



Annual Report 2024–2025

**Unlocking the power of
people-driven care**

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

Liz Byrne Interim Chair January 2025–April 25

This year Healthwatch Bedford Borough has strived to create more opportunities to engage with local people, especially those that are seldom heard; seeking their views; opinions; concerns; and positive stories about health and social care. We have continued to build trust with the public and our key stakeholders, by delivering robust and independent intelligence about people's experiences in a constructive manner. We have also actively increased our presence in the local community through our outreach activities.



This year's annual report highlights the incredible work the team are doing and the impact that it has. Our achievements this year are thanks to our dedicated staff team, board, volunteers, and the local residents who trusted us with their stories. Their support has been crucial in driving our work forward. Looking ahead, we want to ensure local voices are heard and they continue to shape a health and social care system that is inclusive, proactive and responsive.

In January 2025, with the departure of the interim chair of our advisory board, I took on the role whilst recruitment for a replacement was underway. I want to give thanks to Harsha Kotecha for her leadership throughout her time as chair.

In April 2025, we were fortunate to appoint Aidan Vaughan as the new ISAB chair and are looking forward to the year ahead with him at the helm.

On his appointment, Aidan expressed his enthusiasm:



"With national and local pressures impacting on health and social care provision, it continues to be important that HBB shapes and shares patient and public feedback into tangible improvements that local health leaders can use to improve and develop patient-centred safe, compassionate and timely care."

Aidan Vaughan, ISAB Chair, Healthwatch Bedford Borough

About us

Healthwatch Bedford Borough is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.



"In 2024, Healthwatch Bedford Borough worked with the ICB to engage local people in conversations about the re-provision of musculoskeletal services in Bedfordshire, Luton and Milton Keynes. The team provided advice and guidance throughout the process and the insights gathered from their engagement will ensure we commission a service that meets the needs of our population."

**Samita Dass, Senior Transformation Manager,
Duncan McConville, Senior Transformation Manager
Bedfordshire, Luton and Milton Keynes Integrated Care Board**

Our year in numbers

We've supported more than **5,141** people to have their say and get information about their care. We currently employ **2.5** staff and our work is supported by **5** volunteers.

Reaching out:



3,672 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care

1,469 people came to us for advice and information

Championing your voice:



We published **17** reports about the improvements people would like to see in their health and social care services.

The report that was accessed the most by the public was **Healthwatch Bedford Borough - Pharmacy First - The Hidden Healthcare Resource**, which highlighted people's understanding of the Pharmacy First service provision across Bedford Borough.

Statutory funding:



We were funded £104,825 by Bedford Borough Council, which is the same amount as the previous year.

A year of making a difference

Over the year, we were out and about in the community listening to your experiences, engaging with partners and working to improve care across Bedford borough. Here are a few highlights:

Spring

We ran two focus groups for BLMK ICB to help them understand patient needs in relation to musculoskeletal service provision for an IMSK procurement.



Lead on Comms and EDI/EDS for the Denny Review across BLMK, addressing the underuse of interpretive services. We also supported planning for the Bedford "Creating a fairer BLMK" event.



Summer

Hosted a diabetes research and awareness event at a local temple with nearly 100 South Asian attendees. Showcasing 18 exhibitors and promoting Diabetes Research.



Held a focus group on public understanding of data use in research. Created a report with 8 key recommendations to boost accessibility, transparency, and trust.



Autumn

Completed 14 quality improvement visits across care settings for the Denny Review phase II. Gathering feedback on access to translation and interpretation provision to inform BLMK ICB workstreams.

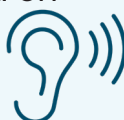


Distributed tooth-cleaning charts and shared messages at toddler groups, childrens centres and via outreach activities throughout Bedford borough.



Winter

Analysed 461 responses to our listening survey, capturing diverse Bedford borough voices to shape and guide our upcoming priorities based on real community insight.



Engaged with over 1,091 residents in Bedford Borough through outreach, listening to their real-life experiences, and helping to support them with queries.





Intelligence from Enquiries

April 2024– March 2025

We received **330** enquiries

HOW



187 Via the "Have Your Say" website portal



15 Via Webform



63 Via direct emails to our Enquiries Service



85 Via incoming telephone calls



6 Via Outreach

TYPE

172 General Feedback
144 Request for information
6 Compliments
8 Complaints

PEOPLE



291 Self-referral



16 Friend or carer



23 Health & social care professional enquiries

ABOUT



154 GP Access



98 NHS Dentist Access



26 Hospital



6 Pharmacy



4 Adult social care



20 Community mental health



4 A&E Services

18 Other:

Domiciliary Care, neurology, stroke care, inpatient care, outpatient care,

THEMES

Lack of Access to Services
Administration (records, letters, results)
Caring, kindness, respect and dignity
Social Prescribing
Booking Appointments
Shared Care
Menopause
Hospital Transport
Lifestyle and wellbeing; wider determinants of health
Communication with patients

Working together for change

We've worked with neighbouring Healthwatch across Bedfordshire, Luton & Milton Keynes (BLMK) to ensure people's experiences of care in Bedford borough are heard at Integrated Care System (ICS) level, and they influence decisions made about services at BLMK Integrated Care Board.

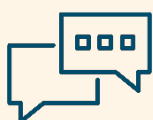
This year, we've worked with Healthwatch across BLMK to achieve the following:

A collaborative network of local Healthwatch:



We supported the evaluation of language support across primary care, community services and acute services in BLMK as part of Denny Review phase II. Through 14 quality improvement visits, we gathered valuable insights that highlighted gaps and strengths in translation and interpretation service provision. Our findings are now helping services prepare to implement inclusive communication practices, ensuring every patient is heard.

The big conversation:



Healthwatch Bedford Borough facilitated two focus groups at different times and settings to ensure residents had their say. This work aimed to improve access to MSK (musculoskeletal) services, helping patients receive quicker support. Group 1 involved 10 participants, 7 of whom were from non-White British backgrounds. Group 2 focused on working-age men and Gig workers, with 9 participants, mostly male and over half from diverse backgrounds.

Building strong relationships to achieve more:



Each year, Healthwatch Bedford Borough's Priority Listening Survey shapes our strategic focus by placing community voices at the heart of decision-making. This year, thanks to the support of several primary care practices sharing the survey via SMS, we received four times more responses than before. This increase ensures more residents and stakeholders are heard, helping us drive meaningful improvements in local health and care services.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using this feedback to shape services and improve care over time.

Here are some examples of our work this year:

Creating empathy by bringing experiences to life



We successfully supported BLMK ICB in delivering a webinar on Gypsy and Traveller health. The session provided clear, factual training to professionals with limited prior understanding of the community's health needs.

Getting services to involve the public



HBB facilitated a Secure Data Environment (SDE) focus group, empowering diverse local voices to shape the future of health research. Insights from this session directly influenced national recommendations, and several participants have since joined the newly formed core public advisory group. This group plays a vital role in ongoing SDE development.

Improving care over time – Enter and View



We conducted a total of 12 Enter & View visits, with 10 Enter & View revisits across care homes in the autumn of 2024. These revisits provided critical follow-up on previous recommendations, ensuring accountability and continuous improvement in care. By engaging directly with residents, relatives, staff, and management, HBB reinforced its commitment to transparency, dignity, and quality in local care provision, amplifying the voices of those often unheard and driving meaningful change in adult social care.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences



Empowering access: Community voices on Pharmacy First in Bedford Borough

We championed the voices of our residents to gain public feedback on awareness and experiences with the NHS Pharmacy First service in Bedford borough.

The aim was to understand how well the service is known, how it is being used, and what additional community pharmacy services people are aware of, or have accessed.

What did we do?

We launched a survey to better understand what residents knew about the Pharmacy First service, distributing it online via our social media, website, and mailing list, as well as conducting interviews during our outreach activities around Bedford borough.

Key things we heard:



53%

had not heard about the Pharmacy First Service.

10%

were aware of the services.

82%

of those people who had heard of the service and used it, rated it as good or very good.

Our work showed how poor communication across services can leave patients lacking understanding of what is available to them.

What difference did this make?

Our recommendations are making an impact. One of our key recommendations from the Pharmacy First report has already been approved by the local Integrated Care Board (ICB). A two-sided mailshot on appropriate levels of care is being sent to all patients in Bedford borough, and the ICB has resumed outreach after a six-month pause.

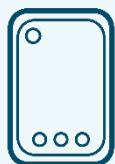
Listening to your experiences

Building Bright Smiles: Empowering Families with Early Oral Health Education

Healthwatch Bedford Borough's oral health initiative made a tangible impact by promoting early intervention and education for families with children aged 0–5.

Through collaboration with the Bedfordshire Oral Health Improvement Team, Healthwatch Bedford Borough created engaging resources including educational videos, a dedicated website page, and 400 wipe-clean toothbrushing charts.

What we achieved



15,233

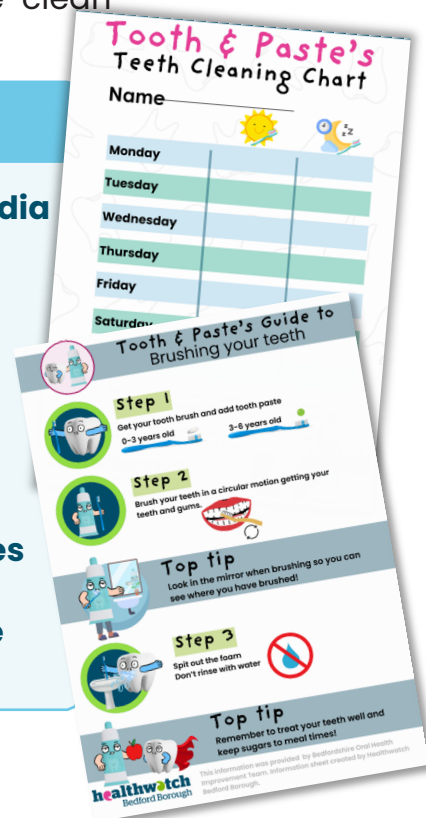
Individuals viewed our social media platforms for tips about maintaining good oral health.

975

People viewed our animated information videos on Facebook, Instagram and YouTube.

663

People viewed our oral health pages on our website, which are full of information and tips on preventive oral health care.



"The videos were great at informing parents and children about brushing their teeth. I didn't realise that you shouldn't rinse with water after brushing your teeth."

Feedback from a parent at an at toddler group.

What difference did this make?

Our work addressed health inequalities by ensuring that peer-targeted materials were available for health education purposes for young children and their families.

Hearing from all communities

We're here for all residents of Bedford borough; that's why, over the past year, we've worked extensively to reach out to those communities whose voices may often go unheard.



"Since 2020, Healthwatch Bedford Borough has worked with the ICB on the landmark Denny Review, which aims to break down barriers to access for some of the most vulnerable residents in Bedford Borough. Last year, Healthwatch built on this work by undertaking a quality improvement programme with the ICB to understand the challenges residents face in using translation and interpretation services. This work is influencing how we think and deliver care across our 1 million population in BLMK."

Michelle Summers

**Associate Director Communications, Engagement and Community Insight
Bedfordshire, Luton and Milton Keynes Integrated Care Board**



Hearing from all communities

Empowering Communities Through Research: Our Impact with REN Diabetes Events

At the REN (Research Engagement Network) community event, Healthwatch Bedford Borough played a key role in amplifying community voices in health research for diabetes, engaging with attendees to raise awareness of research opportunities. Our team helped connect local communities with researchers, encouraging participation in clinical research studies, and facilitated conversations around health inequalities. The event fostered collaboration, built trust, and laid the groundwork for future co-produced research initiatives across Bedfordshire.

What difference did this make?

This event helped raise awareness of diabetes research in underrepresented communities. By fostering inclusive participation and trust, particularly among ethnic minority groups, we supported more representative and community-informed research. Our efforts encouraged dialogue, empowered voices, and strengthened local engagement in diabetes research.

Making Voices Count: Phone Surveys for the Digitally Excluded

Healthwatch Bedford Borough's Priority Listening Survey 2025 was distributed to residents through partnerships with local primary care settings. Recognising that not everyone could access the survey online, we offered alternative formats, including telephone participation. This inclusive approach enabled digitally excluded individuals to share their views. Several residents called in, and our team supported them in completing the survey, ensuring their voices were heard in shaping local health priorities.

What difference did this make?

By offering telephone interviews, we removed barriers for digitally excluded residents, allowing them to contribute to decisions that affect their health and well-being. This inclusive method strengthened community trust and engagement, particularly among older adults and those with limited digital access. Their insights directly influenced our strategic priorities, ensuring that they reflect the needs of all residents, not just those who are digitally connected. This approach also deepened our collaboration with primary care partners, reinforcing our shared commitment to equity in health and care services across Bedford borough.

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 **1,469** 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

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"Healthwatch Bedford Borough has extensive links into all seldom heard communities in Bedford Borough and we were delighted to enlist their support this year in delivering an event at the Temple to talk to South Asian communities... and community-led approaches are likely to have greater success and Healthwatch Bedford Borough's support was invaluable during this process."

Emma Brown

Head of Innovation, Bedfordshire, Luton and Milton Keynes Integrated Care Board



Urgent Cervical Smear Access Secured Amid Nursing Shortage

Family distressed over lack of smear appointments. Escalation led to an emergency slot after multiple service contacts failed to help.

A distressed family contacted the service after weeks of failed attempts to secure a cervical smear appointment at a local GP practice due to unavailable nursing appointments. The patient had a significant history of cervical cancer. After multiple unsuccessful calls, including 28 minutes on hold with the practice and contact with iCash Bedfordshire, Healthwatch Bedford Borough were able to use our existing relationship with BEDOC to seek support for the patient. A Saturday slot was secured as a backup. Fortunately, the GP practice then later offered an emergency appointment a couple of days later.



"I am so grateful to Healthwatch Bedford Borough for helping us secure an appointment after trying to advocate for ourselves with little progress."

Accessing Dental Care for an Autistic Teen with an Education Health Care Plan

Mother seeks dental care for autistic son after losing NHS dentist. Referred to community dental services for support with special needs access.

A mother called for advice after her 14-year-old autistic son, with an EHCP for Social, Emotional and Mental Health (SEMH), lost his NHS dentist due to mental health struggles.

She was unable to secure a new provider accepting NHS patients under 18, and enquired about dental provision for young people with special educational needs (SEN) in Bedford Borough.

The case was referred to the ICBs Senior Dental Contracts Manager. The family were referred to the community dental service (CDS) via the 0-19 Team.



"Thanks for finding this out for me, it is really helpful."

Showcasing our volunteers

Our fantastic volunteers have given approximately 244 hours of their time to support our work. Thanks to their dedication, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- supported us with outreach and collection of public feedback in the community;
- conducted research such as establishing which Dental Practices are accepting new patients to help us in signposting;
- carried out Enter and View visits to local services to help them improve; and
- supported with administrative tasks and proofreading.



Our Volunteers

At the heart of what we do

Our volunteers have championed community concerns to improve care.

"After retiring from a 40-year career in health, social care, and probation services, I joined Healthwatch Bedford Borough's Advisory Board to continue making a difference. It's rewarding, flexible, and impactful work. If you're passionate about improving local health and care services, joining the ISAB is a great way to give back, develop new skills, and ensure every voice in our community is heard."

Ashok Khandelwal, Board Member



"After 10 years in the NHS, I found it challenging to drive change for patients. Volunteering with Healthwatch Bedford Borough has given me a meaningful way to advocate for the community and stay informed about local health and care issues. The role is flexible, rewarding, and impactful. I highly recommend it—every Bedford resident has a voice, and through Healthwatch, we can help shape the future of local services."

Lawrence Fafowora, Board Member

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchbedfordborough.co.uk



0123 456 78



Enquiries@healthwatchbedfordborough.co.uk

Finance and future priorities

We receive funding from Bedford Borough Council under the Health and Social Care Act 2012.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£104,825	Expenditure on pay	£106,799
Additional income	£57,952	Non-pay expenditure	£28,322
		Office and management fee	£16,284
Total income	£162,777	Total Expenditure	£151,405

Additional income is broken down into:

- £5,000 funding received from Health Innovation East for SDE focus group
- £650 received for the Marie Curie End of life survey engagement
- £54.80 received from Healthwatch England for HWE Conference Bursary

Purpose of ICS funding	Amount
BLMK ICB for Denny Review phase II	£37,500
BLMK ICB for the REN Diabetes Community event	£6,000
BLMK ICB for MSK pre-procurement focus groups	£8,747

Finance and future priorities

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 staff strive to listen and learn from patients to make care better.

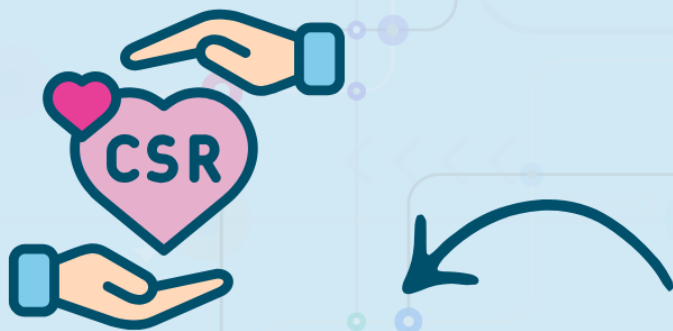
Our top three priorities for the next year are:

1. Accessing Mental Health services.
2. Volunteer recruitment improvement.
3. Developing our Independent Strategic Advisory Board (ISAB).



"Healthwatch Bedford Borough is a valuable partner in our system and in the last year has worked with us to support the recruitment of our new chair and engage local people and communities in conversations about their care. We look forward to continuing to work with Healthwatch Bedford Borough in the coming year."

Sarah Stanley, Chief Nursing Officer, Bedford Borough Place Link Director, Bedfordshire, Luton and Milton Keynes Integrated Care Board



ECS Corporate Social Responsibility

2024/25

Engaging Communities Solutions CIC are the providers of seven local Healthwatch and an Advocacy provider. We are committed to developing our corporate social responsibility and this is a round up of our highlights for the year 2024/25

OUR EMPLOYEES



Across our organisation, we have **21** full-time employees.

As we have a commitment to flexible working to support our employees with their lives outside of work we also have 10 employees who work less than the standard number of hours per week.

1

OUR MANAGEMENT



- **50%** of our senior management are female
- **78%** of our middle managers are female.

2

EMPLOYEE BENEFITS



- We are a real living wage employer.
- All our staff have access to an **employee assistance** scheme that provides mental wellbeing support.

3

OUR COMMUNITY



- This year, employees were encouraged to volunteer **27.5** hours with paid time off.
- Our staff raised **£304.50** for charities last year.
- We supported **89** volunteers last year who gave **1163** hours of their time to our work.

4

OUR SUPPLY CHAIN



During the last 12 months we have spent **£25,853** with other VCSE organisations.

5

THE ENVIRONMENT



We have saved **4,914** car miles by using public transport this year.

6

Statutory statements

Healthwatch Bedford Borough, 21-23 Gadsby Street, Bedford MK40 3HP –
Engaging Community Solutions (ECS) CIC Meeting Point House, Southwater
Square, Telford, TF3 4HS

Healthwatch Bedford Borough uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

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

Healthwatch Bedford Borough's Independent Strategic Advisory Board (ISAB) consists of 5 members who work voluntarily to provide direction, oversight and scrutiny of our operational activities.

Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2024-2025 the board met quarterly and made decisions on matters such as work programme priorities and Enter & Views scheduling.

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

We use a range of platforms to gather people's experiences of using health and social care services, including phone, email, Business WhatsApp, website portal, and our social media profiles.

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 provide hard copy reports, as requested.

Statutory statements

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. 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 that have been shared with us.

In our local authority area, for example, we take information to the Bedford Borough Health and Wellbeing Board, the Health Overview and Scrutiny Committee, the Adult Overview and Scrutiny Committee, the monthly local Healthwatch and Integrated Care Board Strategic meeting, as well as other meetings.

We also share our insights and experiences with decision-makers at the BLMK Integrated Care Board, for which the CEO of Healthwatch Milton Keynes currently represents all four BLMK Healthwatch. We have a data-sharing agreement with Healthwatch England to help address health and care issues at a national level with policy makers

Healthwatch representatives

Healthwatch Bedford Borough is represented on the Bedford Borough Health and Wellbeing Board by Emma Freda, CEO.

During 2024/25, our representative has effectively carried out this role by attending regular board meetings and workshops.

Healthwatch Bedford Borough is represented on BLMK Health and Care Partnership by Emma Freda, CEO and BLMK Integrated Care Board by Maxine Taffetani, CEO, Healthwatch Milton Keynes, where she represents BLMK local Healthwatch.

Statutory statements

Enter and view

Location	What you did as a result
Azalea House	Wrote a report with recommendations – the service followed up on these, and patient safety improved.
Brook House Residential Care Home	Wrote a report with recommendations – the service followed up on these, and patient safety improved.
St Johns Hospice Sue Ryder, Moggerhanger	Wrote a report with recommendations – the service followed up on these, and patient safety improved.
Revisit Lilibet Lodge	Revisited from previous visit and checked up on previous recommendations.
Revisit Bushmead Court	Revisited from previous visit and checked up on previous recommendations.
Revisit Waterloo House	Revisited from previous visit and checked up on previous recommendations.
Revisit Kimbolton Lodge	Revisited from previous visit and checked up on previous recommendations.
Revisit The Houghton's	Revisited from previous visit and checked up on previous recommendations.
Revisit Azalea House	Revisited from previous visit and checked up on previous recommendations.
Revisit Holly Tree Lodge	Revisited from previous visit and checked up on previous recommendations.
Revisit Cinnamon Lodge	Revisited from previous visit and checked up on previous recommendations.
Revisit The Glades	Revisited from previous visit and checked up on previous recommendations.
Revisit Milton Ernest Hall	Revisited from previous visit and checked up on previous recommendations.

Statutory statements

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
MSK	Two co-design focus groups were successfully delivered, engaging diverse and seldom-heard communities. Their insights directly informed the MSK service specification for procurement across BLMK.
SDE focus group	We facilitated a Secure Data Environment (SDE) focus group with 9 diverse participants. The session generated key recommendations to improve communication, accessibility, and trust in health research, emphasising plain English, visual aids, and inclusive recruitment. The project concluded with a comprehensive report and was signed off successfully.
Denny Review phase II	We supported Denny Phase II by advising on EDI/EDS compliance, participating in strategic planning, and ensuring inclusive service design. Their input shaped procurement, service delivery, and community engagement, particularly for vulnerable groups, across Bedfordshire's health system.
REN Diabetes	We delivered a well-attended diabetes research and awareness event, engaging nearly 100 attendees, mostly from the South Asian community. The event promoted diabetes education, research participation, and future Diabetes Research Champions, supported by 18 exhibitors and the Clinical Research Network.
Oral health campaign for 0–5 year olds	We promoted oral health for families with children aged 0–5 by creating educational videos, a dedicated website, and distributing 400 wipe-clean tooth-cleaning charts. Outreach activities and social media campaigns helped spread key oral hygiene messages across the Borough
Enter & View	Healthwatch Bedford Borough conducted 12 Enter & View visits across care homes and healthcare settings, including 10 revisits. These visits gathered valuable insights into care quality, informed service improvements, and supported CQC oversight. Reports were produced to share findings and recommendations with stakeholders.
Recruitment of permanent ISAB Chair	The appointment of a new permanent ISAB Chair in March 2025 strengthened strategic leadership. Their early involvement supported finalising 2025/26 priorities, ensuring continuity, accountability, and alignment with community insights gathered through surveys and outreach.

Statutory statements

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Providing work experience for students	Healthwatch Bedford Borough supported multiple work experience students from local schools and colleges, offering placements, mentorship, and career guidance. One student secured university interviews for radiography, while others gained hands-on experience in outreach. These placements fostered skills, confidence, and insight into health and social care careers.
Providing support for local groups (hearts in beds)	Healthwatch Bedford Borough supported Hearts in Beds by designing promotional materials, creating a Facebook page, and helping with member recruitment. This strengthened the group's visibility and engagement, while our CEO also volunteered as Secretary, enhancing continuity and support for elderly members.

Compliment for ENT

"I was referred to ENT by my GP after losing the hearing in my left ear. The care, speed at which I have been seen, and treatment I have received have been amazing. From the reception staff, audiologists, Nurse Ivy, Dr K (so sorry I can't remember his name which is awful!) and Mr Patel who called me just now to confirm the MRI I had yesterday didn't show anything up (which is excellent) to stop me worrying between now and my follow up appointment. The care and kindness have been excellent and could not be bettered. I have lost my hearing, but I have been supported and cared for so well that I am extremely grateful."

ENT Patient






ECS



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