

## 52 volunteers

helped to carry out our work. In total, they gave up over **2,000 hours**. Thank you!

## Over 1,600 people

shared their health and social care views with us, through conversations, surveys, service visits and events.

## We published 11 reports

about the improvements people would like to see with their health and social care, and from this, we made 58 recommendations for improvement.

## 462 people

accessed Healthwatch Northamptonshire's online complaints guide (333) or contacted us with questions about local support (129), 30% more than last year.

## Over 10,000 people

visited our website, 6,700 people engaged with us through social media, and 1,789 people engaged with us at community events

We received **£195,000 in funding** from our local authority in 2019-20, the same as the previous year.

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## Outcomes

- Engaging with people about the NHS Long Term Plan and continuing to contribute to the Northamptonshire Health and Care Partnership.
- Ensuring children and young people, including young carers, have a voice in decision making through our Young Healthwatch group and projects.
- Visiting services to look at local mental health crisis support and provision.
- Working with Northamptonshire Adult Social Services (NASS) to review the services provided to their customers.
- Keeping abreast of changes to the way primary care is organised and how the public are involved.
- Continuing to provide high quality and accessible information and working in partnership with others to have the most influence and impact.

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## Priorities for 2020-21

### Work related to:

- Kettering General Hospital – redevelopment of A&E and urgent care
- Dentistry
- Social prescribing
- Primary Care Networks
- Discharge from hospital
- Health and care during COVID-19

### Our ongoing work and projects include:

- Children and young people – Young Healthwatch
- Engagement with partners regarding the set up and establishment of the two new unitary authorities in Northamptonshire
- Building capacity to respond to partner requests for engagement
- Continuation of 15 Steps audit programme at KGH
- Investing in Volunteers and Investing in Children reaccréditation