



Warrington Local Involvement Network



Helping to Build a Better Health & Social Care Service



Annual Report 2009-2010





Contents

Welcome	3
LINKs Core Group	4
Host Organisation	4
Core Group Report	5
Host Organisation Report	5
LINK Development, Partnership Working	7
LINK Work Case Studies	9
Comments/ Issues	13
Being Involved in the LINK	14
Finances	15
Useful Contact Details	16

Elaine Packer—LINKs Manager
Katie Lightfoot—LINKs Community Engagement Officer

Warrington LINK
The Gateway
89 Sankey Street
Warrington
WA1 1SR

Telephone: 01925 246892/3

Email: warringtonlink@blackhealthagency.org.uk

Website: www.warringtonlink.org.uk

Supported by

BLACK HEALTH AGENCY



Welcome

Welcome to the Warrington LINK Annual Report which covers the period from April 2009 to April 2010.

This past year the LINK has....

- Increased its **active** membership to 192— 110 individuals and 82 groups
 - The majority of the membership have a general interest in health and social care with others having more specific interests e.g. Older People, Mental Health, Physical Disabilities, Learning Difficulties and Younger People
- Increased its full membership to 432
- Produced 8 Newsletters
- Maintained and updated the LINK Facebook page with 101 'friends'
- Produced frequent email bulletins
- Maintained and updated LINK website with over 440 hits on the site
- Host attended over 190 meetings of networks and partnerships, including:
 - Over 120 community engagement meetings, with over 1700 people being engaged with, including over 15 LINK stands at events and LINK presentations
 - Attended over 60 meetings with health and social care trusts
- Successfully promoted 26 Health & Social Care Consultations, including the Big Care Debate, NHS Constitution, Your Choice of GP and many more
- Continued work on discharge from Warrington Hospital
- Continued work on Mental Health service users return to work
- Over 100 comments/ issues raised with the LINK and actioned.
 - Robust systems in place with both health and social care trusts to feedback comments and received actions.
 - System in place to feedback all comments and LINK work to the Care Quality Commission
- Hosted a number of events including
 - Annual General Meeting May 2009
 - The Big Care Debate November 2009
 - 3 NHS Focus Groups looking at the Equality, Diversity and Human Rights in Commissioning
- 7 visits have taken place, including 3 Patient Environment Action Team visits.
- We've undertaken 3 surveys in the past 12 months on Prescription charges, Discharge from hospital and an In Patient Survey at Warrington and Halton Hospital
- We've produced 11 reports on the work the LINK has undertaken in the past 12 months.



Core Group Members

The LINKs Core Group have met 10 times over the past year to prioritise issues that are raised with the LINK. They represent the LINK at over 20 key meetings and partnerships. A full list of meetings is available.

Constituency	Representative
Older People	Eileen Fitzgerald - Older Persons Engagement Group
Younger People	Sue Blyth - Youth Matter!
Carers	Roz Coleman – Warrington Carers Centre
Disability	Jayne Horton – Warrington Disability Partnership
Drugs, Substance Misuse	Dida Goode—Service Users and Carers Group CVS
Locality – Stronger Together	Neil Roberts – Stronger Together
Homelessness	Sue Blyth - YMCA
Mental Health	Val Brown - Warrington Mental Health Forum
BME	Hasan Kazi - WECA
Vulnerable Adults	Elaine Morgan – Vulnerable Tenants Support Scheme
Health Champions – Acute Care	Anne Turner - Governor upto November 2009
Health Champions – NHS Warrington	Pat Taylor
Health Champions – 5BPS	Phil Yarwood
Health Champions – Vulnerable Adults/ Food	Irene Thomason
Health Champion - Social Care	Alf Clemo
Health Champion - Long Term Conditions	Eileen MacDonald
Health Champion	Jean Pownall—Governor at Warrington and Halton NHS Foundation Trust

Warrington LINK Manager
 Elaine Packer
Community Engagement Officer
 Katie Lightfoot
Head of Engagement BHA
 Nik Barstow

Host Organisation

Core Group Report

As core group members we are proud to showcase all our achievements over the past financial year.

The expertise, determination and commitment of our diverse core group members and staff has been integral in all our achievements listed below:

- Partnership working
- Discharge from hospital
- Clean hospital programme
- On going surveys, patient service users experiences
- Consultations, promoting public opinion
- Community engagement
- Mental health return to work & dispelling the myths

In identifying areas for future focused concentration Warrington LINK has the commitment of all members and staff to increase the capacity of partnership working, both in the voluntary and statutory sector. We will continue in the promotion of the LINK and in encouraging people of Warrington to be actively involved in improving lives and changing futures.

Core Group

Host's Report



We are grateful for all the support Warrington LINK receives from volunteers and the community. The energy and enthusiasm of individual LINK members is amazing also the breadth of work undertaken in the past 12 months is astonishing. Finally we would like to record our thanks to all involved with Warrington LINK and the part they have played in a successful year.

Elaine Packer

LINK Manager

Black Health Agency is really pleased to be providing the support Warrington LINK needs to do its work. For a LINK in a fairly small borough Warrington LINK has 'punched above its weight' – making a real difference to services, providing a real opportunity for local people to be informed and get involved and developing real partnerships with health and social care services.

The recent agreement with NHS Warrington that the LINK will put forward 'patients stories' for discussion at Board meetings – giving a patient' eye view on how services really work – is a brilliant example which we hope other LINKs will be able to follow.

Although there will be changes in the way that the public get engaged with services over the coming years we really hope to continue providing support to such a dynamic organisation with such committed and energetic volunteers.

Nik Barstow

Involvement Manager

Black Health Agency



LINK Development

Developing the work of the LINK, has been the 'Core group' task. It helps to determine how it will discharge its statutory duties and responsibilities and what activities will be carried out. The group think strategically and get views and issues from the wider LINK network. This group is also responsible for 'signing off' the annual reports, and other reports and recommendations. They also manage referrals to the Overview and Scrutiny Committees. The Core Group also establish 'Task and Finish' Groups

Significant communities of interest for the LINK

- Children and Young People
- Older people
- Young people leaving care
- BME Communities
- Carers
- Disabled People
- People with Learning Difficulties
- Locality Groups
- Long Term Medical Conditions
- Mental Health Service Users
- Asylum Seekers, refugees, new arrivals
- People at work (employers, trade unions)
- Lesbian, Gay, Bisexual and Transgender
- Individual 'health and social care champions'

Partnership working

The LINK has worked in partnership with the local health and social care services and Overview and Scrutiny Committee. Summaries of these partnerships can be found over the next few pages.

Health and Wellbeing Overview and Scrutiny Committee

The LINK and the OSC have worked closely together throughout the life of the LINKs and in particular over the past year in regards to the Discharge Work. With the aim of both the LINK and the OSC being to improve local health and social care services it is important both groups can work together and share concerns and information. In the past year the LINK and OSC have both been involved in working to improve discharge from Warrington Hospital. This joint working proved invaluable to the outcome of the work, in coming together to share resources, information and involving LINK members in surveying patients. As well as this specific work the LINK attends and updates the committee on other aspects of their work. The LINK has not formally made any referrals to the OSC but have shared information and concerns to feed into the OSC workplan. We hope this close partnership will continue in the future and further joint work can be undertaken.

Partnership working

5 Boroughs Partnership NHS Foundation Trust

“As a provider of specialist mental health and learning disability services in Warrington we value the role LINKs plays in helping us to monitor and continually improve our services.

LINKs has a unique role in Warrington. It facilitates and encourages communication between ourselves and a whole range of community groups and keen individuals. Working in partnership with LINKs allows us to hear what the people of Warrington think about us and gives us an opportunity to discuss and develop our future plans with them.

The people who use our services include some of most disadvantaged and discriminated against people in our community. Historically people with mental health problems and learning disabilities have struggled to have their voices heard. 5 Boroughs Partnership NHS Foundation Trust is determined to change this and looks forward to working with LINKs to ensure that we meet the needs of our service users and their carers. “

*Dennis Dewar
PALS Officer*

5 Boroughs Partnership 
NHS Foundation Trust

2 requests for further information, all have been received. These requests were regarding A&E Services and Improving Access to Psychological Therapies.

Warrington and Halton Hospital NHS Foundation Trust

“Over the past seven months I have met and worked with several members of the LINK and feel I have a better understanding of how we can utilise the contribution of LINKs members to improve the services we provide to patients at Warrington and Halton Hospitals NHS Foundation Trust.



As members of the Patient Experience Group, LINKs representatives bring different perspectives and experiences to the table. This has helped me to realise how much healthcare professionals (me included) make assumptions about what patients need and what matters to them. I have had to examine these assumptions and realise that while I have some insight into what patients need, I am not an “expert by experience” and I need to seek the views of service users and other groups in my work. I have found it useful seeing the hospital through the eyes of LINKs members, during the PEAT inspections and accompanying Anne Turner and Pat Taylor on ward observation visits. I think it is useful for ward managers to have objective feedback and an opportunity to discuss problems and plans with people who represent patients.

The feedback we receive from the different LINKs activities provides us with valuable intelligence and ongoing contact ensures we are held to account not only for any improvements needed, but for our response to these and the way we support staff to make the improvements. “

Michelle Lord—Quality Improvement Matron

There have been 4 requests for further information, all have been received. The requests were regarding readmission rates, information received by patients on admission, pressure sore audits and catering service action plan.



Partnership working



“The PCT have been working with the LINK and its members since it’s beginning and have always found LINK input very valuable. Very often the PCT want to run issues, scenarios past the public to gain their view, so we work with LINKs as the patients ‘voice’ in Warrington - to understand the patients view point better and ensure this is captured in the work we are doing. The PCT also has a number of core group members sat and contributing to key areas (e.g.: Dental, PCT Board and Intermediate Care). LINK members add another dimension to commissioning and service improvement for which we are very grateful and glad. The LINK is a key part of planning and service improvement for the NHS in Warrington and we must thank all the volunteers who give their time and commitment to the LINK. “

*Jan H Holding
Head of Partnerships—NHS Warrington*

4 requests for further information were requested all were received within 20 working days. These requests were regarding Improving Access for Psychological Therapies, A&E Services, accessible Dentists and information on Alcohol and Drug Services.

The sharing of patient stories from the LINK to the Board

The main purpose is to remind the Board what they are here for and for them to understand the patient perspective in their own words. The PCT source the stories from a variety of avenues including amongst others, governance, patient experience, complaints, compliments, PALs, and LINKs, and the outcome of sharing the stories with the Board is that they are kept fully informed of issues that are affecting patients in Warrington.

Working in Partnership with Warrington Disability Partnership

The Big Care Debate—the Future of Care Services

- Topic 1 - The Government’s Vision for the Future
- Topic 2 - Making the vision a reality
- Topic 3 - Funding Options



Working in partnership with Warrington Disability Partnership the LINK hosted an event to ask the public their thoughts

- **82** people took part in the consultation event
- **53** service user and carers, including disabled people
- **25** representatives from voluntary and community groups, including Older Peoples groups, Young Carers Project, Carers Centre, MENCAP and Mental Health Forums
- **4** representatives from Statutory Bodies – NHS Warrington, Warrington Borough Council and a Social Care Provider.

All feedback was shared with the Dept of Health. The LINK is committed to keeping people informed of Government decisions.

Work the LINK has undertaken in the past 12 months

Seven Visit Reports

Big Care Debate Report

Prescription Charges Report

Mental Health Return to Work Report

Discharge from Hospital Report

All reports can be found on the LINK website.

www.warringtonlink.org.uk

Reports produced



LINK Case Studies

Prescription Charges

Last year the Government announced the abolition of prescription charges for cancer patients from 1st April 2009. A wide range of organisations want charges abolished altogether. The LINK wanted to know what the public thought. A questionnaire was produced to ask the public's views, this was disseminated throughout Warrington, the LINK asked:

- Do you currently pay for your prescriptions?
- Has the cost of prescriptions ever prevented you obtaining your medicine?
- Do you feel the prescription charges in England should be abolished?

Over 170 questionnaires were received back. The overwhelming majority of respondents felt that prescription charges should be abolished, however it was recognised this might be costly, so perhaps the charges could be reduced or means tested. There was a lot of support for the abolition of charges for people with long term conditions.

The full report has now been sent to the Charges Review Panel, the British Health Association and National Voices.



Department of Health Prescription Medical Association, the Socialist



LINK Case Studies

Mental Health—Returning to Work, Volunteering and Training

The LINK Mental Health Sub Group worked on a mapping and a service user brochure regarding support organisations for people with mental health problems in returning to work, training or volunteering. The LINK also worked with the Mental Health Partnership sub group for employment in compiling the brochure.

Outcomes

- 5000 Mental Health brochures produced, with support from Warrington Borough Council, 5 Boroughs Partnership NHS Foundation Trust, Job Centre Plus and Warrington Disability Partnership. Brochures to be given to various groups and organisations to give to their service users
- Employers Event held during Disability Awareness Day highlighting mental health in employment

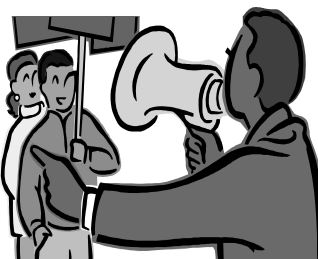


Anti Stigma Campaign

Through the Mental Health work the LINK also became involved in Anti Stigma Work. Members attended an event run by 5 Boroughs Partnership NHS Trust and were involved in the Time to Change Campaign, which is England's most ambitious programme to end the discrimination faced by people with mental health problems, and improve the nation's wellbeing. Promotion materials including, leaflets and bookmarks were obtained and disseminated.

The LINK is now involved in a Planning and Promotion Group for events such as World Mental Health Day in October and campaigns leading up to the day.

The LINK has also signed up to and will help to promote the 5 Boroughs Partnership NHS Foundation Trust Stamp Out Stigma Campaign. The campaign aims to change perceptions by educating the public on the realities of mental ill health and learning disabilities. 5 Boroughs Partnership aims to collect 100,000 pledges to stamp out stigma. To pledge visit www.stampoutstigma.co.uk



LINK Case Studies

LINK Enter and View Visits at Warrington and Halton Hospitals NHS Foundation Trust

LINK Core Group members who have undergone training and CRB checks carry out visits to premises that deliver Health & Social Care Services.

4 visits have taken place this year to Warrington Hospital. The visits were triggered by comments and issues that were shared with the LINK around vulnerable adult care. The visits were very successful and all staff were helpful. Outcomes from the visit include:

- It is now the responsibility of the housekeepers on EMU to ensure patients have a meal on the ward
- Colour coded trays for vulnerable adults

Reports are available on the LINK website.

The LINK has also been involved in carrying out In Patient Surveys at the Trust, working with NHS Warrington. Positive responses were received and the surveys will be carried out every 6 months. Report available.

Authorised Enter and View Representatives

Anne Turner
Pat Taylor
Eileen MacDonald
Jean Pownall
Eileen Fitzgerald

PEAT visits—Patient Environment Action Team

LINK members took part in these statutory visits at Warrington Hospital, Halton Hospital and Houghton Hall respite facility. The PEAT visits look at the patients environment including, Décor, maintenance and waste management. Cleanliness in all patient areas is also looked at including toilets and bathrooms. The PEAT Team also rate the Food and Hydration Services, including choice of food and quality. LINK members have taken part in the PEAT Visits for the past 2 years and will hopefully continue to do so in the future.





LINK Case Studies

Discharge Work

Expanding on the Discharge Report produced by the Older Person's Engagement Group, OPEG, which was supported by the LINK, the LINK worked with the Overview and Scrutiny Committee (OSC) to develop the research. A questionnaire was produced and patients being discharged from Warrington Hospital were asked their views, as were patients in Houghton Hall and Padgate House who were recently discharged from Warrington Hospital. The questionnaire was carried out in Warrington Hospital over a 5 week period, one day a week. A total of 6 LINK members undertook the survey in the hospital and a total of 57 questionnaires were filled in at the Hospital. 10 questionnaires were returned by Houghton Hall and 8 by Padgate House.

Outcomes

- The Discharge Lounge within Warrington Hospital was closed. This has been welcomed by the LINK and OPEG.
- A Discharge Pack is being produced for all patients explaining what to expect regarding their discharge and containing useful information about support after discharge.
- Supported and promoted the revival of the Health Passport by a Community Matron (more information below)



Health Passport

The LINK has worked with the PCT and Acute Trust to push for this Health passport to be used widely across Health & Social Care in Warrington.

The Health Passport is a document that belongs to the patient which aims to give hospital staff a guide to that patient and their needs when admitted to hospital. The Passport is for all vulnerable adults. The Passport uses a traffic light system to obtain information e.g. Next of Kin, what help is needed, how the patient communicates and what the patient likes and dislikes.



The passport was launched in Warrington Hospital in October 2009. The Trust is very keen on the Passport and staff have been given awareness training.

In the future it is hoped the Passport will also be available to use within 5 Boroughs Partnership NHS Foundation Trust and Nursing and Residential Homes.

Older People's Project - Your Life, Your Say Core Group Members Involvement

LINK Core Group Members are involved in and have undergone training for the Older People's Project, 'Your Life, Your Say', supported by Changing Together. This involves visits to a range of Local Authority Care Homes. This is to give older people a voice and enable older people receiving a service across a range of care settings, including Sheltered Housing, Extra Care, Residential and Nursing Homes to express their views about the quality of care and life. The information gained will bring about positive change in the quality of care.



The LINK has received over 100 comments/ issues this year, all have been actioned with outcomes.

All comments received are shared monthly with the NHS Trusts and Social Care, for feedback and quarterly to the Care Quality Commission in an agreed format. Feedback from the Trusts is then shared with the service user if they request a response.

Examples of comments received include:

“Could their be a form for patients when they are discharged from hospital, that they could fill in to feedback any particular issues about their stay”

Trust agreed for this to be included in the Discharge Pack that is being produced.

“Certain Dementia medications can only be collected from Hollins Park Pharmacy and not delivered. Resulting in relatives or carers having to make extra trips.”

This issue is being addressed as part of the contract negotiations with 5BPS and NHS Warrington. PALS information shared to try and arrange pick up from nominated Pharmacy.

“ Stop smoking service, the NHS Warrington website not user friendly-lack of and incorrect information.”

This issue has been addressed by NHS Warrington, website redesigned, more user friendly with accurate and informative information.

“Choose and book fantastic. Never been in hospital. Within 6 weeks, seen consultant appointment to suit , diagnosed and had surgery. “

“Issues raised around discharge from Hollins Park Mental Health Trust , lack of information on discharge.”

The Trust has been working on an informative discharge pack for patients, there has been service user involvement. LINKs made suggestions for improvements to the draft pack, changes were made, pack completed now.



Being Involved with the LINK

There are many different ways to be involved in the LINK, from receiving a newsletter, feeding in your issues, inviting host staff to attend one of your meetings/ events to joining a task and finish group. Below are statements from both LINK Health Champions and group representatives who sit on the LINK Core Group, telling you what it is like to be involved in the LINK.

Anne Turner—Health Champion—Acute Care

“The Health Champion role is a vital communication link to improve patient care and the monitoring of services. The meetings and groups I attend provide me with the two way working relationship and opportunity to report and give feedback to both LINKs and the Hospital Trust. “

Eileen MacDonald—Health Champion—Long Term Conditions

“A fundamental element to being a Champion is having an understanding and empathy as to how chronic long term disease and conditions impact on people’s lives. Having lived with both a physical and a mental health condition for over twenty six years, I feel this has equipped me with the needed insight. A person living with a long term health condition will affect the lives of the wider family unit, as the disease/pain is not isolated to the individual lives with the condition. “

Irene Thomason -Health Champion—Vulnerable Adults

“As Health Champion for vulnerable adults I am currently engaged in three projects.

- 1- I am representing LINK on the Neighbourhood Board Health sub-committee for Warrington South. I recently supported a visit by the NHS i-van which visited Latchford Village and Victoria Park. My role was to engage with people passing by, to draw their attention to the I-van and to encourage them to visit it. On Monday 14 June I helped again in the same sort of role, but this time supporting the Fire Brigade outreach van majoring in men's health.
- 2- I am one of the patient representatives on the Transforming Communities Board which is currently considering how to place contacts for patient's services in the community which were previously provided by NHS Warrington. This is a major re-structuring of nursing services in the community and covers many different services. The LINK members observe and are also asked for the patient's views on each aspect. This is a 'job and finish' project which has a strict time-table and has been very time-consuming.
- 3- I am also attending 'equality and dignity' meetings which is linked to the previous project, we ensure that the providers offer equality and dignity to all users of Health services.”

Eileen Fitzgerald—Older People’s Engagement Group

“As Chair of OPEG, representing older people in Warrington, through LINKs I have been in a position to highlight issues around Warrington’s growing older population. This includes effective information on hospital discharge, helping service design of Intermediate Care, Inpatient surveys at Warrington Hospital and acting as the spokesperson on the Dementia Steering Group and the Falls Pathway. I look forward to continued partnership working with LINK in the future.”

Warrington Disability Partnership

“In October 2009 WDP and LINKs jointly ran a ‘Big Care Debate’ in response to the government’s green paper on long-term funding for social care (Shaping the Future of Care Together). We have also been part of a team of a Mental Health working group and developed a booklet ‘Volunteering, Employment & Training - Support for people affected by mental distress’. This leaflet provides information about the organisations in Warrington that provide support for people who are affected by mental distress to gain voluntary and paid work and access training.”

Pat Taylor—Health Champion—Primary Care

“I find my activities on behalf of the Core Group and LINK generally very interesting and stimulating and hope that along with all LINK members we are helping to make the views of the Warrington public heard.”

Warrington Carers Centre

“Warrington Carers Centre has found that working with the LINK has been great for partnership working and has provided us with invaluable information that has been shared with carers through our carer’s newsletter. We have been able to share carer’s views about services they have received with LINK after a recent Cares Conference, a positive for carers as their voice has been listened to.”

Dida Goode– Service User and Carer Group, Substance Misuse, CVS

“Being a member of the LINK Core Group has been immensely important for my role as a Carers and Service User Group Co-ordinator. I find the staff very supportive and the knowledge that all LINK members have gives me the confidence to support my group that little bit extra.”

Warrington Mental Health Forum

“Warrington Mental Health Forum work successfully with Warrington LINKs to support concerns and issues raised by Forum Members. Warrington Mental Health Forum has two service users who are involved with Warrington LINK, this has proved to be a fantastic resource for information sharing and joint working. We look forward to continuing and strengthening this working relationship.”

Susan Blyth - YMCA and Youth Matter!

“I am honoured to be in this role to ensure services are in place and user friendly for many marginalised people. This has been a very busy year, creating a voice and feedback to improve services. Thanks to LINK for all their hard work, undertaking enquiries to seek to try to change and improve things working to make a difference, listening to people and understanding how things are from their perspective is important. I hope to be able to continue, as there is much work to do, especially in the areas of young people's health services. Thank you for the opportunity”

Finance

Staffing	£61,603.00
Salaries, travel, training/staff development, conferences and seminars, legal fees	
Management Fee	£13,500.00
Management support, quality assurance, HR, organisation- wide training, IT support and development, media support and advice, finance management functions.	
Office	£7,362.00
Rent, rates, H&L, cleaning, maintenance, broadband, computer repair, insurance and audit	
Printing/postage	£3,872.00
Postage, telephone, photocopies, equipment lease	
Publicity	£14,557.00
Subscriptions, books, leaflets, posters, comment cards	
LINK Participants	£1,787.00
Meeting rooms/events, refreshments, sundry, premises hire, travel, training	
Total	£102,681.00



Useful contacts

This is obviously only a very small snap shot of the groups in Warrington, if you would like further information on other groups please contact us or the CVS.

Warrington Council for Voluntary Services (CVS) - The Gateway, 89 Sankey Street, Warrington WA1 1SR, 01925 246880. Email cvsr@thegateway.org.uk

Warrington Carers Centre—The Bungalow, Garven Place, Sankey Street, Warrington, WA1 1GP, 01925 644212 Email support@carerswarrington.co.uk

Warrington Disability Partnership—Centre for Independent Living, Beaufort Street, Warrington, WA5 1BA 01925 240064 Email: info@disabilitypartnership.org.uk

Older People's Engagement Group—The Gateway, 89 Sankey Street, Warrington, WA1 1SR, 01925 246966 Email opegwarrington@googlemail.com

Youth Matter! - The Gateway, 89 Sankey Street, Warrington, WA1 1SR, 01925 246880 email gwenl@thegateway.org.uk

Warrington YMCA—3 Winmarleigh Street, Warrington, WA1 1NB, 01925 632771

Community Engagement Team—supports local groups including the Mental Health Forum and Warrington Ethnic Community Association—Whitecross Community Centre, Lexden Street, Warrington, WA5 1PT, 01925 638836

PALS (Patient Advice and Liaison Service) provide confidential, on-the-spot advice, information and support, helping people to sort out any concerns and questions they may have about the care they are receiving. Contact number for each PALS officer is below. For information on GP and Dental access contact PALS at NHS Warrington.

NHS Warrington

Val Harper
Millennium House
930-932 Birchwood Boulevard
Millennium Park
Birchwood
Warrington WA3 7QN
Freephone number 0800 389 6973
Valerie.Harper@warrington-pct.nhs.uk

Warrington and Halton Hospital Foundation Trust

Sue Milling
Warrington Hospital
Lovely Lane
Warrington WA5 1QG
01925 275512
susan.milling-kelly@whh.nhs.uk

5 Boroughs Partnership

Dennis Dewar
Hollins Park House
Winwick
Warrington
WA2 8WA
Freephone number 0800 0834323
dennis.dewar@5bp.nhs.uk

North West Ambulance Trust

Laura Austin
Elm House
Belmont Grove
Anfield
Liverpool L6 4EG
0151 261 2598
laura.austin@nwas.nhs.uk

