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changing local care
for the better



We can make a difference,
but we can't do it without
your feedback

Healthwatch Hounslow

Annual Report 2016/17





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Message from our Chair



Munira Thobani
Chair - Healthwatch Hounslow (HWH)

I have the pleasure of introducing our fourth annual report 2016/17. This is our opportunity to give an account of our work on behalf of the community in Hounslow and to set out our future plans and strategic priorities for the next twelve months. Over the last year we have continued to facilitate opportunities for local people to give their feedback about health and social care services in the borough, both positive and negative. As well as providing this information to local governing bodies, we also use this information to guide our work and to make recommendations to commissioners to review services that are underperforming and not meeting the health needs of local residents.

We have a unique statutory role to gather and amplify the experiences of patients and their carers to various influential and or decision-making bodies in the borough. This year Hounslow Healthwatch (HWH) has participated in the Clinical Commissioning Group (CCG), the Hounslow Health and Wellbeing Board, the Hounslow and Richmond Community Health Trust, and the Hounslow Adult Safeguarding Board. Our members on these Boards have made representations on what we are hearing from over 350 patient experiences each month, emphasising the need for better and meaningful consultations with the communities affected by

the NHS strategic and operational plans, and finally, in supporting other voluntary sector voices on these bodies.

In the last year, we have also started to get involved in the North-West London Healthwatch forums. We need to do more of this work so that we can link up with neighbouring boroughs in better understanding the impact of the changes to health services organised at a regional level. We know that closures and reconfiguration of services in one borough impacts on residents in other boroughs too.

In this report, you will find out more about our work in gathering patient experiences and the feedback we have received. You will also be able to see the services we have reviewed on behalf of local commissioners or the Care Quality Commission (CQC) who are concerned about the quality of services. We have been supported in our work with lots of volunteers and we have successfully reached out to new and emerging communities.

Hounslow Healthwatch will continue to represent the community and to fulfil our role as an independent champion of patients and carers. We are committed to hearing the voices of all sections of our communities and to reach out to those whose voices tend to continue to be marginalised. As an organisation, we embody the principles of inclusion, effective engagement, scrutiny and critical feedback to both support and challenge health and social care provision as well as future health and social care strategy and development.

I want to take this opportunity to thank our staff team, volunteers and committee members who together are doing their best to punch above our weight to improve services and access to health and social care services.



“Healthwatch Hounslow sits under the umbrella of Your Voice in Health & Social Care (YVHSC) and we are really pleased to be able to introduce an annual report showcasing another successful year”



Stephen Clark
Chair
Your Voice in Health and Social Care (YVHSC)

Testimonial from our Operations Manager

I have been working for Healthwatch Hounslow for just over 3 years. My role as Operations Manager means I am responsible for ensuring the smooth running of the service. I manage a small team of staff members and volunteers. Alongside this role I manage a number of projects (Enter and View, Patient Experiences etc.). I am an Enter and View Trainer and lead on the Enter and View visits.

Healthwatch Hounslow has really helped me to understand the health and social care sector but more importantly how complex it can be. This has given me an insight into difficulties faced by patients navigating their way through the system. Hence, the importance of gathering patient feedback

and informing commissioners about gaps in services.

Since being with Healthwatch Hounslow there has been considerable growth and development. As a team, we have been provided with great direction and leadership towards the achievement of the organisation's vision and strategy from our YVHSC CEO.

One of the things I really enjoy about Healthwatch Hounslow is working alongside my colleagues who are passionate and meticulous in the work they do. The staff team here are dedicated to tackling health inequalities within Health and Social care services through engaging with the public.

Some great pieces of work we have accomplished are the deep dive studies which have been used in shaping the delivery of services and commissioning intentions. I particularly enjoy leading on patient experiences. My colleagues were part of setting up the patient feedback centre in which we have collected over 2500 patient experiences over the past year.

I have managed and worked alongside volunteers who have made astonishing contributions to the organisation. We have volunteers from all walks of life and with different abilities and skills. We have volunteers who have supported us in consultation responses, community engagement and Enter and View visits.

Personally, I feel through the work that volunteers and staff have accomplished at Healthwatch Hounslow we have been able to make an impact on the provision of services. And we hope to continue to make an impact for the better of patient's welfare.

Mystica Burridge
HWH Operations Manager



Message from Tim Spilsbury - YVHSC CEO

This Annual Report covers the progress made by Healthwatch Hounslow between April 2016 and March 2017.

It is with some satisfaction that I am able to start this introduction by announcing the successful re-tender of the Healthwatch contract by Your Voice in Health and Social Care (YVHSC). The staff, partners and volunteers have enabled Healthwatch Hounslow (HWH) to continue to produce great work to ensure those that purchase, manage and deliver health and social care services hear the voices of the people of Hounslow.

Through the number of patient experiences the team receive, the number of volunteer hours committed and the dedication of the Healthwatch Hounslow team we are able to represent more people, reflect greater diversity and examine more services than ever before. YVHSC are rightly very proud of the Healthwatch Hounslow service and view it as a pioneering service that leads the way for Healthwatch service provision and effectiveness.

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.

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

Healthwatch now have a significant voluntary presence, with 19 volunteer roles available to match a role to the candidate's interests and skills, resulting in almost 3000 hours of volunteer input for 2016/17.

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 Executive Officer
Your Voice in Health and Social Care (YVHSC)



The year at a glance

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



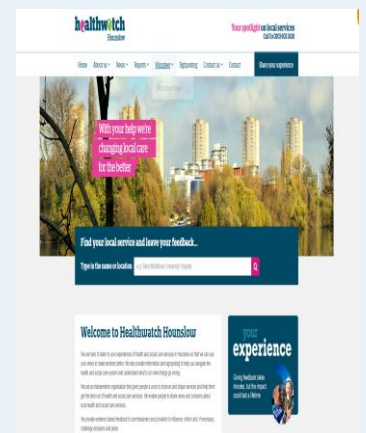
Our volunteers help us with everything. They bring together wide-ranging experience, enthusiasm and commitment working with the staff team.



We have undertaken seven evaluative reviews throughout the year.



Last year we have received 1160 patient experience forms – an increase from 860 previous year.



Our digital feedback centre helped us collect 2500 PE's over the 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.



In the last year we have had 1259 enquiries with regards to health and social care provision – an increase from 979 previous 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 third annual public meeting on 24 January 2017.

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

Our chair of YVHSC is Stephen Clark, while Munira Thobani serves 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 2017/18.

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.



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 an 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 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 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 161 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:

- “I have come for my results after a head injury. Every staff member involved has provided a class service, very committed and dedicated.” “I wish GP’s would spend more time with their patients instead of rushing the appointment!”
- “There is a very nice lady GP who has been treating me. She has been the best GP I have seen so far. Very kind and understanding. She doesn’t rush my appointments” “It can take ages to book an appointment over the phone, up to 45 minutes to an hour to hold.”
- “Not too happy with the doc here I don’t feel he is giving me the full attention and reception staff is not very responsive”
- “Pleasant and helpful reception, topped off with great nurse who took my blood test.”
- “Difficult to get appointment, car parking not free, waiting time is too long. Most staff had been good.”
- “They were very helpful at the Urgent Care Centre with my treatment but the waiting time is terrible. I’ve never waited less than two hours to be seen when I go down there.”
- “Maternity ward has been excellent to us here. Midwives, nurses and doctors know what they are talking about.
- They are brilliant and are especially helpful with my prescription.”

To date we have had 1259 enquiries with regards to Health and Social care provision - an increase from 979 last year



What we've learnt from visiting services



Negative Trends

Quarter 1 (April - June 2016)

- *Difficulty booking GP appointments over the phone.*
- *Long waiting times at the GP surgery and WMUH.*
- *Poor service by GP receptionists*

Quarter 2 (July - September 2016)

- *Difficulty booking a GP appointment over the phone.*
- *Long waiting times across various services.*
- *Poor service by frontline staff, especially receptionists.*

Quarter 3 (September - December 2016)

- *WMUH/GP service: Booking appointments over the phone, long waiting times and staff attitudes.*
- *General organisation in terms of lack of coordination between services.*

Quarter 4 (January - March 2017)

- *Seeing a specialist can take weeks/months.*
- *GPs rushing appointments.*
- *Lack of support services by LBH*

Positive Trends

Quarter 1 (April - June 2016)

- *'Very good' services from the GP.*
- *'Very good' service from staff at WMUH, especially staff from the maternity ward.*
- *Pleased with customer service from dental staff.*

Quarter 2 (July - September 2016)

- *Patients have praised WMUH staff for the services they have provided.*
- *Praise for GP staff for the services they have provided.*
- *Patients are happy with the service provided by dentists.*

Quarter 3 (September - December 2016)

- *Patients are pleased with the service provided by Pharmacists.*
- *Quality of care provided by GPs and staff at WMUH.*
- *Positive treatment from doctors and staff at WMUH.*

Quarter 4 (January - March 2017)

- *Staff professionalism - Committed staff.*
- *'Very good' service provided by the maternity unit at WMUH - especially staff/midwives.*
- *Doctors at WMUH very good.*



Partnership Representation

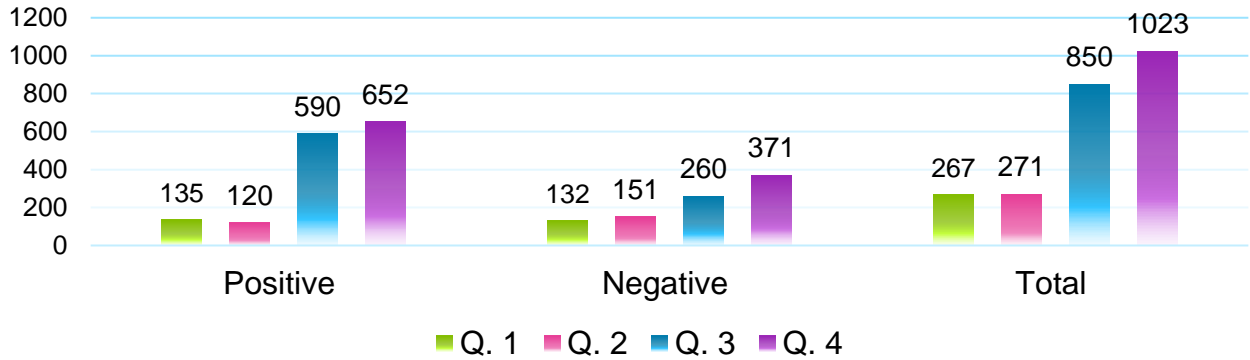
We are pleased to report a significant increase in partnership representation throughout the year. Our chair, CEO, manager and other staff members have been a part of the following groups and meetings throughout the year:

- PLACE Assessment - HWH staff and volunteers took part in the WMUH PLACE assessment in which we inspected non-medical areas of the hospital.
- Patient and Public Engagement Committee - HWH staff attend the CCG PPE meeting monthly.
- Hounslow Communications Forum - HWH staff attend the meeting to discuss campaigns and information dissemination and sharing.
- CCG Locality meetings - HWH staff/volunteers attend the locality meetings across the borough.
- Health and social care scrutiny panel meeting - HWH rep attending the meeting.
- CCG Self-care and working group.
- Hounslow Primary Care Joint Co-Commissioning Committee.
- Safeguarding Adults Partnership Board Meeting.
- JSNA Steering Group.
- Hounslow Immunisation Group.
- HCCG Quality, Patient Safety and Equalities Committee.
- Hounslow A&E Operational Group.
- Carers Rights Day - HWH staff/volunteers attended the event and held a stall. We collected PE and spoke to carers about their experiences of health and social care services. Carers Partnership Board Meeting.

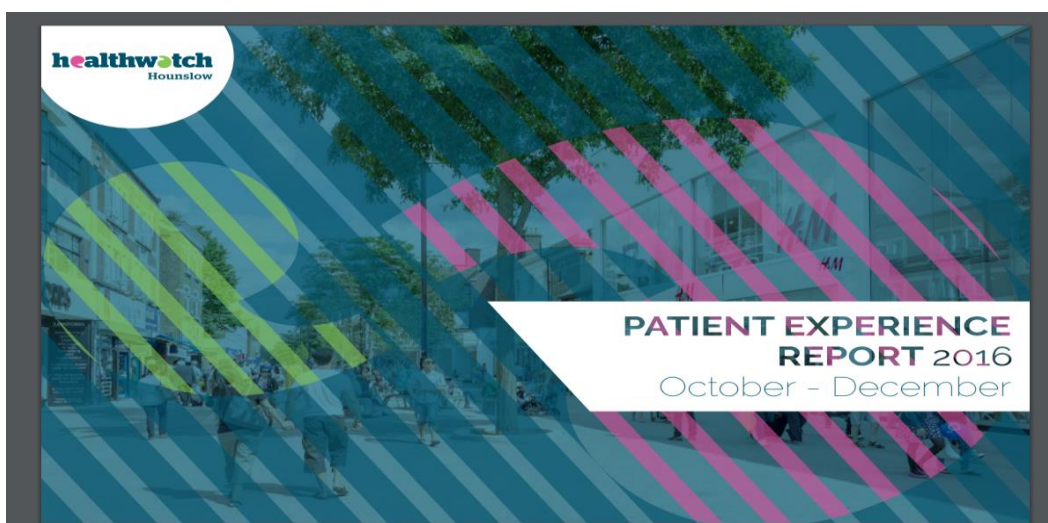
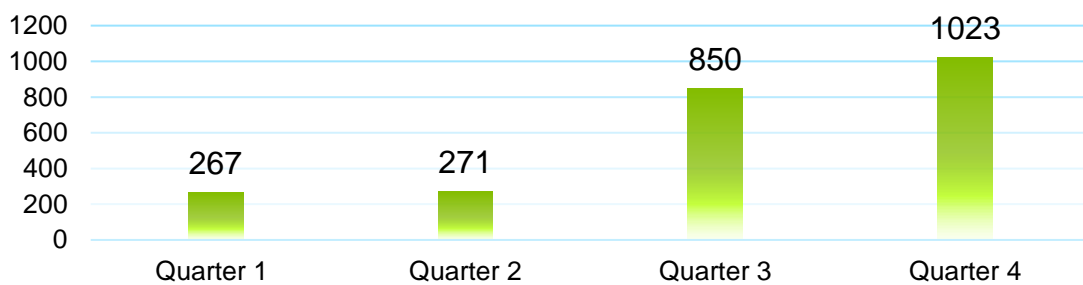


Patient Experiences received during the year

PATIENT EXPERIENCES



PATIENT EXPERIENCES



All our Patient Experience Reports are available on our website www.healthwatchhounslow.co.uk



Your NHS, your views,
your chance to make
a difference

Find your local service and leave your feedback...

Type in the name or location e.g. West Middlesex University Hospital

Welcome to Healthwatch Hounslow

We are here to listen to your experiences of health and social care services in Hounslow so that we can use your views to make services better. We also provide information and signposting to help you navigate the health and social care system and understand what to do when things go wrong.

We are 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. We enable people to share views and concerns about local health and social care services.

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

your
experience

Giving feedback takes
minutes, but the impact
could last a lifetime



Our New Website (Healthwatch Hounslow's Feedback Centre)

Healthwatch Hounslow (HWH) is set up to improve health and social care services for today and shape them for tomorrow. HWH, therefore, needs to work with the public to capture patient experiences and build data that is accurate, useful and relevant to its partners, services, institutions and the community and voluntary sector.

HWH are pleased to announce that we have launched a new, improved and innovative website that is designed to collect data directly from the public relating to their experience of health and/or social care services in their local area, which is then shared with the public and our partners.

This new website was launched in early August and provides better accessibility and the latest technology that the public can use quite easily to find a local health or social care service, including support services and partner organisations. Through our new website, the public will be able to score and comment on the service they have received. Many local services are listed such as GP surgeries, care homes and pharmacies plus voluntary organisations that provide local support services. New services can be added at any time and for people, young or old, there is something for everyone.



The new website is easier to navigate and also contain a variety of local news and articles on health and social care and how to access additional information and advice.

You can leave a 1-to-5-star rating and write a review with as much or as little detail as you like. You can also see the reviews other people have left to help you make informed choices when it comes to choosing a service like a new GP or dentist.

The website has links to our community partners and local voluntary organisations with details of the services they provide and news stories they want to share. The Digital feedback centre is a forum for feedback and not a directory of services. Through use of this new website HWH will be able to enhance its work as an effective consumer champion and be patient focused. The new website will build awareness of HWH amongst local people

and more importantly, provide them with a voice in addition to effectively signposting people to information about local health and social care services.

HWH's mission is to 'put the voice' of local residents at the heart of health and social care and to play a vital role in gathering the views and understanding the experiences of patients and the public, and through this to influence the provision of high quality services across Hounslow. This new website will help us achieve our mission together with the opportunity to inform, share and review local health and social care services.

Please visit our website at:

<http://www.healthwatchhounslow.co.uk>

to find out more or call direct on 02036032438

Visit our Feedback Centre

Review a service and read what other people are saying about it



Giving people advice and information



Emerging Communities Project

Another step that Healthwatch Hounslow has taken in order to help people get what they need from local Health & Care services is the Emerging Communities project.

The Emerging Communities Project aims at speaking and informing people from emerging communities about how to access Health and Social Care services in the borough of Hounslow. Volunteers are recruited from these communities who are able to speak to people in their respective languages and try to break down any language barriers.



We have volunteers holding small forums for people to share their experiences of health and social care services. We have also been able to translate the marketing materials into various languages for making it easier for the Emerging Communities to understand.



The main targeted Emerging communities in the Hounslow borough are:

Afghan,	Sri Lankan (Tamil),
Algerian,	Polish,
Burmese,	Romanian
Bulgarian,	Somalian
Nepalese,	

Currently volunteers from the above-mentioned communities have been visiting local shops/faith places/highstreets/GP surgeries etc. to speak with people and we have been contacting GP surgeries to access their emerging communities' patients.

Next steps: To recruit volunteers and target emerging communities from socially isolated backgrounds.



How we have made a difference



Our reports and recommendations

Evaluative Service Reviews & Achievements

In 2016/17, we produced reports on diverse services based on the findings of our independent surveys of some crucial services in the London Borough of Hounslow (LBH). To obtain our data, we interacted with local patients as well as service providers, made recommendations based on our findings and also offered help in implementing them.

Adult Social Care framework (ASCOP)

We undertook an in-depth survey of the situation and experiences of residential carers in the local community of Hounslow. We started our review during the last quarter of 2016 after being asked to conduct the survey by the Joint Commissioning Team.

We targeted carers in the community making sure we included adults from diverse ethnicities as well as from hard to reach groups. To gain an insight into how providers look upon carers and to understand their

point of view and the circumstances they face while trying to help, inform and support carers, we also engaged with representatives from Hounslow Social Services.

Sports and Physical Activity

Through this investigation, our aim was to assist the London Borough of Hounslow (LBH) to determine what factors tended to act as deterrents for people from some specific groups in Hounslow (viz., Adults with disabilities and Children & young people with disabilities and local women/ girls) in certain “inactive” areas of the borough from sports and physical activities.

From our survey respondents, we also aimed to find out what activities they wanted to participate in; what they felt should be done to enable/ encourage them to become more active; what venues they would recommend for such activities and also what fee, they would consider as reasonable for such physical activities made available to them.

Extracare Accomodation

In 2015, we had prepared a report based on our survey of Greenrod Place in Brentford and Park Lodge House in Heston. In 2017, the LBH asked us to revisit these two providers of Extracare services to see if any changes were noticeable in the services they were providing to their residents and to also

healthwatch
Hounslow

Carers' Views on the Impact of the Adult Social Care Outcomes Framework (ASCOP)

Healthwatch Hounslow



make suitable recommendations based on our observations.

To obtain a complete picture, we gained access to a cross-section of residents of Greenrod Place and Park Lodge House and/or their carers and also interviewed the managers and some key members of staff in both these locations.

Review of Care plans and GPs

This review examined the progress that local GP Practices have made towards achieving the Hounslow Clinical Commissioning Group's (HCCG) aim to introduce proactive Care Plans for some of the more Vulnerable Adults in each of the Practices. This was carried out on the basic premise that local GPs are pivotal points in the care and management of the health of such patients to help them stay out of hospital, to maximise patient involvement and to reduce unnecessary hospital admissions.

The overall aim of the review was to focus on analysing the experience of Care Planning and implementing Care Plans by a representative sample of local

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Care Plans for Vulnerable Adults at Hounslow GP Practices:

A review by Healthwatch Hounslow

patients/users and local Practices; to ascertain what they understand about Care Plans and also gain feedback from both patients/users/carers and local Practice GPs on how they might like to improve or alter how Care Plans are developed and implemented.

Personal Care Framework (PCF)

In this interim report, we began a review of the impact of the Personal Care Framework (PCF), introduced by Hounslow Council and the Hounslow

Commissioning Group (CCG) in mid-November 2014 as a contract signed by 22 care providers.

Personal Care refers to care and support provided to adults or children. It is normally delivered in the home of a person who is receiving the care, or in the community. It is based on a care package that follows on from an assessment either by a social worker or a healthcare professional based in the National Health Service (NHS).

Due to the difficulty in obtaining necessary information for our report, we altered the remit of our investigation. We decided to shift our focus to the difficulty of accessing and obtaining information from providers, so

THE PERSONAL CARE FRAMEWORK: MEASURING THE
IMPACT
INTERIM REPORT
BY
HEALTHWATCH HOUNSLOW
2016



as to see what the experience would be like for a relative or user of the services.

We utilised mystery shoppers (who telephoned the organisations providing care to ask them some questions for collating necessary information and to obtain a feel or direct experience of contacting these organisations). Our report was also based on an assessment of the performance of these organisations against their Key Performance Indicators (KPIs).

Patient Access to GP's

After examining the impact of the Prime Minister's Challenge Fund on patient access to General Practice in the Summer of 2015, we looked at the same issue once again in 2017.

As in our earlier investigation, the aim of our review was to ascertain how well-informed local patients were about available services and to assess how effective GPs were in communicating with ordinary patients as well as those from diverse and often disadvantaged sections of local society (such as those with hearing, speech, visual and communication problems, including people whose first language might not be English), to enable them to access available health and social care services in the borough.



GP Access Report

Finally, our aim was to find out if, when compared to our earlier findings, there were any noticeable changes in the patient information base between our first and our present survey and, if possible, to understand the reasons behind these changes.

Personal Care Framework - Measuring the impact on users

This was a follow-up study of our previous report on the Personal Care Framework: Measuring the impact on Users.

This was a follow-up study of our previous report on the Personal Care Framework.

As the PCF aims to ensure that personal care providers provide care and support in accordance with certain specifications, we approached Care Homes, Domiciliary care agencies and Extra Care Homes in the Hounslow Borough for the second time. However, this time we focused on engaging with service-users.

The aim of this evaluative survey was to review the impact of the PCF being embedded in service and care provision so as to establish how they impact on the main areas of care listed within the PCF.



THE PERSONAL CARE FRAMEWORK: MEASURING THE
IMPACT ON USERS
BY
HEALTHWATCH HOUNSLOW
2016



All reports are available to view on our website www.healthwatchhounslow.co.uk



Our Annual General Meeting (AGM) 2016-2017

Thank you to everyone who came to the Healthwatch Hounslow's AGM in January. We said goodbye and thanks to our Chair Stephen Otter and welcomed Munira Thobani as our new Chair. The AGM was a chance for us to present our work over the year and to ask people for views on what we should focus on this year.

We would like to extend our special thanks to our Speakers - Sue Jeffers (MD, HCCG), Stephen Swords



- Self - Care & Prevention
- Digital Feedback Centre.
- Highlighting the excellent work done by our volunteers.
- Upcoming projects and reports.

The meeting was a huge success and we saw a lot of local members from the community attending the AGM. There were a lot of stalls from various organisations promoting their services. Also, last but not the least we would like to thank our lovely volunteers who agreed to be a part of our AGM.



(Chairman HRCH), Ian Hughes (Director LHM) and Tim Spilsbury (CEO YVHSC)

Some of our highlights included:

- Excellent work Healthwatch has undertaken throughout the last year.
- Implementing STP's in the borough.



Healthwatch is **independent** and **transparent** – with the authority to demand action

[Find out more](#)

What you're saying *quality public helping A&E ease support doctors friendly waiting health long-term improvements good Happy patient*



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 can also alert Healthwatch England and the Care Quality Commission 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 Well Being 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.

Care Quality Commission 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 is building strong relationships with all the NHS trusts in the area. We have commenced regular surgeries at West Middlesex University Hospital 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 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.



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

Thank You

To all our amazing volunteers who help make a difference to health and care.

healthwatch



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

Our Mystery shoppers have been able to produce excellent report on the working of care agencies, understating the GP registration and GP website evaluation.

Enter and View Volunteers

All our Enter and View Volunteers are trained to be authorised Enter and View Volunteers.

They along with member of staff visit services across the borough to understand how services are run.

Volunteers' Week

The Volunteers' Week has been greatly supported by volunteers.

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 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 HWH and collected patient experiences.

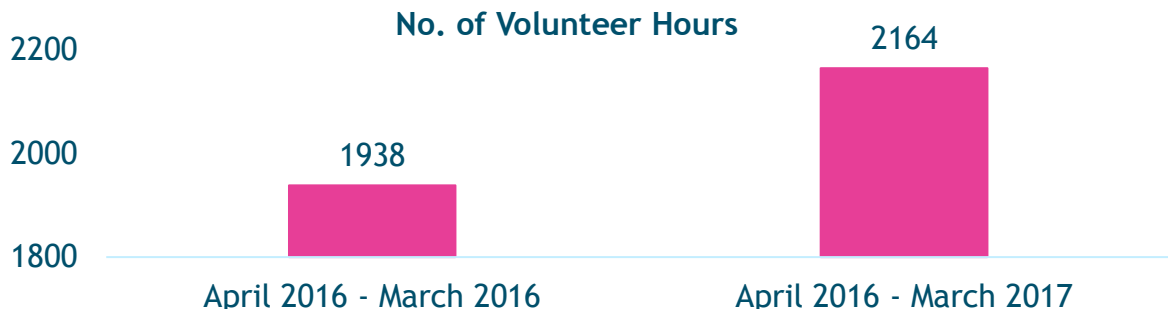


**Join our
Team**

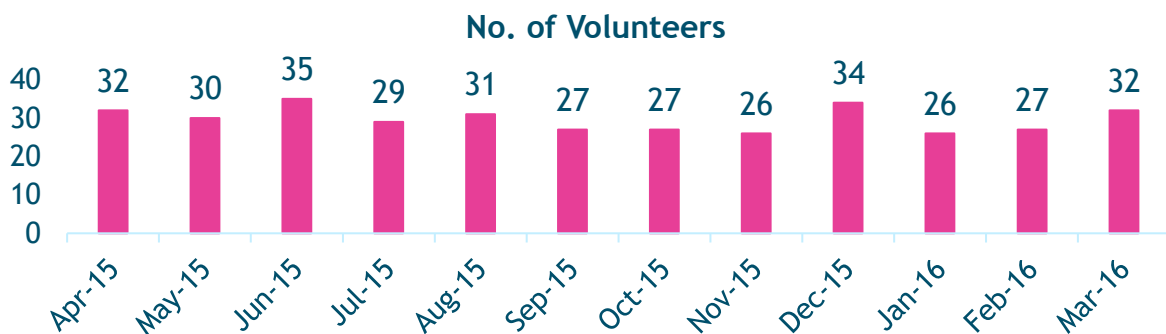
Become a volunteer and
help us to engage with a
wide audience of people



Below is a table of the number of hours that volunteers have contributed to the organisation. From April 2016 - March 2017, volunteers contributed a **total of 2164 hours**. This is a remarkable **increase** in volunteer hours compared to the previous year (April 2015 - March 2016).



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 2016. 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



Francis
Volunteer, Healthwatch Hounslow

I'm Francis and I've been a volunteer at Healthwatch for a few months. My motivation to join the team was to make material difference in the community and understand the fundamentals of public policies. The role is gratifying especially seeing the difference in the community, which gives me a sense of purpose to keep working for a greater good.

My role as a self-care and prevention volunteer consists going into GP practices, to speak to patients about their health and wellbeing. While also promoting different self-care organisations and health services available to residents, which has broadened my knowledge of the different services available to residents. I've also done some work on patient experience reports, giving me valuable experience for future endeavours.

Volunteering with Healthwatch Hounslow has been very rewarding and productive. The

experience has given me an insight into the policies being employed by the local

authority to solve some of the health challenges facing the community.

This is of specific interest to me because I'm interested in policy formation and execution.

Working with Healthwatch has been enjoyable and successful largely due to the brilliance and support of the staff. They allow flexibility around my schedule, any suggestion on how to make the project better is always carefully considered and the staff are consistently helpful with all the inquiries I have.

This role has not only been very good at expanding my experience but also fostering and learning new skills. Some examples being my interpersonal, listening and communications skills.

“I will definitely recommend volunteering with Healthwatch to everyone. There is an abundance of experience to suit your interest and variety of ways to make meaningful contributions to the health of Hounslow.”



Our work in focus



Our work in focus: “Enter and View”



Healthwatch Hounslow (HWH) has the power to ‘Enter and View’

providers, to observe matters relating to health and social care services. ‘Enter and View’ visits are conducted by Authorised Representatives for HWH who are trained volunteers. It is recognised that patients feel comfortable with lay people and trust them because of their independence. They therefore share their views and concerns more readily, especially when they appreciate that the volunteer is interested in what they have to say.

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

Healthwatch Hounslow have visited the following health & social Care services in the London Borough of Hounslow:

Ashgrove Care Home - Fir Tree Road, Off Martindale Road, Hounslow TW4 7HH
22nd September 2016

St Stephen’s Road - 38 - 40 St Stephen’s Road, Hounslow, TW3 2AX
24th November & 8th December 2016

Clower Residents - 2 Dorchester Drive, Bedfont, Feltham, TW14 8HP
16th February 2017

Derwent Lodge Care Centre - Fern Grove, off Hounslow Road, Feltham, TW14 9AY
20th February 2017

Coniston Lodge Care Centre - Fern Grove, off Hounslow Road, Feltham TW14 9AY
27th February 2017

Charlotte House - Snowy Fielder Waye, Isleworth TW7 6AE
7th June 2017

St Raphael’s - 6-8 The Butts, Brentford, Middlesex, TW8 8BQ
8th June 2017

Healthwatch Hounslow will be producing a 6 month Enter and View programme.

Reports can be found online:
www.healthwatchhounslow.co.uk



Our Finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities (The above does not include any thing other than statutory grant)		89378.50
Additional income		126284.50
Total income		215663
EXPENDITURE		
Operational costs		25337
Staffing costs		179675
Office costs		4812
Total expenditure		209824
Net income for year		5839

The accounts are subject to audit



Contact Us



Thank You

We would like to express our gratitude and Thank everyone who is helping us put people at the centre of health and social care, including;

- Members of the public who shared their views and experiences with us
- All of our generous and hardworking volunteers
- Our colleagues in all the Healthwatches
- Healthwatch England for their continuous support
- The many voluntary organisations who have contributed to our work this year
- Other colleagues across the CCG, NHS England, Department of Health and other statutory organisations who have worked with us this year.

Our Committee

We are governed by a Committee who set our strategy, provide scrutiny and oversight, and approve policies and procedure that are needed for us to work effectively.

Our Committee members are:

- Munira Thobani (Chair HWH)
- Stephen Clark
- Sue Charteris
- Celia Golden
- Lorelei Watson
- Bina Bhanu
- Steve Ringham
- John Marshal
- Robert Hardy King
- Arun Gupta
- Bimal Roy Bhanu



Speak out

Share your experiences
and views with us



Do you want to become a Healthwatch Hounslow Committee Member?

Are you interested in becoming part of Healthwatch Hounslow?

We are looking for people with local knowledge and experience and a passion for promoting better health & social care for local people. You will be responsible for shaping the future organisation of Healthwatch Hounslow and establishing the basis for building a large local membership from all the communities entitled to health care in the Borough.

Mission Statement:

Healthwatch Hounslow will enable people, communities and organisations in Hounslow to have a say and influence the planning, commission and delivery of health & social care services to improve the health & wellbeing of patients, public and service users.

Healthwatch Hounslow Values:

Equality & Diversity

Inclusion

Public Engagement & participation

Transparency

Accountability

Effectively representing the voices of patients, service users and residents of Hounslow.

Please contact Tim Spilsbury on 02036032438 for an informal chat or email info@yvhs.org.uk





healthwatch
Hounslow

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

🐦 @healthwatchhounslow

👍 facebook.com/HWHounslow

