



Healthwatch Hounslow

Annual Report 2015/16





Contents

Message from our Chair 4

Message from our Chief Executive 5

The year at a glance 6

Who we are... 7

What we do 8

Our Objectives 9

Listening to people..... 10

Giving people advice and information..... 14

How we have made a difference 16

Involving local people in our work 19

Our Volunteers..... 21

Our Work in Focus..... 25

Our Finances 28

Contact Us 31



Message from our Chair



Stephen Otter

Chairman
Healthwatch Hounslow (HWH)

I have great pleasure in introducing our third annual report 2015/2016. This is our opportunity to let you know how we have developed from our second year, how we intend to look at our future plans and key strategic priorities for the next twelve months. We have continued to facilitate discussions so that local people can give their views on how Healthwatch should work and what our strategic and operational priorities should be.

Our role continues to ensure that local people in Hounslow are consulted and involved in prioritising health and social care services delivered in Hounslow, and support innovative service provision that looks to safeguard consistent service provision that is also cost effective.

During the year we have significantly increased our patient experience representation whilst strengthening our voluntary support, and diversifying the number of roles available to volunteers. This signifies the continued growth and development of Healthwatch Hounslow's volunteer programme and the importance it

carries in connecting with a richly diverse community.

Healthwatch will continue to represent the community and fulfil its role as an independent consumer champion whilst ensuring that we embody the principles of scrutiny and critical feedback to improve service provision and inform future health and social care strategy and development.



Stephen Clark

Chairman
Your Voice in Health and Social Care

"As always, our warmest thanks are for the team of committed and resourceful volunteers and the staff who works to deliver Healthwatch Hounslow's services and activities. And of course we extend our thanks to all our partners, funders, and supporters."



Message from our Chief Executive

This Annual Report covers the progress made by Healthwatch Hounslow between April 2015 and March 2016.

The overall role of Healthwatch is to engage and involve members of the public in the commissioning of Health and Social care services. Through extensive community engagement and continuous consultation with local people, health services, and the local authority we were able to identify a number of key themes, which we used to establish our key operational and strategic priorities. A clear understanding of the needs of the borough and the diversity that it represents on an ethnic, social, economic, and representative level have informed our work moving forward.

The vision of this organisation is to empower the communities of Hounslow to engage with and help steer the direction of health and social care services they utilise. We represent the consumer voice and identify emerging themes and trends that support better service delivery, and undertake evaluative reviews of specific service provision and support recommendations to positively impact the community. Healthwatch has successfully engaged with health and social care providers, commissioners, and the general public to produce five evaluative reviews encompassing:

- General practitioner access in accordance with the Prime Minister's Challenge Fund;
- The impact of the Ambulatory Emergency Care unit based at West Middlesex University Hospital;
- A patient perspective on Extra Care provision within the borough;

- Mental health provision for young people, including a review of child and adolescent mental health services, provision in schools and patient experiences;
- Acute services based in the community, their impact and success in line with the King Funds recommendations.

Healthwatch have significantly increased their patient experiences and identified overarching themes from these that are now identified in the quarterly published patient experience report.

Healthwatch now have a significant voluntary presence, with 19 volunteer roles available to match a volunteer role to the candidate's interests and skills, resulting in almost 2000 hours of volunteer input for 2015/16.

Healthwatch's Emerging Communities Programme, supported by volunteers, is pioneering active engagement with newer and harder to reach communities to minimise isolation and reduce inequalities in health and social care provision.

The upcoming 12 months will see Healthwatch undertake further reviews and increase the level of patient experience feedback. In addition, we will monitor patient experience GP indicators and further develop our exciting volunteer programmes. This will ensure that we are fulfilling the expectations we have of ourselves as a consumer representative organisation.

Tim Spilsbury

Chief Officer Healthwatch Hounslow & Your Voice in Health and Social Care



The year at a glance

This year we've reached 2000 + people on social media.



Our volunteers help us with everything. They bring together wide-ranging experience, enthusiasm and commitment working with the staff team.



We were able to carry out all the research projects we had prioritised and have undertaken five evaluative reviews throughout the year.



To date we have received 861 patient experience forms – an increase from 159 last year.



Our reports have tackled issues ranging from improving access to General Practice, Ambulatory Emergency Care, Young People's mental health and many more.



To date we have had 979 enquiries with regards to health and social care provision – an increase from 620 last year.



Who we are...

Since the Health and Social Care Act 2012 established Healthwatch as a new independent voice for people in our community, we have been working hard to help shape, challenge and improve local health and social care services. We launched on 2 December 2013 and held our second annual public meeting on 26 January 2015.

Your Voice in Health & Social Care (YVHSC) continues to provide strategic overview services, and operational guidance is provided by Healthwatch Hounslow's Committee.

Our chair of YVHSC and Healthwatch Hounslow (HWH) is Stephen Clark, while Stephen Otter continues to serve as the Chair of Healthwatch Hounslow Committee, ensuring continuity and strategic oversight of our continuing commitment to the community. Our Board and Committee members are volunteers who were recruited through an open recruitment process. This process ensures that Healthwatch Hounslow continues to be an effective organisation, providing expertise and continuing commitment to shape local health and social care provision.

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences, and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the

experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Healthwatch Hounslow has worked hard to become established as the consumer voice for health and social care, and the critical friend of local residents. Through continued public consultations, engagement events in the community, and representation at Chelsea and Westminster's West Middlesex University Hospital site we have identified our priorities and key strategic aims moving forward into the year 2016/17.

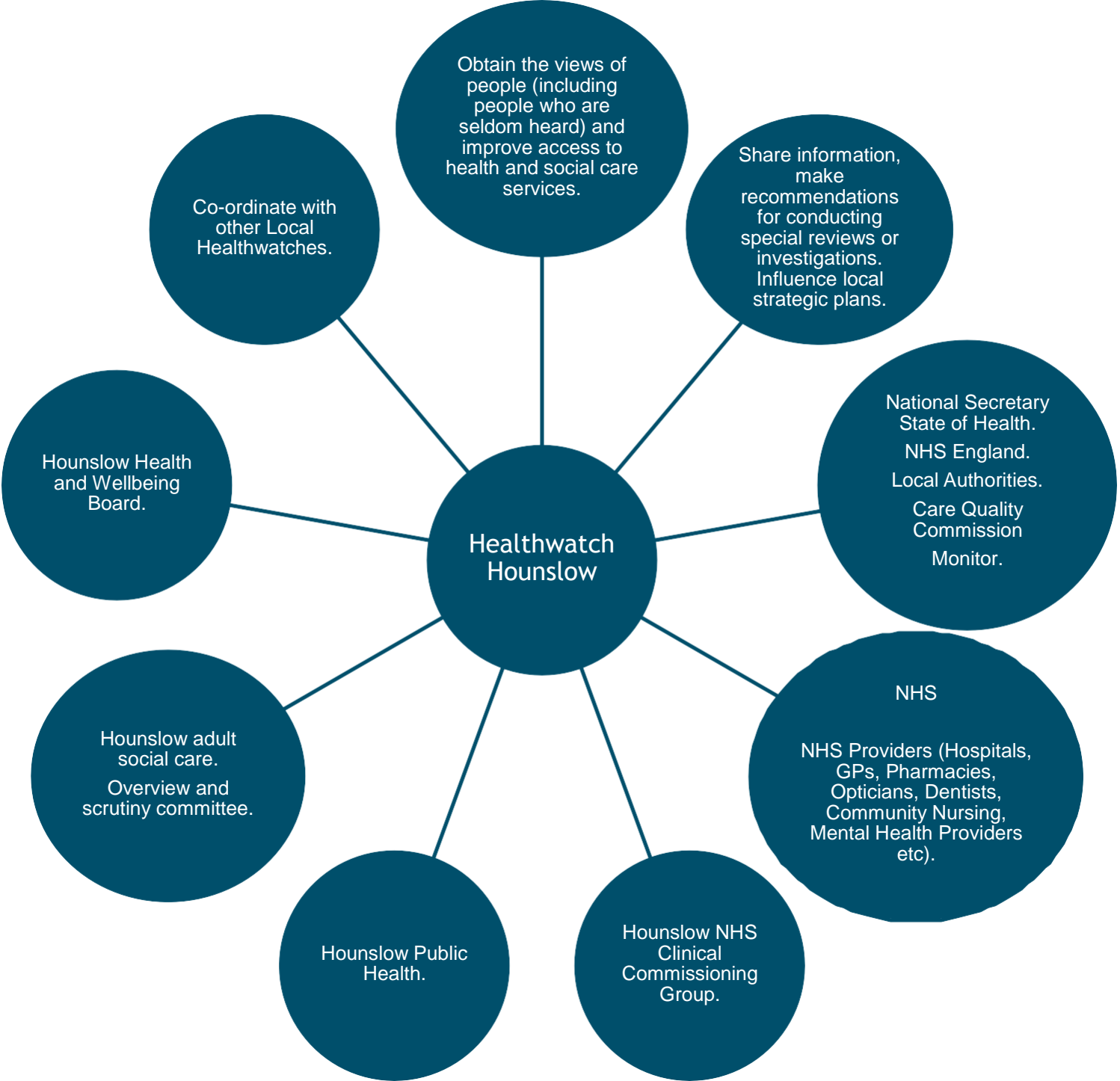
Our priorities

Progressing from a testing beginning, Healthwatch has become established as an integral part of the community, representing and reporting the public voice and highlighting within health and social care services areas for improvement and examples of positive service delivery.

Together with presenting evaluative reviews of key service provision within the borough, Healthwatch Hounslow has successfully strengthened its representative impact through its continued presence on scrutiny, quality, and patient involvement committees, as well as presenting evaluative reviews of key service provision within the borough.



An overview of What We Do



Our Objectives

Legislation sets out six functions of Local Healthwatch. These are:

- Gather views and understand the experiences of patients and the public;



- Make people's views known;
- Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised;
- Recommend investigation or special reviews of services via Healthwatch England or directly to the Care Quality Commission (CQC);
- Provide advice and information about access to services and support for making informed choices including how to get independent advocacy support to make a NHS complaint;
- Make the views and experiences of people known to Healthwatch England and provide a steer to help it carry out its role as a national champion.

To enable us to meet these objectives we will:

- Engage with the views of people about their needs and experiences of local care services.

- Establish Healthwatch Hounslow (HWH) as an effective organisation.
- Represent health and social care consumers' views and experiences to those responsible.
- Commission, provide, manage, or scrutinise local care services.
- Promote and support the involvement of people in the commissioning, provision and scrutiny of local care services.
- Deliver high standards of safety and quality of care in the provision of services for the people of Hounslow, ensuring the promotion of continuous improvement in those services.
- Make Hounslow residents' views and experiences of care, known to Healthwatch England and the CQC.
- Ensure that care services meet the long-term care needs of the people of Hounslow and reduce inequalities in care.
- Initiate independent thematic reviews/projects that highlight emerging issues.



Listening to people who use health and social care services



Gathering experiences and understanding people's needs

Healthwatch Hounslow (HWH) staff and volunteers continue to attend community events to inform the public of their role and work and to connect with them to know their views and experiences of local Health and Social Care services.



We have held 151 engagement events across the borough consisting of local surgeries, open consultations and forums enabling the

community to engage with us and make their views and opinions heard. We continue to hold specific monthly surgeries at the Chelsea and Westminster Hospital NHS Foundation Trust's West Middlesex site and support integrated health and social care locality meetings.

Our patient experience forms continue to be vital in enabling us to reflect on and understand how the community experiences health and social care service provision. Patient experience forms, both positive and negative, help shape our priorities for informing the shape of provision, and enable us to recommend changes to health and social care providers and monitor the impact of our recommendations for continuous improvement.

We are now producing quarterly patient experience reports that identify themes and trends in health and social care provision that demonstrate both negative and positive experiences.

Patient Quotes:

- "My GP service is good. Staff are friendly. Emergency appointments are readily available."
- "I wish GP's would spend more time with their patients instead of rushing the appointment!"
- "As a patient, it's good to be heard once in a while. Healthwatch have been great."
- "It can take ages to book an appointment over the phone, up to 45 minutes to an hour to hold."
- "Difficult to get an appointment, less doctors and they don't pick up the phone on time."
- "More patients need to voice their opinions about health and social care services in order to bring about change."
- "The consultant at West Middlesex University Hospital (WMUH) has been fantastic, he really understood what I was going through."
- "I have joined my Patient Participation Group and I feel like we are making some effective changes in our surgery."
- "My pharmacy always texts me on time and reminds me to pick up my repeat prescription."

To date we have received 861 patient experience forms - an increase from 159 last year.



What we've learnt from visiting services



Negative Trends

Some of the negative trends/themes that have been identified over the past year are from GP practices and West Middlesex University Hospital (WMUH). Common issues that have been reported to Healthwatch Hounslow (HWH) in regards to GP practices are difficulty in booking GP appointments, 'unfriendly' front line staff (receptionists/nurses), short appointment times given, and lack of continuity (not being able to see the same GP). In regards to the WMUH, common issues that have been reported by patients are time taken for referrals to be sent to the Hospital, 'unfriendly' behaviour of nurses towards patients, and on-the-day cancellations of Hospital bookings.

Regarding social care, patients have continually reported negative feedback about social services. Common issues that have been identified are difficulty in getting hold of individual social workers and not having a main contact point.

Positive Trends

Some of the positive trends and themes that have been identified over the past year are from GPs, London Ambulance Service (LAS) staff and WMUH staff. Patients have continually reported that they have received an 'excellent' or 'good' service from their GP. The Maternity Ward located at WMUH have been praised by patients as having 'excellent' staff members. LAS paramedics have received an overwhelming positive response from patients in terms of care and treatment.

We have reviewed the Patient Experience form to make it more accessible, and this year the form will be available in ten different languages as well as being supported by an on line Feedback Centre that we hope will significantly increase the number of experiences received.

5 GP Patient Experience Indicators

This year will also see the incorporation of 5 commissioned GP patient experience indicators to support specific GP feedback and enable the Hounslow Clinical Commissioning group to measure patient experience feedback, the five indicators are:

- Percentage of patients who would definitely or probably recommend their GP surgery.
- How convenient was the appointment they were able to get.
- Generally, how easy is it to get through to someone at their GP surgery on the phone.
- Overall how would they recommend their experience of their GP surgery.
- Overall how would they describe their experience of making an appointment.



To date we have had 979 enquiries with regards to health and social care provision - an increase from 620 last year

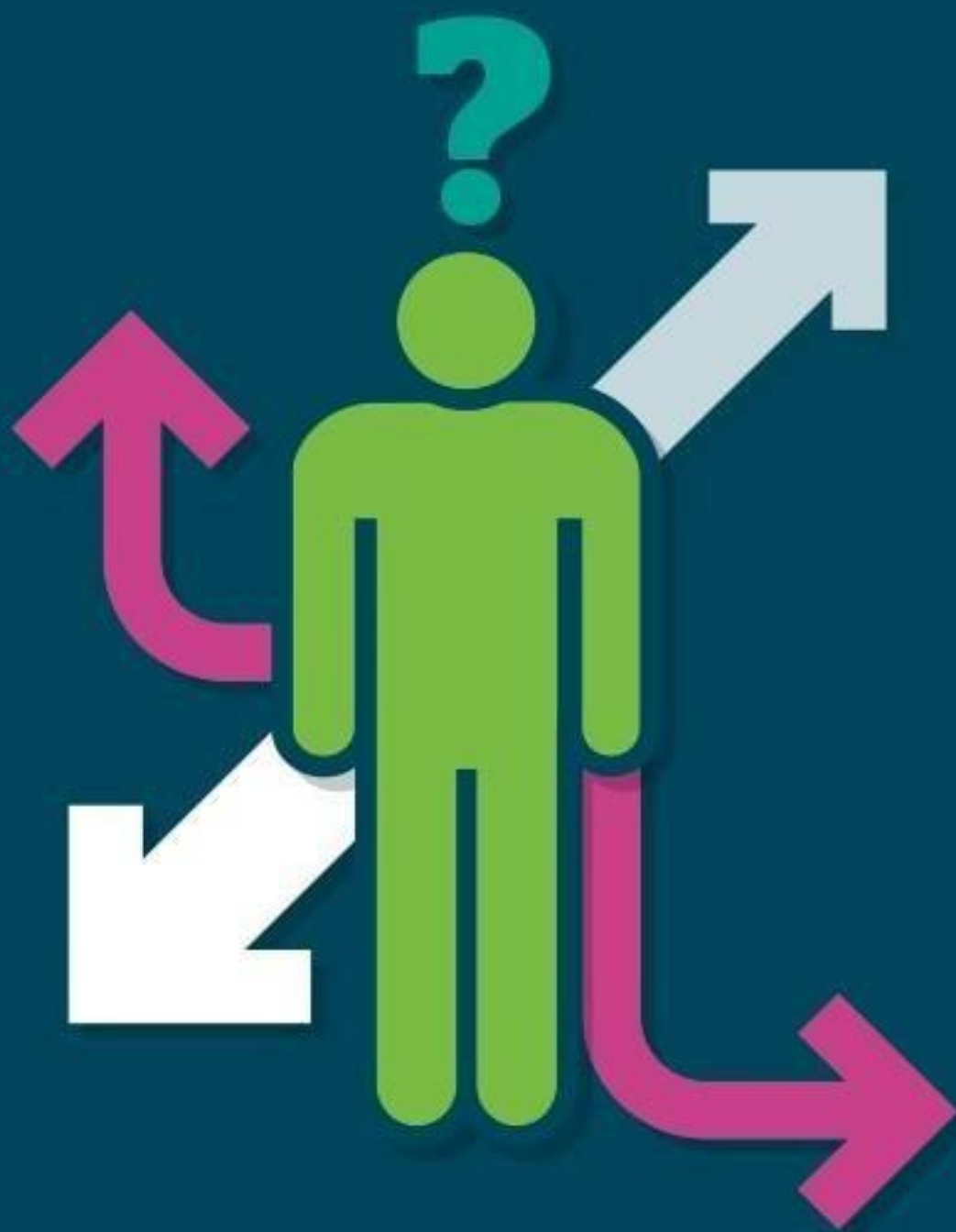
Partnership Representation

We are pleased to report a significant increase in partnership representation throughout the year:

- **The Equalities and Diversity Committee of West Middlesex University Hospital (WMUH)** with special reference to their communication and translations for those from ethnic minority communities.
- Participation and presentation at the Hounslow Adult Scrutiny Panel and the Children and Young People's Scrutiny Panel.
- Participation and membership of the **Integrated Health and Social Care steering group**, supporting successful implementation of integrated service delivery across five localities.
- **Hounslow Parent/Carers Forum** in connection with apprising members of our work and how we can work collaboratively to promote patients wellbeing such as by their participation in our surveys and our attending their conferences and meetings and networking with their members and related organisations.
- Representation at the West London Health and Wellbeing Board and Hounslow Clinical Commissioning Group (CCG) governing body.
- Participation and membership of the Hounslow Patient Participation Engagement Committee.
- Membership and support of the **Hounslow Communications Forum**.
- Supporting **Public Health** to evaluate procurement for the new integrated health and wellbeing service.
- The **London Ghurkha Settlement** in relation with helping this organisation assist local Nepalese Ghurkhas to access free translation and interpretation services in GP surgeries and hospitals etc. This link has also enabled us to reach out to **Advocacy for Nepalese Organisation (AFNO)**, a new Nepalese organization, with an enthusiastic group of young Nepalese volunteers.
- The **Disability Community Forum** to help them run their periodic meetings and to be able to know emerging issues and concerns of their members. This again has helped us to access Forum members to obtain feedback on some essential local services.
- Participation in PLACE (Patient-Led Assessment of the Care Environment) Assessment 2016. HWH took part in the 2016 PLACE Assessments in which their staff and volunteers assessed non-medical aspects of the hospital.



Giving people advice and information



Emerging Communities Project

Healthwatch has targeted seven emerging communities in the borough of Hounslow.

- Afghan
- Algerian
- Bulgarian
- Romanian
- Tamil (Sri Lankan)
- Burmese
- Nepalese



We aim to identify their health and social care needs and improve their access to these services. To help us achieve this Healthwatch has created a booklet and translated it into seven languages. The booklet provides information on how to access services in the Borough of Hounslow. Healthwatch Hounslow (HWH) have developed an Emerging Community Outreach Volunteer role in which suitable local volunteers are being recruited from each emerging community. This role focuses on disseminating information contained within the booklet and will further equip us to collect patient experiences to identify community-specific themes and trends to enable better health and social care awareness and support.

Healthwatch have begun recruitment of emerging communities' volunteers who are supporting better engagement with their community groups in the borough.



How we have made a difference



Our reports and recommendations

Evaluative Service Reviews & Achievements

As planned last year, we are pleased to report that Healthwatch Hounslow were able to carry out all the research projects we had prioritised and indeed have undertaken five evaluative reviews throughout the year.

We successfully planned and implemented a critical examination of the issues faced by local patients in accessing and communicating with GP surgeries in various parts of Hounslow.

The Prime Minister's Challenge Fund: Improving access to General Practice

Based on feedback obtained through a survey of patients and GPs in all five localities into which Hounslow is divided, we produced a report titled: **The Prime Minister's Challenge Fund: Improving access to General Practice**. Our report highlighted important areas needing improvement and also made recommendations on what could be done to improve patient access and communication. Since producing the report, we have also been liaising with GP surgeries to help them implement changes to improve services.

Ambulatory Emergency Care (AEC)

We also looked into the performance of **Ambulatory Emergency Care (AEC)** services provided in West Middlesex University Hospital (WMUH). We did so by talking to AEC staff at WMUH and by carrying out a survey of a cross section of users of AEC

services at the hospital. Based on our findings, we were able to report that the AEC is working well and has been successful in helping the NHS to make substantial savings and relieving the pressure on other services such as Accidents and Emergency (A&E) and the Urgent Care Centre (UCC), without endangering patients' wellbeing.

Mental Health Service

We evaluated the **Mental Health Service** provision available and being accessed by children and young people ("C&YP") in Hounslow, with a view to finding out their appropriateness, effectiveness, and adequacy, and to review mental health pathways so as to identify service gaps and any areas requiring further improvement and progress. Through the examination of the above data, suggestions for improvement were established. These ranged from better communication of the services in general, as well as throughout the process, to more flexibility with regards to the process as a whole. Funding is necessary in order to achieve the aims, specifically follow up support. On the whole, the local Transformation Board Meeting of Hounslow expressed positive and exciting changes in the future, with the result of putting an end to any stigma surrounding mental illnesses.

Community Recovery Service (CRS) and the Integrated Community Response Service (ICRS)

We presented an evaluative review of both the **Community Recovery Service (CRS)** and the **Integrated Community Response Service (ICRS)**, in Hounslow, so as to review



current services in line with the King’s Fund recommendations and to examine service provision available and accessed by the community in Hounslow. Our review considered service uptake by people from both disadvantaged ethnic minorities and emerging communities in order to help to reduce health inequalities, remove barriers to health, cater for diversity, and help prevent the condition of people from deteriorating further due to isolation and neglect.



Integrated Community Response Service (ICRS) are based in the Heart of Hounslow

There were a number of suggested recommendations throughout the research. For example, services need to be tailored further so that they are more in line with the King’s Fund recommendations, as well as the need for increased information about the relevant services available. Also, leaflets currently circulated about the availability of services are only available in the English language.

CRS and ICRS have succeeded in incorporating the main steps advocated by the King’s Fund to construct their model of Out of Hospital Community Care in

Hounslow. By striving to move further towards embracing these steps, CRS and ICRS will be able to build further on their inherent strengths and to produce even better financial and health outcomes than they are presently achieving.

Extra Care

We also reviewed **Extra Care** provision to understand how the two centres in Hounslow function as Extra Care services, whilst catering to the needs of their residents in Hounslow. This was achieved by capturing the views and impressions of the services and the care and support being provided to residents at Greenrod Place and Park Lodge House respectively, through interviews with residents, their family members and some of the staff.

From the evaluation of the responses received, Park Lodge was seen to be more inviting and better run, whereas Greenrod Place had a more isolated feel to it. Park Lodge staff were described as being highly motivated and the differences between the two places meant that the opinion held was that Greenrod Place required some improvements. However, by emulating the success and changes implemented in Park Lodge, Greenrod Place would be able to improve to the same standards.

The report was praised by the Commissioners of the Older Persons Services, who will be using it in their contract meetings with Extra Care Providers.

All reports are available to view on our website.



Involving local people in our work

Partnership Working

Our role in partnerships in the Health and Social Care arena in Hounslow is as a critical friend, ensuring that the experiences of patients, users of services, and their carers are heard and acted upon to improve services. Healthwatch Hounslow (HWH) can also alert Healthwatch England and the Care Quality Commission (CQC) to concerns about specific health and social care providers.

Healthwatch Hounslow can put people into contact with the pertinent trusts for individual complaints relating to treatment in a hospital setting. All NHS Trusts have Patient Advice and Liaison Services (PALS), which offers information and advice relating to complaints.

Healthwatch England

Healthwatch Hounslow can make recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews or investigations and to make recommendations to Healthwatch England to publish reports about particular issues.

Health and Wellbeing Board

The Health and Wellbeing Board oversees and brings together all the key service

commissioners and providers. The Board produces a Health and Wellbeing strategy, and partners report back on delivery. The Health and Well Being Board is a committee, which has responsibilities for ensuring that the recommendations made by the Joint Strategic Needs Assessment (JSNA) are carried out. Healthwatch Hounslow has a seat on the Health and Well Being Board.

Hounslow Clinical Commissioning Group (CCG)

Healthwatch Hounslow has established good relationships with local Clinical Commissioning Groups (CCGs) and patient representative groups. Hounslow CCG invited Healthwatch Hounslow to sit on their Governing Body meeting since April 2013. We

have regular attendance from representatives at Healthwatch Hounslow Committee meetings.

This year we expect to be involved in the evaluation of community recovery services, supporting emerging communities with engagement and signposting. We look forward to specifically supporting access to urgent care and evaluating dementia care patient experience and carer's support.

The CQC regulates the providers of health and social care services. Healthwatch Hounslow has established a good working relationship with the CQC and feedback information about local health and social care providers.



NHS Trusts

Healthwatch Hounslow(HWH) is building strong relationships with all the NHS trusts in the area. We have commenced regular surgeries at West Middlesex University Hospital (WMUH) Trust and have regular updates with Senior Staff.

We have shared patient experiences with senior staff at West London Mental Health Trust when failings in care have been brought to our attention to ensure immediate corrective action is taken.

Voluntary Sector

We continue to develop our working relationship with the Community Partnership team at the London Borough of Hounslow (LBH) to ensure we are reaching out to all sections of the community. We are building links to ensure mutual signposting, and share information and work together to highlight key Health and Social Care issues in Hounslow. We are working with the Hounslow Community Network to establish a Hounslow Health and Social Care partnership for Voluntary and Community Groups.



Healthwatch Hounslow Volunteers

Volunteers and the involvement of local Hounslow residents is an integral part of the work of Healthwatch Hounslow. They bring together wide-ranging experiences, enthusiasm, and commitment working with the staff team.

To achieve this, Healthwatch Hounslow utilises the support and involvement of local people as volunteers to help us reach out and give support to members of our community in Hounslow. In turn they bring a unique set of skills, community knowledge and contacts to enable Healthwatch Hounslow to help make a difference.

Volunteers have been involved in a variety of projects:

Personal Care Framework

Volunteers collected responses using the questionnaires by visiting GP surgeries and libraries. They phoned care providers for the mystery shopping task and supported the write up of the report. The mystery shoppers had some very interesting experiences with the providers, all of which had a huge impact on the report's findings.

Acute Services Project

Volunteers collected responses using the questionnaires by visiting various settings including The Heart of Hounslow, GP surgeries, WMUH etc. The questionnaire feedback was an integral part of the report and revealed just how little the public in Hounslow is aware of many of the services available to them.

Young People's Mental Health

Youth Volunteers spoke to young people and service users about awareness of mental health and mental health services. They also spoke to mental health professionals and head teachers about services available to young people. This report revealed the difficulties that parents and young people experience when trying to access these services.



Patient Experiences

Volunteers have continually collected patient experiences on a weekly basis from various locations by visiting libraries, GP surgeries and High streets etc. Without our vital volunteer involvement, Healthwatch would not have such an increase in vital patient experiences.

Admin/Finance Volunteers

Volunteers have continually provided support to the organisation by helping with admin duties and financial procedures.

Mystery Shopper Project (Pharmacies)

Youth Volunteers visited over 20 pharmacies across the borough and collated data. They took part in writing the report. This report provided significant insights regarding the typical experience of Hounslow residents when visiting local pharmacies and the level of service available to them.



Mental Health Leaflet

Youth Volunteers created a leaflet about mental health and mental health services in the Borough of Hounslow. The leaflet made access to these services much clearer for potential users.

From the support provided by the volunteers and the experiences they have gained, some volunteers have gone on to employment opportunities and higher education.

Youth Volunteers

Volunteers have been attending Youth Council meetings and speaking to young people about their patient experiences of health and social care. They also attended events and interacted with patients and service providers in events such as West Middlesex University Hospital (WMUH's) Open Day.

Emerging Communities Project

Volunteers have played a big part in the emerging communities' project by speaking to the general public and visiting stores from the emerging community to identify if they have any community groups and their knowledge of access.

Volunteers have spoken to the general public about Healthwatch Hounslow (HWH) and collected patient experiences.

Volunteers' Week

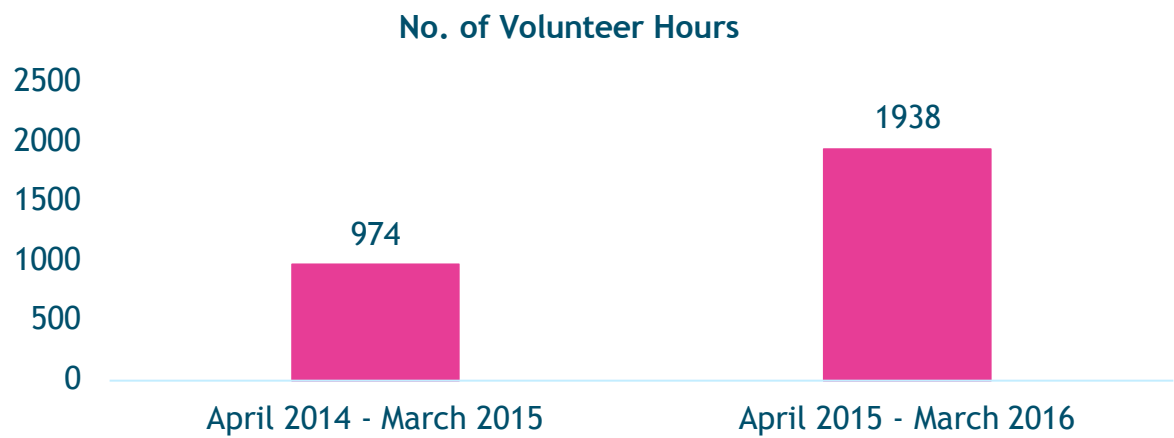
The Volunteers' Week has been greatly supported by volunteers.

Procurement

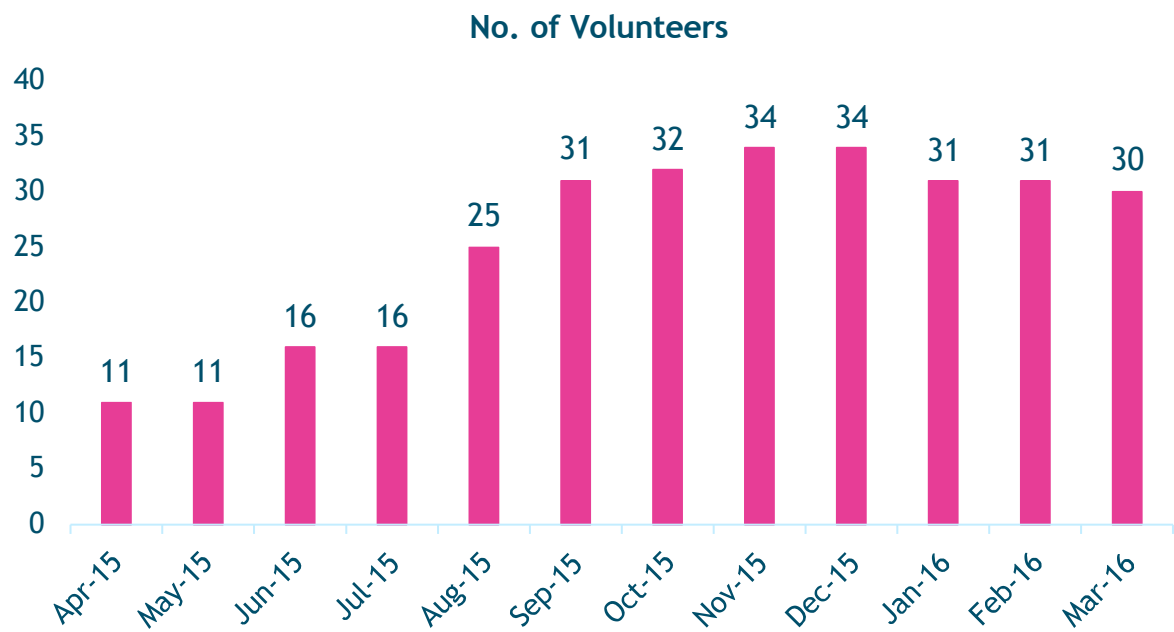
Volunteers have been part of the Clinical Commissioning Group (CCG) procurement process for newly-commissioned services.



Below is a table of the number of hours that volunteers have contributed to the organisation. From April 2015 - March 2016, volunteers contributed a total of 1,938 hours. This is a 99% increase in volunteer hours compared to the previous year (April 2014 - March 2015).



Below is a table showing the number of volunteers we have had on a monthly basis. There has been a steady rise in the number of volunteers who have joined HWH since April 2015. Currently, there are 30 active volunteers. During this period, we have had 60 individual volunteers for HWH. HWH has had over 200 registered interests in volunteering.



Volunteer Experience



Shabnam
Volunteer, Healthwatch Hounslow

My name is Shabnam, I have recently started to volunteer at Healthwatch Hounslow (HWH). Since I was little, every moment of my life was filled with activities and studies, and soon it was occupied with work and university.

Currently I work part-time, and have now completed my law degree. After university I discovered that I had a lot of spare time. I found it hard to look for a job as most companies said I had no experience. I have spent a lot of my time studying and working but I felt there was something missing, and that's when I decided to volunteer at HWH.

I found by volunteering at HWH I was able to use my knowledge and skill set, to contribute to the team. I loved that I was able to gain new skills, as well as have a positive impact on the local community.

When I first joined here, everyone was so helpful and they accepted me as a part of the HWH family. It was very flexible and I was allowed to select the day and time that was suitable for me. I feel that no matter how busy a person is; they can contribute to the community either at home or in the office or by going out to meet the people who need support. In my view, the office was the perfect environment as I live locally and it was easier for me to travel here.

I feel that HWH has benefitted my need to help others as well as gain the skill set I need for future work environment. I have learnt so much!

In a short period of time, in regard to my skills as well as the work HWH does. It gives a positive outcome and ensures that people in the communities receive the help they need. This also raises awareness of the progress the local authorities have made in regards to the health of people from all ages and backgrounds.

I am able to put forward my views and contribute in the making of the newsletters and brochures. This has also given me opportunities to do more, such as making reports.

"I would definitely advise anyone who is looking to volunteer to consider HWH. It consists of a great team who are there to support you and unlock your full potential. You will be contributing to the community by ensuring that health services in Hounslow maintain high standards."



Our work in focus



Our work in focus

Looking Ahead: Projects 2016/2017

Healthwatch Hounslow has characterised progress so far by prioritising community awareness and engagement, partnership building among the voluntary sector, and health and social care services. This is characterised by ensuring operational efficiency and effectiveness and developing a strong, focused committee alongside a dynamic volunteer recruitment package.

These elements have enabled us to formulate our strategy for the next 12 months and identify our key priorities that will best reflect the needs of the community. We will do this by:

- Implementing the **Healthwatch feedback centre**, to support increased patient experiences and measure **GP patient experience indicators**.
- Monitoring and evaluating of **care homes** through a priority focused enter and view programme.
- Supporting emerging communities and harder to reach groups.
- Reviewing **patient discharge**, improving co-ordination and supporting **preventable re-admission**.
- Championing and supporting **self-care** across the borough.
- Supporting **carers** and **carers' networks**.
- Working in partnership with **Public Health** to enable healthier living and review the integrated health and wellbeing service.
- Reviewing the impact of improving access to psychological therapies, measuring uptake and experience.
- Supporting the **Health Shared Project** with improved links between Healthwatch, London Imperial and London Borough of Hounslow (LBH).
- Reviewing community responses to GP flexible opening and better access in line with the **Prime Minister's Challenge Fund**.



Our work in focus: “Enter and View”



We are in the process of recruiting a team of ‘Enter and View’ authorised representatives

who will undergo additional training allowing them to ‘Enter and View’ a range of health and social care services across the Borough of Hounslow. The volunteers will undertake two ‘Enter and View’ visits a month throughout the year. This will include a write-up report to service providers, CQC, Hounslow CCG, Local Authorities (LA) and any other relevant bodies.

We have been giving ongoing trainings to our Volunteers in the process, providing

them with the potential to become authorised representatives to potentially observe elements of care that may not always be evident during other formal inspections or audits, but are often things that make a real difference to patients and their families using services.

“Enter and View can be a powerful tool to gather evidence about how well services meet the needs of local communities”



Our Finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		89,378
Additional income		80,699
Total income		170,077
EXPENDITURE		
Operational costs		25,965
Staffing costs		126,977
Office costs		1,475
Total expenditure		154,417
Net income for year		15,660



Contact Us



Healthwatch Hounslow

An independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services.

Enables people to share views and concerns about local health and social care services.

Provides evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans.

Provides or signposts to information about local services and how to access them.

Freepost RTHC-JCSH-ERTE

Healthwatch Hounslow

Access Hounslow

Civic Centre

Lampton Road

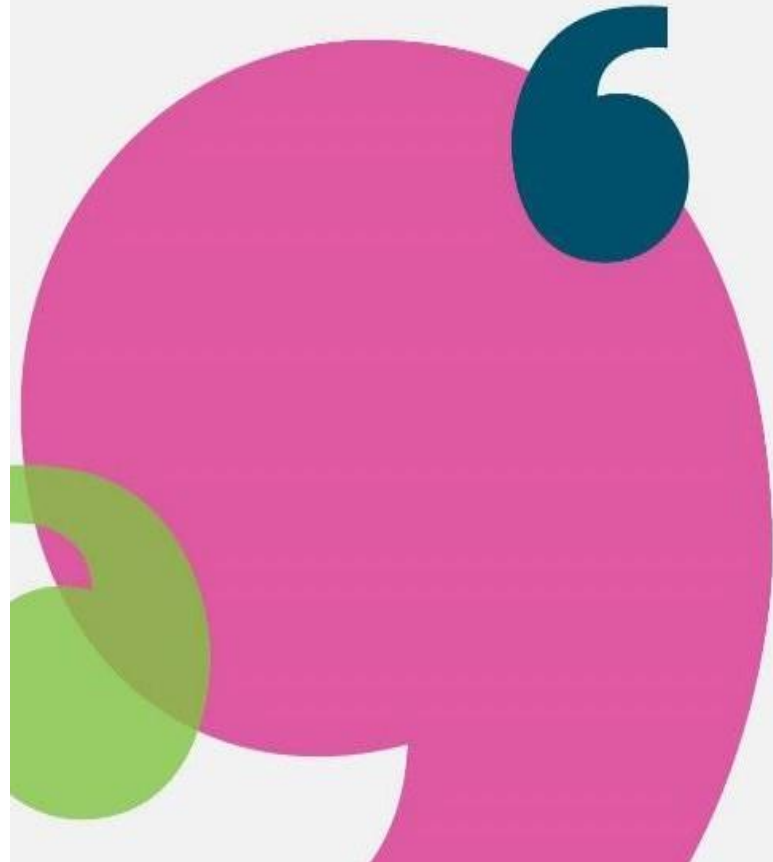
Hounslow TW3 4DN

☎ 020 3603 2438

✉ info@healthwatchhounslow.co.uk

🌐 www.healthwatchhounslow.co.uk





6 Speak out

Share your experiences and views with us

