/Trustees presents its report and audited financial statements for the year ended 31 March 2021.

Reference and Administrative Information

Charity No. 1151601
Company No. 08171224

Registered Office and
Principal address: Granfers Community Centre
73-79 Oakhill Road,
Sutton
Surrey
SM1 3AA

Board of Directors/Trustees who served during the year and up to the date of this report:

Chairperson: David Williams (to 28 July 2021)
Interim Chairperson: Barbara McIntosh (from 13 September 2021)
Vice Chairperson: Barbara McIntosh (to 13 September 2021)

Director and Trustee: Adrian Attard
Director and Trustee: Adrian Bonner
Director and Trustee: David Elliman
Director and Trustee: Barbara McIntosh
Director and Trustee: Shri Mehrotra
Director and Trustee: Noor Sumun
Director and Trustee: Launa Watson
Director and Trustee: David Williams (to 28 July 2021)
Director and Trustee: Janet Wingrove
Director and Trustee: Derek Yeo (to 3 December 2020)

Staff Team: Pete Flavell – Chief Executive Office
Andrew McDonald – Health Engagement and Project Officer
Gemma Thatcher – Communications, Engagement and Projects Officer
Lorraine Davis – Team Administrator

Bankers: Barclays Bank PLC
43 High Street
Sutton
Surrey
SM1 1DR

Independent Examiner: Stephen Jones
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey
SM1 4BW

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

1. Structure, governance and management

Healthwatch Sutton (HWS) is the consumer champion for health and social care in Sutton. HWS was incorporated on the 7th August 2012 and achieved charitable status on 11th April 2013 it is therefore both a Company limited by Guarantee (08171224) and a registered Charity (1151601).

HWS is governed by a Board of Directors/Trustees (currently 9) who meet bi-monthly to oversee the strategic direction and development of the organisation. One trustee resigned in December 2020. The members of HWS are local voluntary organisations and individual residents who have an interest in health and social care and support the work of HWS.

The Board of HWS work in partnership with 2 local voluntary organisations (through sub-contracting arrangements) to deliver the work of HWS.

The HWS partner organisations are:

- Community Action Sutton who support the Board, the running of HWS, the engagement and representation role and the delivery of specific projects.
- Advice Link Partnership Sutton (ALPS) who provide an information and advice service.

Recruitment and Appointment of new Trustees

Trustees are recruited and co-opted on to the Board of Healthwatch Sutton during the course of the year to meet the requirements of the organisation. At the Annual General Meeting the membership vote as to decide if they should be elected to the board.

2. Financial Review

HWS's main source of income comes from the London Borough of Sutton and in 2020/21 £109,962 was received to deliver the activities of the organisation. An annual amount of £20,000 is allocated to ALPS to deliver the information and advice service on behalf of HWS. The balance was retained by HWS/Community Action Sutton to deliver the core work of the organisation – including funding the 4 staff and office accommodation.

Additional funding of £39,852 was secured from Sutton Clinical Commissioning Group to support work to development Patient Participation Groups, the Patient Reference Group and Primary Care Network public engagement. Other grants from various NHS organisations, totalled £3216.

There were no significant one-off costs were incurred during the year and a considerable reduction given by Community Action Sutton for office and management costs due to the COVID-19 pandemic, gave considerable support to our finances for the year.

3. Public Benefit Statement

HWS Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties. The activities delivered during 2020/21 have been entirely in accordance with the charitable objectives.

4. Objectives and Activities

4.1 The Objects of the Charity are:

1. the advancement of health and the relief of those in need, including by:
 - (i) providing information and advice to the general public about local health and social care services; and
 - (ii) making the views and experiences of members of the general public known to health and social care providers;

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

/contd...

2. the advancement of citizenship and community development, including ensuring local people have a voice in the development, delivery and equality of access to local health and care services and facilities;
3. the advancement of education, including the provision of training and the development of skills for volunteers and the wider community in understanding, reviewing and monitoring local health and care services and facilities;
4. any other exclusively charitable purposes as the Trustees see fit; in particular (but not exclusively) in Sutton and neighbouring areas of South London.
5. This provision may be amended by special resolution but only with the prior written consent of the Commission.

4.2 Activities

HWS gives people a chance to have their say and help to improve local health and social care services. It does this through the following activities:

- Giving people information, advice and support about local health and social care services.
- Actively finding out what people think about health and social care services.
- Having voting rights on the local Health and Wellbeing Board and making recommendations on how health and social care services should be run.
- Sharing information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

5. Achievements and Performance

The main achievements during 2020/21 were as follows.

5.1 Care Homes: Then and Now

In October 2019, we carried out a pilot visit to Crossways Nursing Care Home.

We tested out a new system that helped us collect the views and experiences of staff, residents and their family and friends. We thoroughly enjoyed our visit and got to see the care home in action!

Following our visit, we produced a [report for Crossways Care Home](#) that looked at 9 quality indicators and gave a red, amber or green rating for each.

Following the success of the pilot and publication of the report, we started to organise visits to a further 10 care homes across the Borough. By March 2020, we had held meetings with 6 care home managers to set-up our visits.

However, as the COVID-19 virus spread, it became increasingly apparent that care home residents were amongst the most vulnerable residents in Sutton and were most prone to the most severe effects of the virus. In light of this, we cancelled our plans to visit care homes.

Throughout the pandemic, we were in discussions with Care Home Commissioners at Sutton Council to understand the difficult situation that care homes were in. They told us that they would benefit from a project that captured the views and experiences of staff, residents and their family and friends during COVID-19. We offered to help collect this information independently and remotely with the view of publishing a report outlining the key issues that arose during the pandemic, so that learning could be made with recommendations.

We launched this new project in February 2021 by sending out packs to all care homes in our area. The packs included paper copies of surveys, posters for staff areas, residents areas and areas frequented by visitors. All the surveys could also be completed online by scanning a code on the poster. Survey collection has continued into May and a report will be published in the summer.

We are hoping to return to physical visits to care homes with our band of volunteers once we feel it is safe to do so and the care homes have had a break!

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

5.2 Children's Mental Health: Then and Now

Understanding the mental health needs of primary school children pre COVID-19

Before the pandemic, we asked nearly 1000 primary school pupils (aged 9-11) about their mental wellbeing, and we feel that it is important that their voices are heard.

Our report found:

Most pupils told us that friends made them happy, and they worried most about school and homework;
96% of pupils had access to an internet-enabled device and a majority had some form of supervision when online;
78% of pupils had at least one social media account.

We understand that COVID-19 has immensely affected primary school education. In light of this, it is likely that the mental health of pupils will have been impacted. Our report has established a baseline, and provides us with an opportunity to carry out a pre and post COVID-19 comparison on the state of mental health in primary school pupils in Sutton. As such, our recommendation is:

To investigate the potential to repeat this survey, possibly with additional questions that reflects the pandemic's impact, in order to publish a comparative report of pupil's mental health prior to and following the COVID-19 pandemic.

5.3 Sharing GP Services in Sutton

GP practices are now working together in 4 Primary Care Networks (PCNs) in the London Borough of Sutton.

PCNs were formally established in July 2019 and are groups of GP practices who are working together to provide a wider variety of services at a broader range of times. PCNs cover local populations of between 30,000 and 50,000 people.

It is intended that PCNs deliver the following for patients:

- Better, more personalised health and care services, delivered more conveniently in settings closer to home
- Support for individuals with more complex conditions that is better co-ordinated across different health and care services
- Stronger support for patients to play a much greater role in making safe and informed decisions about their own health and care, taking full advantage of all local resources.

We wanted to find out what you thought about these changes to GP services. [Here is what you told us:](#)

- 52% would be willing to use an app to answer questions before contacting a GP;
- Over half of respondents would not be willing to take part in a group appointment with people with a similar condition;
- ¾ of respondents would accept a referral to a link worker. A link worker could support you to access a service or activity provided by a group or charity (e.g. social activity, housing or debt advice);
- Self-management and exercise (group and individual) were the most commonly selected for advice and support.

We are currently in the process of developing recommendations and actions in partnership with key stakeholders, including PCNs (via their Clinical Directors and support staff), Primary Care Commissioners, Sutton GP Services (GP Federation), Patient Participation Groups and the PRG.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

5.4 Making a Difference Together

Through our commissioned work, we are able to ensure the views of local people are heard and influence decision-making when improving services and patient experiences.

We support Patient Participation Groups (PPGs) at local GP surgeries, as well as the Patient Reference Group (PRG) to communicate with local commissioners. This work is funded by NHS Sutton.

Additionally, we provide independent feedback and reporting systems for local health and social care services. This year, we have supported Sutton Health and Care @ Home and the Palliative Care Co-ordination Hub.

5.5 Patient Participation Groups (PPGs)

PPG activities were inevitably put on hold in the early part of the year. In August, it was possible to meet virtually with the Chairs and patient leads of PPGs. We explored different ways of working going forward, including the possibility of offering virtual meetings to engage with a larger, more diverse group of the patient population. We also discussed how PPGs can support their respective practices, working more collaboratively across Primary Care Networks, new clinical roles in GP practices and ideas for future patient engagement and surveys.

5.6 Patient Reference Group (PRG)

PRG meetings were also temporarily put on hold during the early part of the year. However, in July, we were able to hold our first virtual meeting. Attendance at this and further virtual meetings has been good and the majority of patient representatives have been able to navigate the technology and take part. To facilitate this, we ran a number of 'Zoom masterclasses', sharing our own steep learning curve on holding effective Zoom meetings!

The group was provided with information on the COVID-19 response and recovery by Sutton Health and Care and an overview of their *Changes and Priorities since March 2020*. They were also provided with an overview of the Primary Care response to the pandemic.

Meetings continue to be held virtually. The group are playing an important role in disseminating information and providing feedback on current issues, including Test and Trace, COVID-19 messages and the importance of the flu vaccination programme. This is alongside work on social prescribing in GP practices and the development of Primary Care Networks.

5.7 Providing a Patient Perspective

Epsom and St Helier Hospitals asked us for help in capturing patient feedback on the impact and perception of a different way of working, with the introduction of Physician Associates in the triage areas of their Emergency Departments (ED).

PRG and Healthwatch Sutton volunteers reviewed the Hospital's draft information leaflet and questionnaire, intended for patients who have been through the ED. The volunteers reviewed the materials based on design, ease of understanding, language and ease of use.

We collated the volunteers' feedback and passed it to the study lead at the Hospital.

5.8 Remote consultations and digital prescriptions

The COVID-19 pandemic forced the majority of GP consultations to take place remotely and an increase in electronic prescriptions.

**HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

/contd...

In June 2020, we asked our patient group members and volunteers to tell us about their experiences of these services to find out how they were working. We received 25 responses. These responses included feedback on positive and negative experiences, observations and suggestions on ways their experience could have been improved.

We were able to provide initial feedback at the PRG meeting in July before the full report was published. Insight from this timely survey and the Changing your GP service survey helped to inform those responsible for planning and providing Sutton GP services to help target their own work going forward.

Remote consultations

The majority of patients commented that their remote consultations were well managed and saved time. Generally, people said that it was easier to get an appointment, GPs called on time and that they would be happy to use the service again.

In terms of negative feedback, some felt a 10 minute appointment was not sufficient and a telephone consultation limited patients' ability to communicate their concerns. As a result, they would have preferred a video consultation.

Technological problems, such as poor connection, were also noted.

Digital prescriptions

Overall, people were positive about digital prescriptions. Patients said that the process was simple, easy and straightforward. They also said it was a more efficient use of their time and the GP's, and felt the service was particularly helpful for carers.

5.9 Sutton Health and Care @ Home

The @Home service is designed to minimise the number of older people attending A&E and if they do need to be admitted, the service supports them to return home as soon as possible. We have supported the service for the last 2 years by providing an ongoing feedback and reporting system. People who have used the service complete a survey, we then analyse the data and provide a quarterly report. To date, we have produced 5 reports that the service has used to monitor quality and share with their commissioners. The service was put under extreme pressure by the pandemic. As a result, they stopped collecting user feedback (including their own Friends and Family Test) to focus entirely on delivering their service. Our reporting also stopped. However, the service has confirmed that they will restart collection in the coming months.

5.10 Sutton Palliative Care Co-ordination (PCC) Hub

The PCC Hub provides support to patients and their families and carers to live well, during the last stages of life. We have been a key part of the Board for this service which was launched during the peak of the pandemic in April 2020. As one of the organisations involved in the planning for this service, we felt that it could benefit from an independently delivered user evaluation reporting system. We worked with the service to design 3 surveys to collect the views of service users, their relatives and people who have been bereaved. We trained up our volunteers to call these groups of people and carry out the survey over the phone. We have now started producing reports that are used by staff, managers and other stakeholders to understand how well the service is working and make changes or improvements if needed.

5.11 Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

The Healthwatch Sutton Information and Advice service is based at *Citizens Advice Sutton* and operates as part of the Advice Link Partnership Sutton (ALPS). This service is open 9am to 5pm, Monday to Friday. You can get in touch with them by phone, online or in person for information and signposting relevant to health and social care issues.

This year we helped 1,940 people by:

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response
- Helping people to access the services they need

Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 1098 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

5.12 Your experience of COVID-19

Throughout the pandemic, we have continually sought to understand local residents' experiences of COVID-19 and new services, such as Test and Trace and the vaccine rollout programme.

Your thoughts on NHS Test and Trace

We captured the thoughts, views and experiences of local residents to find out how the NHS Test and Trace system is working in Sutton.

We received a variety of anecdotal feedback that people were concerned about the effectiveness of the system, especially toward the end of 2020. As a result, we put together a short survey to find out the views concerning the system. In total, 113 people completed our survey.

We captured the thoughts, views and experiences of local residents to find out how the NHS Test and Trace system is working in Sutton.

We found:

- 90% knew *definitely* or *to some extent* how to organise a test.
- Nearly 80% stated that they were not confident that the NHS Test and Trace system will effectively reduce the transmission of COVID-19.
- 58% confirmed they had downloaded the NHS COVID-19 app.

We acknowledge that it is hard for local organisations to influence a national initiative. However, the publication of our report happened to coincide with a meeting held by Healthwatch England and Public Health England. As a result, our findings were shared directly with the national leads of the Test and Trace programme. We also shared our report with the NHS and Local Authority.

Keeping Sutton Safe: COVID-19 Vaccine Survey

As the vaccine roll-out gained momentum, it became apparent that it was important that as many people chose to take the vaccine. There was some intelligence gathered nationally that indicated that some people were hesitant about having the jab. We wanted to understand what Sutton residents thought about the vaccine.

We worked in partnership with Sutton Council and NHS Sutton to develop a survey, using Keep London Safe's template. The survey aimed to find out if people would be happy to receive the vaccine and identify reasons why people may be more hesitant. It ran from February to April 2021 and the response results will be published in the coming months.

HEALTHWATCH SUTTON
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

5.13 Our Volunteers

At Healthwatch Sutton, we are supported by 22 volunteers to help us find out what people think is working, and what improvements people would like to make to services.

What a weird year it has been for our volunteers! Ordinarily we would be carrying out visits to care homes or St Helier Hospital, stuffing envelopes for mail-outs or carrying out research in the office. Unfortunately, the pandemic has made it very difficult to carry out this type of work.

We have held 2 virtual Volunteers Forums to catch-up with our volunteers, and keep them updated with all the happenings at Healthwatch Sutton. As things start to return to normal, we hope that opportunities for our volunteers to get involved in our work will improve.

We must not forget our Directors are also volunteers. Our Board meetings have continued as usual, albeit virtually. We have also continued to invite members of the public to attend as observers.

5.14 Next steps

Top three priorities for 2021-22

- Care homes
- Mental wellbeing of primary school children
- Building for our future (Epsom and St Helier Hospitals NHS Trust)

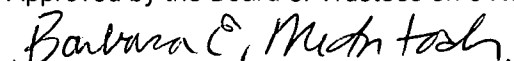
Our main priority is to restart the 2 projects that were stopped during COVID-19. We would like to resume our Enter & View visits to care homes and continue our work looking into the mental wellbeing of primary school children in the Borough.

We also have a few ideas that might lead on to new projects. We have been looking into finding out the views of local people who have used the triage system provided by Sutton Uplift, as it provides the starting point for access to mental health support in Sutton. We are also interested in seeing if we can help provide some local people's insight that could help develop the proposal for the mental health service transformation that is being carried out across South West London, with Sutton being a leader in developing the model.

Plans are also progressing for the new hospital development in the south of the Borough. We are keen that people's views are included in decisions about the build to make sure the facility is accessible and fit for purpose.

Through our work for NHS Sutton, we are supporting projects being carried out by the 4 new Primary Care Networks (PCNs) in the Borough. They are looking to identify a specific health need in their area and put in place a plan to try and support people in their area to improve their health and wellbeing. For example, in Carshalton, data shows that the prevalence of diabetes is high and management of the condition is poorer than in other areas.

Approved by the Board of Trustees on 8 November 2021 and signed on its behalf by:



Barbara McIntosh
Trustee

Independent Examiner's Report to the Trustees of:

HEALTHWATCH SUTTON

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021, which are set out on pages 10 to 14.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

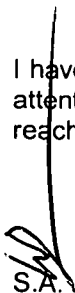
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



S.A. Jones FCA
% Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

8 November 2021

HEALTHWATCH SUTTON
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
INCOME			
Donations		420	-
Incoming resources from charitable activities	2	153,030	163,046
		<u>153,450</u>	<u>163,046</u>
EXPENDITURE			
Charitable activities	3	147,865	170,703
		<u>147,865</u>	<u>170,703</u>
NET MOVEMENT IN FUNDS		5,585	(7,657)
Reconciliation of Funds			
Fund balances brought forward	8	44,328	51,985
Fund balances carried forward	8	<u><u>£49,913</u></u>	<u><u>£44,328</u></u>

All funds are unrestricted.

All income and expenditure is derived from continuing activities.

HEALTHWATCH SUTTON
(Company No: 08171224)

BALANCE SHEET

AS AT 31 MARCH 2021

		Notes	2021 £	2020 £
CURRENT ASSETS				
Debtors	6		1,429	214
Cash at Bank			73,769	49,436
			<u>75,198</u>	<u>49,650</u>
CREDITORS:				
Amounts falling due within one year	7		25,285	5,322
			<u>£49,913</u>	<u>£44,328</u>
NET ASSETS				
FUNDS				
Unrestricted funds	8		<u>£49,913</u>	<u>£44,328</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

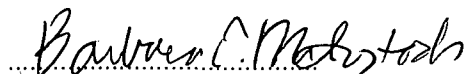
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit for loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These Financial Statements have been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 8 November 2021 and signed on its behalf by:


Barbara McIntosh

Trustee

The notes form part of these Financial Statements.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

a) Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The Charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

The significant accounting policies have been consistently applied to all years presented unless otherwise stated.

b) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Company Status

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the trustees. In the event of the charity being wound-up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administrative Information on page 1.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income from contracts which are related to performance is recognised as the charity earns the right to consideration by its performance.

e) Resources Expended

All expenditure is accounted for on an accruals basis.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

f) Pension Costs

The charity operates a defined contribution pension scheme for the benefit of its employees. The cost of contributions are charged to the Statement of Financial Activities in the year they are payable.

HEALTHWATCH SUTTON

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

/contd...

1. ACCOUNTING POLICIES (cont'd)

g) Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

h) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. INCOME FROM CHARITABLE ACTIVITIES	2021 £	2020 £
Contracts		
London Borough of Sutton	109,962	109,962
NHS Sutton Clinical Commissioning Group	39,852	39,852
Other NHS organisations	2,466	13,232
Other organisations	750	-
	<u>£153,030</u>	<u>£163,046</u>

All of the £163,046 recognised in 2020 related to unrestricted funds.

3. CHARITABLE ACTIVITIES	Direct costs £	Grant funding of activities £	Support costs £	TOTAL 2021 £	TOTAL 2020 £
Staff and volunteers costs	112,753	-	-	112,753	118,423
Subcontractors	-	20,000	-	20,000	20,000
Property costs	-	-	1,510	1,510	7,263
General running costs	-	-	3,689	3,689	8,731
Management costs	-	-	2,600	2,600	5,200
ICT costs	-	-	766	766	2,934
Finance costs	-	-	2,950	2,950	2,600
Other support costs	-	-	2,271	2,271	3,781
Governance costs (note 4)	-	-	1,326	1,326	1,771
	<u>£112,753</u>	<u>£20,000</u>	<u>£15,112</u>	<u>£147,865</u>	<u>£170,703</u>

All of the £170,703 expenditure recognised in 2020 related to unrestricted funds.

All of the above costs relate to the sole activity of the Charity which is to offer people a chance to have their say and help improve local health and social care services.

HEALTHWATCH SUTTON
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
/cont'd....

4. GOVERNANCE COSTS	2021	2020
	£	£
Independent Examiner's fees	1,326	1,188
Board Meetings and AGM	-	557
Other costs	-	26
	<u>£1,326</u>	<u>£1,771</u>
5. STAFF COSTS	2021	2020
	£	£
Wages and salaries	96,736	98,893
Social Security costs	9,654	9,680
Pension costs	4,502	4,089
Other direct costs	1,861	5,761
	<u>£112,753</u>	<u>£118,423</u>
	No:	No:
Average number of employees based on full-time equivalents and on employee numbers	<u>4</u>	<u>4</u>

No employee received remuneration amounting to more than £60,000 in either period.

Total employee benefits received by key management amounted to £53,496 (2020 : £51,652).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

6.	DEBTORS		2021	2020	
	Other debtors and prepayments		£1,429	£214	
7.	CREDITORS: Amounts falling due within one year		2021	2020	
	Other creditors and accruals		£25,285	£5,322	
8.	STATEMENT OF FUNDS	At 31 March 2020 £	Incoming Resources £	Resources Expended £	At 31 March 2021 £
	Unrestricted funds				
	General funds	£44,328	£153,450	£(147,865)	£49,913

The General Fund represents the free resources of the charity which are not designated for particular purposes.

9. RELATED PARTIES

During the year, 0 trustees (2020: 0) were reimbursed for expenses (2020: £Nil).

The trustees received no remuneration in either year.