

Annual Report 2013-14



**Our work in the last year  
from April 2013 to April 2014**



## Who are we?



We are called **Healthwatch Birmingham**.

## What do we do?

We work to get the best health and care for people in Birmingham.

Health and care is lots of things like:

- doctors
- hospitals
- dentists
- care homes
- support from staff to do things like live at home or go out and about



We make sure people can have a big say about health and care in Birmingham.



We listen to what people say about health and care.



We tell health and care groups what people say.

We make sure they listen.



We:

- check health and care
- work to change bad health and care
- tell people about good health and care

## What is this report about?

We started in April 2013. So this is the first report about our work.

It tells you about:

- our work in the last year
- our plans for the next year



- how we spent our money

## **Work we have done in the last year**



### **1. Getting to know people**

We got to know lots of people and groups who can help us with our work.



### **2. Finding out what people think**

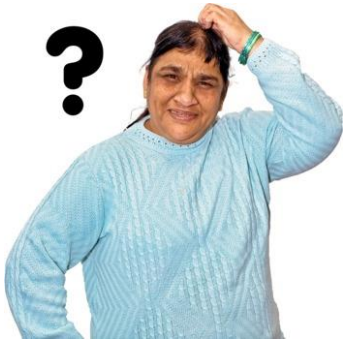
We spoke to lots of people in Birmingham about health and care.

We had events and meetings.



We spoke to people who don't always get the chance to have a say.

Like people with disabilities and young people.



We helped lots of people who had questions or problems with health and care.

We checked if lots of people had the same problems.



We made a new website.

People can have a say about health and care on our website.



They can also do this on our Facebook page or a smartphone.

People can listen to information on our website in different languages.



We used Twitter and our newsletter to tell people our news.



### 3. Helping people have a say

There are lots of changes to health and care in Birmingham.



Like plans to spend less money on care and change the way people get care.



We told people about plans to change health and care.

This helped more people have a say about the plans.



We also had a say about some plans.

We asked people what they thought first.



## 4. Working closely with health and care people

We worked closely with lots of people like:



- local groups that support people in Birmingham

**healthwatch**

- other Healthwatch groups



- people who make big decisions about health and care



- groups that give people health and care



When we work with these people we can:

- learn from them
- keep up to date with what is happening
- help them know what people need
- check they are doing the right things



We worked closely with the people who check care places in the West Midlands.



They visit places to make sure the care is good enough.



We told them what people think about the places they check.

We helped them know what is working well and what needs to get better.





## 5. Giving people information and advice

We gave lots of people information about:

- health and care in Birmingham
- how to get support to speak up



We gave people this information by phone, at events and on our website.

## 6. Checking health and care



Part of our job is to visit health and care places.

We can see what they are like and find out what people think of them.



We went to places where people get care for their mental health.



We gave people training to visit these places.

We also got some new people to help us with our work.



They go out and speak to lots of people to find out what they think of health and care.



## Our plans for 2014 and 2015

Next year will be an exciting year for us.

We will do more to make health and care better.



We will:

- talk to lots more people in Birmingham
- visits more health and care places
- be part of big decisions about health and care



- work more with groups who give health and care

## What we spent our money on



From 1 April 2013 to 31 March 2014 we had £566,381 to spend.

We spent most of this.



We spent most money on:

- gathering and sharing information
- meeting people and telling them about our work

## Some examples of our work



We talked to lots of disabled people.

We found out what they think of health and care and what they want to change.



We gave young people training in how to visit care places to see what they are like.



We helped people have a say about the council's big plans about care.

And we helped the council make it easier for people to have a say.



We helped make ambulance care better by speaking up about what people think of it.



## How to find out more

Phone us on **0800 652 5278**



Email us at  
**info@healthwatchbirmingham.co.uk**



Go to our website  
**[healthwatchbirmingham.co.uk](http://healthwatchbirmingham.co.uk)**