

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.

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.

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 reaccreditation