

Healthwatch Hounslow

Annual Report 2017/18





Contents

Message from our Chair	3
Highlights from our year	5
Who we are	6
Your views on health and care	8
Helping you find the answers	13
Making a difference together	17
Annual Public Meeting	21
It starts with you	25
Our plans for next year	31
Our finances	33
Contact us	36

Message from our Chair

Munira Thobani, Chair of Healthwatch Hounslow

I am delighted to introduce the fifth annual report 2017/18 of Healthwatch Hounslow (HWH). 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. We are pleased to receive both positive and negative feedback about local services.

As the NHS and the social care system continues to change with new models of care and commissioning of services, it is important for HWH to gather as much feedback as possible to ensure that the quality, access and patient experience of the services meets local people's needs and expectations. We know that the demands for services are rising whilst resources remain stretched. This makes it even more important that Healthwatch is able to represent patients, carers and community concerns to the various governing bodies for local health and social care services.

HWH has a unique statutory role to gather and amplify the experiences of patients and their carers to various influential decision-making bodies in the borough. We continue to represent patient and service user feedback on the Clinical Commissioning Group (CCG), the Hounslow Health and Wellbeing Board, the Hounslow and Richmond Community Health Trust (HRCH) and the Hounslow Adult Safeguarding Board. Our representatives on these Boards reflect what we hear from around

1500 patient experiences each quarter as well as reiterating the need for better and more meaningful consultations with the communities affected by the NHS strategic and operational plans. We also aim to build relationships and alliances with other voluntary organisations campaigning for improvements in health and social care.



Our on-line platform provides easy access for people to provide feedback on services. The numbers of individuals providing feedback are rising for NHS services and we are keen to reach out to social care service users and carers to help us get a better picture of these services too. In addition to making this information available to local providers and governing bodies, we also use it to guide our work and to make recommendations to commissioners to review services that are underperforming or are not meeting the needs of local residents.

Message from our Chair

During 2017/18 we also organised open public meetings to discuss the impact of the merger between West Middlesex University Hospital and Chelsea and Westminster Hospital. Furthermore, we held a meeting to get feedback on how open, accessible and appropriate services are for Lesbian, Gay, Bisexual and Transgender (LGBT) residents. Again, our role in Healthwatch is to use our influence to raise concerns and ask service providers and commissioners to respond positively to the issues raised.

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.

HWH will continue to represent the community and 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, fantastic group of volunteers and committee members who together are doing their best to improve services and access to health and social care services.”



Highlights from our year

2500+

This year we've reached over 2500 people on social media



Our volunteers contributed over **2650** hours from 2017 – 2018



We've visited **over 70** local services



Our reports have tackled issues ranging from hospital discharge to how to reduce non-emergency attendance by local patients



Hello

Hi

We've spoken to **5809** patients about their experiences

In the last year, we had over **934** enquiries in regards to health and social care provision



Who we are



Healthwatch Hounslow is the independent ‘consumer champion’ for health and social care.

You need services that work for you, your friends and family. That’s why we want you to share your experiences of using health and care with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works – helping them to stay healthy, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People’s views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Our objectives

Legislation sets out six functions of a 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.
- + Ensure Healthwatch Hounslow is a well-run service.
- + 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.

Your views on health and care





“My GP is lovely, he gives great advice and I usually get my appointments” – Patient

Listening to people’s views

Between April 2017 to March 2018, we have held over 128 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 surveys at West Middlesex University Hospital. Some of the events/meetings we have attended and will continue to do so include:

- + West Middlesex University Hospital Open Day
- + CCG (Clinical Commissioning Group) HEAT (Hull Education and Training Event) – An annual medical education event for Hounslow.
- + CCG Patient & Public Engagement Meeting
- + Parents and Carer Forum
- + CCG Locality Meetings
- + Disability Community Forum
- + Hounslow CCG Annual General Meeting (AGM)

Our patient experience feedback is vital in enabling us to reflect on and understand how the community experiences health and social care service provision.

We have engaged with 5809 people as part of our Patient Experience Programme.

Patient experience, both positive and negative, helps influence our priorities for informing the shape of provision, and enables us to recommend changes to health and social care providers and monitor the impact of our recommendations for continuous improvement.

We produce quarterly Patient Experience reports that identify themes and trends in health and social care provision; demonstrating both negative and positive experiences.

We have reached over 1000 people through outreach stalls, presentations and talks to community groups.



Working together..

Our partnerships



Partnership Representation

We want to work closely with other organisations, so that we can influence the shape and quality of local NHS and social care services. We have worked in partnership with a number of organisations that work with people who use services in the London borough of Hounslow. This is intended to form a foundation for working together. This may include:

- + Gathering and sharing the views and lived experience of local people accessing care services.
- + Ensuring people have the opportunity to be involved in shaping local services wherever possible.
- + Promoting shared opportunities for people to receive support or influence the planning of local care services.
- + The potential to develop joint projects.
- + The opportunity for organisations to be represented in our activities such as Enter and View.
- + Our support on engagement activities, if required, which may include help with conducting research or talking to people in communities.

We play an active role in numerous forums responsible for planning and delivering health and social care in the borough.

Committee members and staff have been part of the following groups/meetings throughout the year:

- + West Middlesex University Hospital Open Day
- + Healthwatch London Network Meetings

- + HCN (Hounslow Community Network) General Meeting
- + North West London (NWL) Integrated Lay Partners Group
- + West London Mental Health Trust (WLMHT) Transformation Board
- + Adults Safeguarding Board
- + WLMHT Trustwide Service User & Carer Experience Meeting
- + Chelsea & Westminster Patient Experience Committee (PEC)
- + Care Commissioning Group (CCG) Quality Assurance Information Panel
- + CCG Patient & Public Engagement Committee
- + Provider Concern Meeting
- + CCG Quality & Patient Safety Committee
- + CCG Governing Body Meeting
- + Health & Adult Social Care Scrutiny Panel
- + Health & Wellbeing Board
- + CCG Primary Care Commissioning Committee
- + West Middlesex University Hospital (WMUH) PLACE (Patient-led Assessments of the Care Environment) Assessment
- + Hounslow Marcomms Meeting
- + CCG Locality Meetings
- + CCG Self-care & Prevention Working Group
- + Joint Strategic Needs Assessment (JSNA) Steering Group
- + Hounslow Immunisation Group
- + CCG A&E Operational Group
- + Carers Partnership Board

Our website

healthwatch
Hounslow

Your spotlight on local services
Call Us 0203 603 2438

Home About us News Reports Volunteer Signposting Contact us Share your experience

With your help we're changing local care for the better

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.

You can use this website to rate, review and improve services for your local community. Click here to visit our Feedback Centre now or search for the name of a service in the search bar above.

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

Twitter News Events

Healthwatch Hounslow Feedback Centre

Healthwatch Hounslow is set up to improve health and social care services for today and shape them for tomorrow. We therefore need 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.

Our website was 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.

In August 2016, the Digital Feedback Centre was launched together with the Healthwatch Hounslow website. A part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

The website provides better accessibility and the latest technology that the public can use easily to find a local health or social care service, including support services and partner organisations.

It is simple to navigate and also contains a variety of local news and articles on health and social care and how to access additional information and advice. A 1 – 5 star rating and a written review can be left with as much or as little detail as preferred. Other people's reviews can also be viewed to help users make informed choices when it comes to choosing a service like a new GP or dentist.

Through our 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 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 rather than a directory of services

Our 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. Through this we aim to influence the provision of high quality services across Hounslow. This new website helps us achieve our mission together with the opportunity to inform, share and review local health and social care services.

Feedback Centre

Leave feedback 



Grove Village Medical Centre
Very bad treatment received from the doctors
 "My GP did not want to see me and referred me to another doctor. I kept on waiting for my..."
 [Anonymous]
 ★★☆☆☆



Cole Park Surgery
Very uncaring and difficult practice
 "Very badly run, no consistency in seeing same doctor, who is never there, have to see locums all the time..."
 [Anonymous]
 ★☆☆☆☆



Blue Wing Family Doctor Unit
Failed referrals, unprofessional staffs
 "I am someone with very complex health issues and I care for 3 individuals who all have special needs. The..."
 [Anonymous]
 ★☆☆☆☆



The Practice (Hounslow)
Complexity with referrals - April
 "I have been waiting to be referred to a service for my pain management (at the moment I am taking..."
 [Anonymous]
 ★☆☆☆☆



Mulberry Centre Hounslow
Supportive staff
 The staff are very supportive and lovely. They have helped me through a lot.
 [Anonymous]
 ★★★★★



Hounslow IAPT
good staff
 They helped me a lot and gave me good advice to find employment.
 [Anonymous]
 ★★★★★

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?*

★★★★★

Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Which department did you visit?

Department

Your ratings (select if applicable)

Ease of gaining appointment	★★★★★
Convenience of appointment	★★★★★
Cleanliness	★★★★★
Staff Attitude	★★★★★
Waiting Time	★★★★★
Treatment explanation	★★★★★
Quality of care	★★★★★
Quality of food	★★★★★
Generally how easy is it to get through to someone on the phone?	★★★★★

Please visit our website at: www.healthwatchhounslow.co.uk to find out more or call direct on 020 3603 2438.

Helping you find the answers



What Patients Have Said About Health and Social Care Services

“I did not have to wait long – just two weeks as I was pregnant. The sessions really helped me and I am happy with the service”

Hounslow IAPT (Improving Access to Psychological Therapies)

“The mental health provision was unsafe and the care given to my son was just not good enough”

WLMHT (West London Mental Health Trust)

“They were really good, fast service and very helpful, they answered all of my questions adequately”

Pharmacy

“I was waiting for a referral to be sent through to WMUH. But almost 6 – 8 weeks had passed and I heard nothing. I contacted WMUH myself and they said that they had not received any referral and had no clue about it”

WMUH (West Middlesex University Hospital)

“Great nurses, doctors & paramedics here, got me sorted out quickly”

WMUH (West Middlesex University Hospital)

“Have been registered with this practice ever since they opened. I have always been treated very well by all the staff”

GP Practice

“They have been improving their services, but still need to get better, for example they mixed up my prescription”

Pharmacy



What we've learnt from visiting services

During the year we have produced four Patient Experience Reports since last year.

Patient Experience Report Quarter 4

January – March 2018

Patient Experience Report Quarter 3

October – December 2017

Patient Experience Report Quarter 2

July –September 2017

Patient Experience Report Quarter 1

April – June 2017

Patient Experience Report Quarter 4

January – March 2018

This report represents 1,406 reviews. Out of the total number of patient experiences received, 1072 (76%) were positive and 334 (24%) were negative experiences of service provision.

Overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

Negative themes/trends

- + Access issues for outpatient hospital services, including waiting times whilst at the service
- + Access issues for GP services including waiting times
- + Access issues for Community services

Positive themes/trends

- + Quality of treatment and care received at outpatient hospital services
- + Quality of staff and staff attitude at hospital outpatient services
- + Quality of treatment and care at GP services
- + Quality of staff and staff attitude at GP services

Mixed themes/trends

- + A varied picture of administration systems including booking appointments and appointment availability within GP services.

Patient Experience Report Quarter 3

October – December 2017

This report represents 1,136 reviews. Out of the total number of patient experiences received, 881 were positive and 255 were negative.

Negative themes/trends

- + Waiting time at the hospital.
- + Waiting time for appointments at the GP surgery.
- + Appointment availability for GPs.

Positive themes/trends

- + Quality of care received from GPs and Hospitals.
- + Staff attitude & professionalism at services.
- + Ease of getting appointments.

Patient Experience Report Quarter 2

July –September 2017

This report represents 1,258 reviews. Out of the total number of patient experiences received, 911 were positive and 347 were negative.

Negative themes/trends

- + Difficulty in booking GP appointments.
- + Waiting time at the hospital.
- + Appointment availability for GPs.

Positive themes/trends

- + Quality of care received from GPs and hospitals.
- + Staff professionalism at services.
- + Ease of booking GP appointments.

We have gathered 5809 patient experiences this year. The highest nationally for a local Healthwatch.

Patient Experience Report Quarter 1

April – June 2017

This report represents 1,077 reviews. Out of the total number of patient experiences received, 601 were positive and 476 were negative.

Negative themes/trends

- + Access to services; mostly comments about waiting times at the practices.
- + Administration – Patients complained about booking appointments.

Positive themes/trends

- + Majority of patients happy with the attitude of staff.
- + Quality and effectiveness of treatment.

The information presented within our reports reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. We present this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Our Patient Experience programme aims to continue to grow and develop and we will do this through recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover.



Making a difference together



Our reports and recommendations

Feedback from Patients in the Urgent Care Centre and Accident & Emergency Department of West Middlesex University Hospital

In September 2017, Healthwatch Hounslow (HWH) undertook a survey of patients reporting to Accident & Emergency (A&E) and the Urgent Care Centre (UCC) of West Middlesex University Hospital (WMUH) in the London Borough of Hounslow (LBH). The aim of our survey was to find out the possibility of reducing non-emergency attendance by local patients at the UCC and A&E departments of WMUH.

To obtain data, we decided to contact and request information from a cross section of local patients reporting to WMUH's UCC and A&E units. Besides information collected from patients, we also planned to gather statistical data from WMUH's A&E and UCC. To gather our data, we prepared a questionnaire. We received feedback from 250 patients waiting for treatment in the UCC and A&E waiting areas inside WMUH. Our feedback was obtained predominantly directly from patients themselves and in a few instances indirectly through their family/carer or through the parent/parents when a patient was a minor.

Responses from patients and their family/carers revealed the following findings, amongst others:

- + 78% of respondents said that they were aware of the health conditions for which they should go to A&E and those for which they should go to the UCC. However, despite this, it became apparent from the explanations they gave about their understanding of the UCC and A&E, that many respondents did not have a clear understanding of the UCC and of the difference between the UCC and A&E.

- + Patients gave a variety of reasons as to why they had come to the UCC/A&E.
- + 74% of respondents said they knew that they could go online to book their GP appointments.

Some of the recommendations made were:

- **To reduce the information gap noticeable in local patients, there is a clear need to take steps for raising patients' awareness of WMUH's UCC services as well as of the difference between WMUH's A&E and its UCC. We recommend that this be done by disseminating user friendly information in suitable formats to patients via local organisations well-linked with patients so that they receive wide publicity.**
- **To reduce inappropriate patients reporting to the UCC and A&E, it might be worthwhile to consider building up the NHS 111 service as the route by which patients are referred/routed or signposted to the UCC/A&E.**

The full report is available on the Healthwatch Hounslow website:

<https://www.healthwatchhounslow.co.uk/wp-content/uploads/2016/07/AE-and-UCC-Report-2017.pdf>

Our reports and recommendations

Hospital Discharge in Hounslow

In August/September 2017, we carried out a patient survey to find out the experience of some patients who, after spending some time as an in-patient in hospital, had been discharged from hospital. This review took the form of case studies to gain a more in-depth understanding of patient's experiences.

The aim of our survey was to gather the hospital discharge (HD) experience of local patients to enable us to understand the quality of their HD. The Hounslow-based West Middlesex University Hospital (WMUH), run by the Westminster and Chelsea Hospital Trust, was the focus of our study. The objective of our survey was to assess HD from WMUH from the perspective of users/carers and service providers and to identify good practices, service gaps and areas for improving HD for local patients.

We received feedback on HD from WMUH from 20 local patients in Hounslow. We obtained our feedback either directly from patients or indirectly through their family/carer. Responses from patients and their family/carers revealed the following findings, amongst others:

- + Only a small minority, consisting of 10% of our respondents, said they had not been given adequate prior notice about their HD.
- + HD respondents who said they had received their medicines after a reasonable period of waiting formed the largest group (45%), and 35% said they had got them very quickly.

Other issues raised by patients include a lack of coordination between WMUH and out-of-hospital (OOH) service providers. Patients, especially those with complex needs, often do not have a clear care plan and a patient's HD can be delayed by WMUH staff because of crucial equipment that the patient must use after their HD has failed to arrive from another hospital.

Some of the recommendations made were:

- **That it could be beneficial for WMUH staff to improve their understanding of the way different departments or units within WMUH work. Similarly, they might need to improve their communication with their patients.**
- **WMUH staff need to refer patients for assessment to Extended Hospital Social Work Services (EHSWS) as soon as possible after their admission in WMUH. They also need to be aware of the need to avoid late evening discharge.**
- **To ensure that WMUH staff consistently treat patients/family/carers with respect and empathy, WMUH will need to ensure that they provide training to all newly recruited staff and regularly monitor staff behaviour towards patients.**

Our full report can be found on the Healthwatch Hounslow website:

<https://www.healthwatchhounslow.co.uk/wp-content/uploads/2016/07/Hospital-Discharge-Report-2017.pdf>

Our reports and recommendations

Survey of London Ambulance Services (LAS) – Hounslow

This review aims to examine the provision of services and care provided by the LAS to patients aged 65 and above with a view to finding out if any practical recommendations can be made to help the LAS achieve its main aims in a more cost-effective manner without endangering patient health and safety.

Our aim was to ascertain the following:

- + The views and lived experience of local people accessing care services.
- + The various reasons for which local users aged 65 and above call for the LAS.
- + Their estimation of the LAS' response rate and the quality of services they are provided with.
- + Whether they would or would not recommend the LAS to their family and friends.
- + The result or outcome of their call to help us identify preventable or avoidable call-outs or calls that should have been made to other available local services at a lower cost and without compromising patient safety.
- + Their awareness of out-of-hospital (OOH) services available in Hounslow so that, if required, appropriate initiatives such as raising awareness, patient education, and breaking entrenched habits can be identified, recommended and initiated.

To achieve the above, we did the following:

- + Gathered and shared the views and lived experience of local people accessing care services.
- + Obtained responses about the use, outcomes, experience, and estimation of LAS services for over 200 local patients aged 65 and above;
- + Reviewed information from the LAS in Hounslow and asked them some questions to clarify our understanding of its workings;
- + Connected with managers and some staff in six homes where many local people aged 65 and above reside in various parts of Hounslow.

Our findings led us to make some practical recommendations that are based on our assertion that it is only through a clear and consistent multi-pronged action plan that we will be able to move people aged 65 and above towards taking measures to bring about a reduction of the most frequent situations that prompt them to make call-outs to the LAS – such as falls and breathing problems.

We can do this by carefully implementing guidelines recommended by the National Institute for Health and Care Excellence (NICE) and similar recognised bodies for dealing with falls and other health conditions and environmental factors affecting our target group. Also, by prompting local providers of health and social care, voluntary/community sector organisations and relevant places of worship frequented by older people – to work in a truly joined-up manner to educate older people and their carers about health prevention, ongoing healthy activities, and various local health and social care services and how to access them. In this way we will be able to impact positively on the health of our target group and reduce call-outs to the LAS from and for them.

Annual Public Meeting February 2018



Our Annual Public Meeting (APM) 2017-18

Our Annual Public Meeting was held on the 15th of February 2018. We would like to thank everyone who came to Healthwatch Hounslow's (HWH) APM. The meeting 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 Healthwatch Hounslow Chair – Munira Thobani, Your Voice in Health and Social Care (YVHSC) Chair - Stephen Clark and YVHSC CEO – Tim Spilsbury.

There was particular focus on the Patient Experience Reports due to the high numbers received. Our YVHSC Chair spoke about the Digital Feedback Centre and the benefits of it. He mentioned that on looking at the responses it is surprising to see a high percentage of positive responses as compared to the negative ones. This actually puts things in perspective; people are generally getting good services but there are problems in particular areas.

Our Chair updated everyone about the limited funding received from London Borough of Hounslow (LBH) to run HWH. Till now we have survived with the commissioning work from Clinical Commissioning Group (CCG), but we don't see enough work this year to sustain research in HWH. YVHSC can use the reserves to run the services but it seems to be a difficult year to explore new things in HWH.

Some of our highlights included:

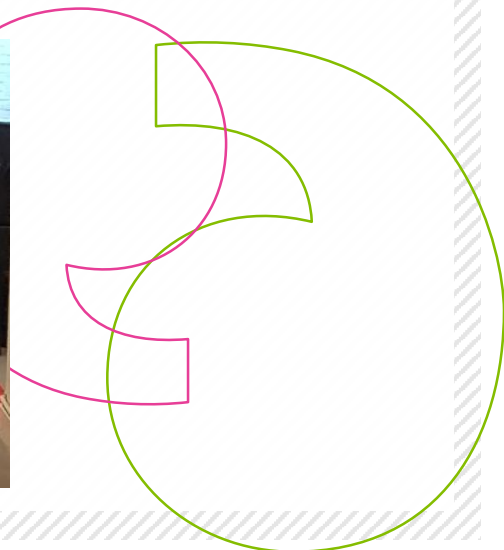
- + Excellent work Healthwatch has undertaken from the previous year
- + Research studies
- + Patient Experience Reports and the Digital Feedback Centre
- + Excellent work undertaken by the volunteers
- + Upcoming projects and reports.



Suggestions from the public about what they would like Healthwatch Hounslow to focus on:

- + Mental health services
- + Provision of services for elderly people e.g. introducing more long-term day centres.
- + Feedback on social care comments

We saw members from the community attending the APM. There were stalls from various organisations (Hounslow CCG, One You, Wellbeing Network and others). We would also like to thank the volunteers who agreed to be part of our APM.



Involving local people in our work

Partnership Working

Local Clinical Quality Care (CQC) team

We have established a good working relationship with several CQC representatives, communicating about Care Homes and other health and social care services in particular. We have shared our Enter & View reports with CQC colleagues. We will continue to provide feedback about local health and social care providers.

Hounslow Care Commissioning Group (CCG)

We continue to maintain a good working relationship with Hounslow CCG who are very supportive of our work and appreciative of Healthwatch contributions in respect of the patient voice. We attend several meetings as a non-voting representative and work closely with officers as issues arise. An example of this is our Patient Experience Report which has been presented at the CCG Governing Body, The Quality patient Experience and Equalities Committee and the Public Patients Experience meeting. Findings from the report have been taken on board and discussion is taking place to ensure the community intelligence we gather can be fed into existing CCG mechanisms and functions to inform commissioning and monitoring processes.

West Middlesex University Hospital

We continue to build good relationships with WMUHT. We now attend their Patient Engagement and Experience Committee and present our reports.

Hounslow voluntary sector providers

We continue to build relationships across the voluntary sector to raise awareness about Healthwatch and obtain community intelligence about health and social care services. We also attend the Hounslow Community network meetings.



Involving Local People in Our Work

Partnership Working

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 its 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 where we present our reports and recommendations.

NHS Complaint Advocacy Provider (Voiceability)

We remain in contact with the provider, sharing their details with patients where relevant and liaising about joint engagement activities when opportunities arise. Staff attended our focus group on Community Health Services on 25th Jan 2018, helping to formulate recommendations around feedback and complaints mechanisms.

All our reports are published on our website, highlighted in our newsletter and presented at various appropriate forums, boards and committee meetings. For example, the Patient Experience Reports have been shared and presented at a number of different levels to different stakeholder audiences including the:

- Hounslow Clinical Commissioning Group (CCG) Quality and Patient Safety Committee
- Hounslow CCG Public and Patient Engagement Committee
- Hounslow CCG Primary Care Co-commissioning Committee
- Hounslow CCG Governing Body
- Hounslow Health and Wellbeing Board
- Hounslow's Health and Adults Social Services Scrutiny Panel
- West Middlesex University Hospital (WMUH) Public and Patient Experience and Engagement Committee (PEC)
- Care Quality Commission (CQC)

it starts with
YOU



Enter and View

Healthwatch Hounslow 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 Healthwatch Hounslow (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 conducted 7 Enter and View visits between April 2017 and March 2018.

Visits were conducted to the following locations:

West Middlesex University Hospital:

1. Crane Ward
2. Lampton Ward
3. Marble Hill 1
4. Marble Hill 2
5. Charlotte House – 1st visit
6. Charlotte House – 2nd visit
7. St Raphael's

HWH staff are supported by a team of trained volunteers known as Enter and View authorised representatives.

Recommendations made included prearranging visits for us to speak with family/friends and carers, in-depth training for staff in regards to dementia, paying the London Living Wage and safeguarding training.

Healthwatch Hounslow volunteers





Volunteering

The views and stories you share with us are helping to make care better for our local community

Healthwatch Volunteer



Over 18 volunteer
roles are available

Volunteer Awards
were given to volunteers in June 2017

2650 volunteers hours
have been contributed since last year

121 volunteers
have joined us since last year

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:

Patient Experiences

Volunteers have collected patient experiences on a weekly basis from various locations by visiting libraries, GP surgeries, West Middlesex University Hospital (WMUH) and High streets. Without our vital volunteer involvement, Healthwatch would not have such an increase in vital patient experiences.

Enter and View

All our Enter and View volunteers are trained to be authorised Enter and View volunteers. These volunteers along with members of staff visit services across the borough to understand how services are run.

Insights from patients in the Urgent Care Centre (UCC) and Accident & Emergency (A&E) Department

Volunteers spoke to over 250 patients waiting for treatment in the UCC and A&E waiting areas inside WMUH.

Hospital Discharge in Hounslow

Volunteers carried out a patient survey to find out the experiences of some patients that had been discharged from hospital.

Social Media

Volunteers help us with supporting our social media platforms by posting news items, blog posts and tweets. This has helped us widen our reach to people in the local community.



Volunteer testimonial

"I have been volunteering with Healthwatch Hounslow for 6 months and they have a range of volunteer roles and projects that you can get involved in. It has helped me develop my project management skills"

Volunteer



Our plans for next year



What next?

Our priorities are informed by:

- + Themes/Trends from the data we record in our Patient Experience Reports
- + Our engagement activity and feedback from our volunteers.

Our workplan sets these main themes for our work:

- + Influence service delivery and make an impact or change on behalf of patients, communities and the public
- + Provide evidence based recommendations
- + Speak up on behalf of seldom heard and hard to reach groups and individuals
- + Be a critical friend and challenge service redesign on behalf of patients
- + Remain independent from health and social care services
- + Use our position and statutory powers to greatest effect on behalf of service users

It is essential that we focus our time and resources on the things that matter most. To put the interests of the people of Hounslow first, we consider carefully what value we can add to the situation.



Our top priorities for next year

- + Publishing our mystery shopper reports and following through recommendations made.
- + Focusing on increasing feedback from people using social care services.
- + Visiting health services (e.g. GP surgeries) as part of the Enter and View programme.
- + Partnering with organisations to increase feedback from Community Health Service
- + Focusing on increasing feedback from people using mental health services.

Progressing on

- + Continuing our work partnership with Black and Minority Ethnic Advice Network (BME) and other community organisations, to make sure we are hearing the voices of the most disadvantaged or vulnerable people.
- + Working with partners in the CCG and Hospital Trust to make sure the voice of local people is strong and influential.

Our finances



ASSETS BUDGET SAVINGS COSTS PROFITS
 GAINS MONEY TAXES INCOME INVESTMENT

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£85,000
Additional income	-
Total income	£85,000
Expenditure	£
Operational costs	£8,148
Staffing costs	£70,143
Office costs	£6,709
Total expenditure	£85,000
Balance brought forward	-



**The views and stories
you share with us are
helping to make care
better for our local
community**

Healthwatch Volunteer



Contact us

Get in touch

Address:

Freepost RTHC-JCSH-ERTE
Healthwatch Hounslow
45 St. Mary's Road
Ealing
W5 5RG

Phone number: 020 3603 2438

Email: info@healthwatchhounslow.co.uk

Website: <https://www.healthwatchhounslow.co.uk>

Twitter: @HWHounslow

Contact details of contractors

Your Voice in Health and Social Care
45 St. Mary's Road
Ealing
W5 5RG.

Phone number: 0203 886 0839

Email: info@yvhsc.org.uk

Website: <http://www.yvhsc.org.uk>

Twitter: @YVHSC_

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright Healthwatch Hounslow 2018



healthwatch

Healthwatch Hounslow
45 St Mary's Road
Ealing
W5 5RG

www.healthwatchhounslow.co.uk
t: 020 3603 2438
e: info@healthwatchhounslow.co.uk
tw: @HWHounslow
fb: facebook.com/HWHounslow