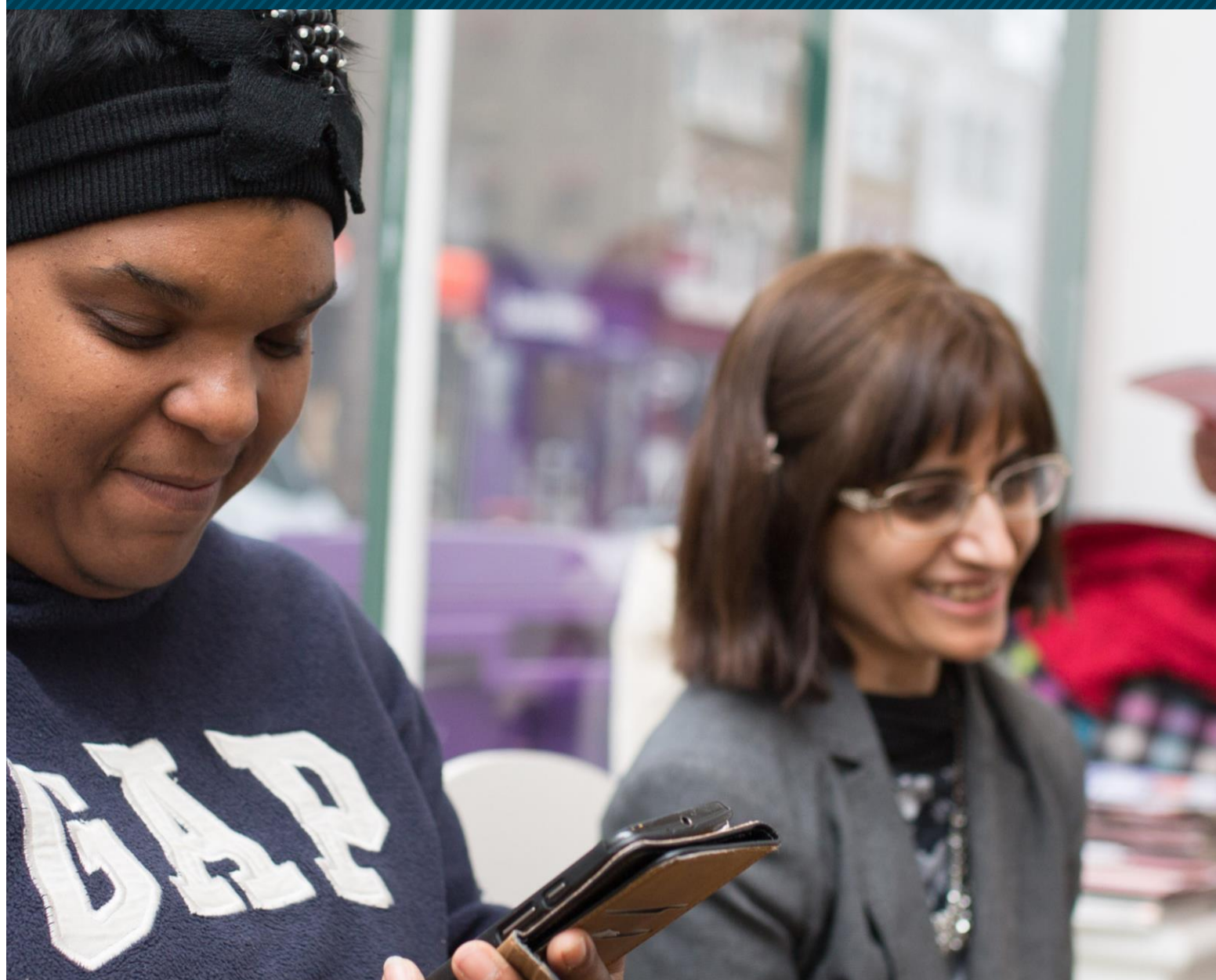


# Healthwatch Hounslow

Annual Report 2018/19





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# Message from our YVHSC CEO

## Tim Spilsbury, CEO of Your Voice in Health and Social Care (YVHSC)

I am delighted to introduce the sixth annual report 2018/19 of Healthwatch Hounslow. This is our opportunity to give an account of our work and set out our future plans. The team at Healthwatch Hounslow have worked hard to deliver a high quality local service to ensure that as the health and social care system in Hounslow changes and works differently the community have had a voice and a place to be involved. To this end, Healthwatch Hounslow agreed targets and outcomes for the year that ensured the service was more responsive to the needs of local people, identifying feedback, themes and trends in health and social care provision that could support service improvement and highlight positive trends.

To achieve this the patient experience voice has been expanded with over 400 patient experiences recorded every month to provide a annual number of 4,859 experiences of health and social care provision that in itself is substantive enough to identify clear themes in provision.

The service has undertaken enter and view visits, directed through feedback from the community and in negotiation with our local authority partners to ensure a reflective service that is committed to improving service delivery.

The service has held engagement events across the borough and specifically targeted hard to reach and emerging communities to widen the feedback we receive from the whole community. We have visited over 80 services,

responded to 159 enquiries and reached over 2,600 people on social media.

Our representation on the Health and Wellbeing Board has provided a platform for sharing formal patient, user and public insights, evidence and intelligence to inform the process of strategic commissioning and improve services for the benefit of the local population.

Special recognition must be made for our volunteers without whom the service would not be able to operate as successfully as it does. This year 38 volunteers have regularly contributed their time, dedicating 3583 hours to the Healthwatch service, contributing on average 69 hours per week. I am additionally delighted to highlight the work of our interns. We work in partnership with an internship organisation that provides interns from all over the world. We have interns who travel from Egypt, Malaysia, Australia, Canada, and the USA. They volunteer with us to gain additional skills and an understanding of the health and social care system in England. The interns support out volunteer programmes, research projects and patient experience programme.



# Message from our YVHSC CEO

On behalf of YVHSC I would like to say thank you to our volunteers and interns for their time and dedication, which has been invaluable to the successful running of this service.

Our Board members have continued to represent the public at key decision making Boards, contributing to meetings such as:

- Adult Safeguarding Board
- Hounslow and Richmond Community Healthcare (HRCH)
- Hounslow Clinical Commissioning Group (CCG)

Looking forward Healthwatch Hounslow will continue to develop patient experience feedback and highlight the themes and trends to our health and social care partners. This will be ever more paramount as integrated care systems are implemented across North-West London. The service will be particularly focusing on last phase of life services and the new Hounslow Enhanced Dementia Care service. Healthwatch Hounslow will continue to improve and grow and we would encourage you all to get involved if you can. This is the time to make your views heard.

We would like to take this opportunity to extend our gratitude to all the stakeholders that worked with us to give local residents a voice in shaping and influencing the local health and social care economy.

Finally I would like to thank the staff team at Healthwatch Hounslow who through their passion and dedication delivers a dynamic, responsive and accountable service that excels in representing its community.

Tim Spilsbury  
YVHSC CEO





# Highlights from our year

**2600+**

This year we've reached over 2600 people on social media



Our volunteers contributed over  
**3583** hours  
from 2018 – 2019



We've visited  
**over 80**  
local services



Our reports have tackled issues ranging from GP registration processes to integrated care



We've spoken to  
**4859**  
patients about their experiences



In the last year, we had over  
**159** 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.

### How do I benefit from what Healthwatch does?

You can speak to us about what you think of local services – good or bad. We are interested in everybody's views, from all parts of the community. Where possible, we will let you know when changes are planned to services in your area and help you to have a say. You can speak to us for information about health and social care services available locally.

### Why should I get involved?

Speak to Healthwatch Hounslow about your experiences of any NHS or social care service, and help make them better for you, your friends and family. It's quick and easy to get in touch – you can phone or email us.

# 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.



### Informing people

- We provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a form that meets their needs
- We consider the needs of easily overlooked and marginalised groups in the design, focus and delivery of our service
- We refer people to appropriate services or to places they can get more information
- We provide people with advice and support if they need to complain about any part of the health and social care system
- We systematically use the intelligence we gather from our advice and information role to shape our priorities.



# Your views on health and care





### Listening to people's views

Between April 2018 to March 2019, we have held over 234 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 – main atrium. Some of the events/meetings we have attended and will continue to do so include:

- + Carers Partnership meeting
- + CCG Patient & Public Engagement meeting
- + Parents and Carer Forum
- + CCG Locality Meetings
- + Disability Community Forum
- + Hounslow CCG Annual General Meeting (AGM)
- + Hounslow Partnership Group meeting
- + CCG Integrated Comms and Engagement Working Group meeting

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

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.







## 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

# Helping you find the answers





## What Patients Have Said About Health and Social Care Services

- + “I have never had a problem; you can always get an appointment where some other people have to wait weeks to get one. Like today I phoned 1 hour ago for my daughter and they asked me to come in” – *GP Practice*
  - “Receptionists are either bored, disinterested, abrupt, brusque, rude or a combination of these. This makes visiting the practice very stressful” – *GP Practice*
  - + “I came here for a scan to make sure that the symptom I had wasn't cancerous. They were really nice and it was good. Because of how severe the outcome could be, they were tactful, understanding and supportive” – *Hospital*
  - “I had an appointment to check my stomach and when I went there, they forgot about me and they said they are going to book another appointment but they still have not” – *Hospital*
  - + “They spend a lot of time helping to sort out my issues and they phone my GP if they have to, nothing seems too much for them” – *Pharmacy*
  - “They sometimes give you the generic drug, rather than the original medication prescribed. They should not be making the decisions for us” – *Pharmacy*
- “I usually have positive experiences with most health professionals I come across but sometimes getting the appointment or referral seems to take a long time”



## 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 2019

### Patient Experience Report Quarter 3

October – December 2018

### Patient Experience Report Quarter 2

July – September 2018

### Patient Experience Report Quarter 1

April – June 2018

### Patient Experience Report Quarter 4

January – March 2019

This report represents 1,212 reviews. Out of the total number of patient experiences received, 961 (79%) were positive and 251 (21%) were negative experiences of service provision.

#### Positive

- + 86% of comments about Treatment & Care were positive.
- + 84% of comments about Staff were positive.
- + 84% of comments about Medication were positive.
- + 59% of comments about Administration were positive.

#### Negative

- 46% of comments about Access to Services were negative.
- 40% of comments about Administration were negative.
- 14% of Comments about Staff were negative.
- 14% of Comments about Medication were negative.

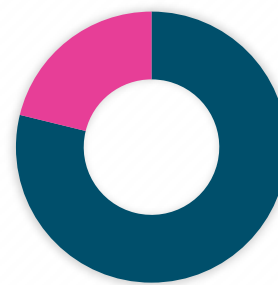
### Patient Experience Report Quarter 3

October – December 2018

This report represents 1,208 reviews. Out of the total number of patient experiences received, 986 (82%) were positive and 222 (18%) were negative experiences of service provision.

## TOTAL PATIENT EXPERIENCES APRIL 2018 - MARCH 2019

Negative  
1029 (21%)



Positive 3830  
(79%)

we found the following positive and negative themes:

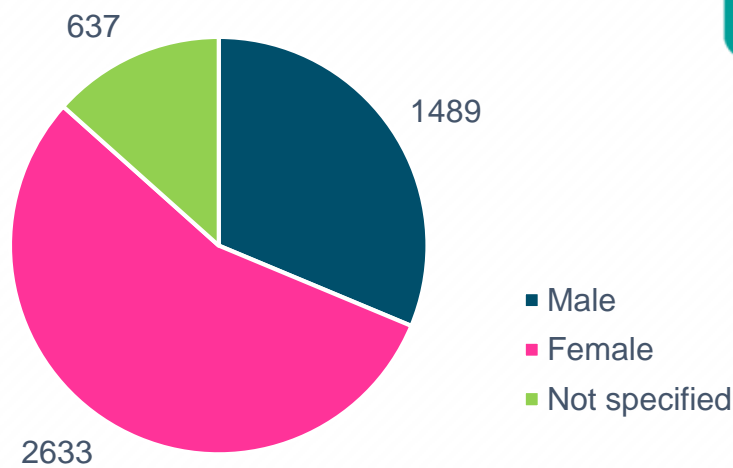
#### Positive

- + 86% of comments about Staff were positive
- + 85% of comments about Treatment & Care were positive
- + 82% of comments about Medication were positive
- + 65% of comments about Administration were positive

#### Negative

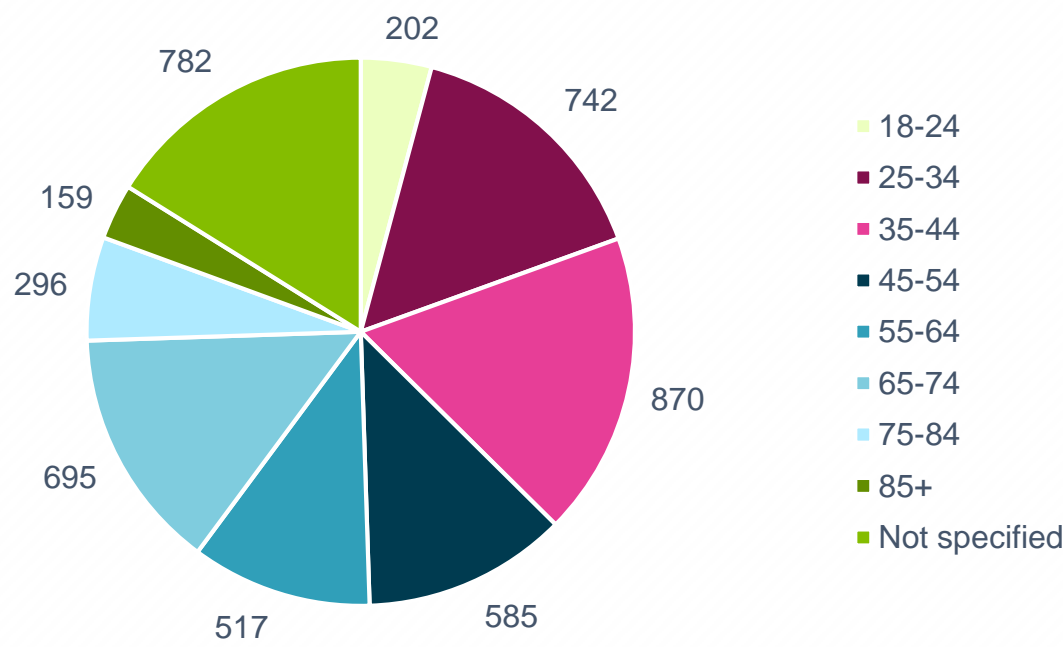
- 43% of comments about Access to Services were negative
- 34% of comments about Administration were negative
- 18% of Comments about Medication were negative
- 14% of Comments about Treatment & Care were negative

GENDER

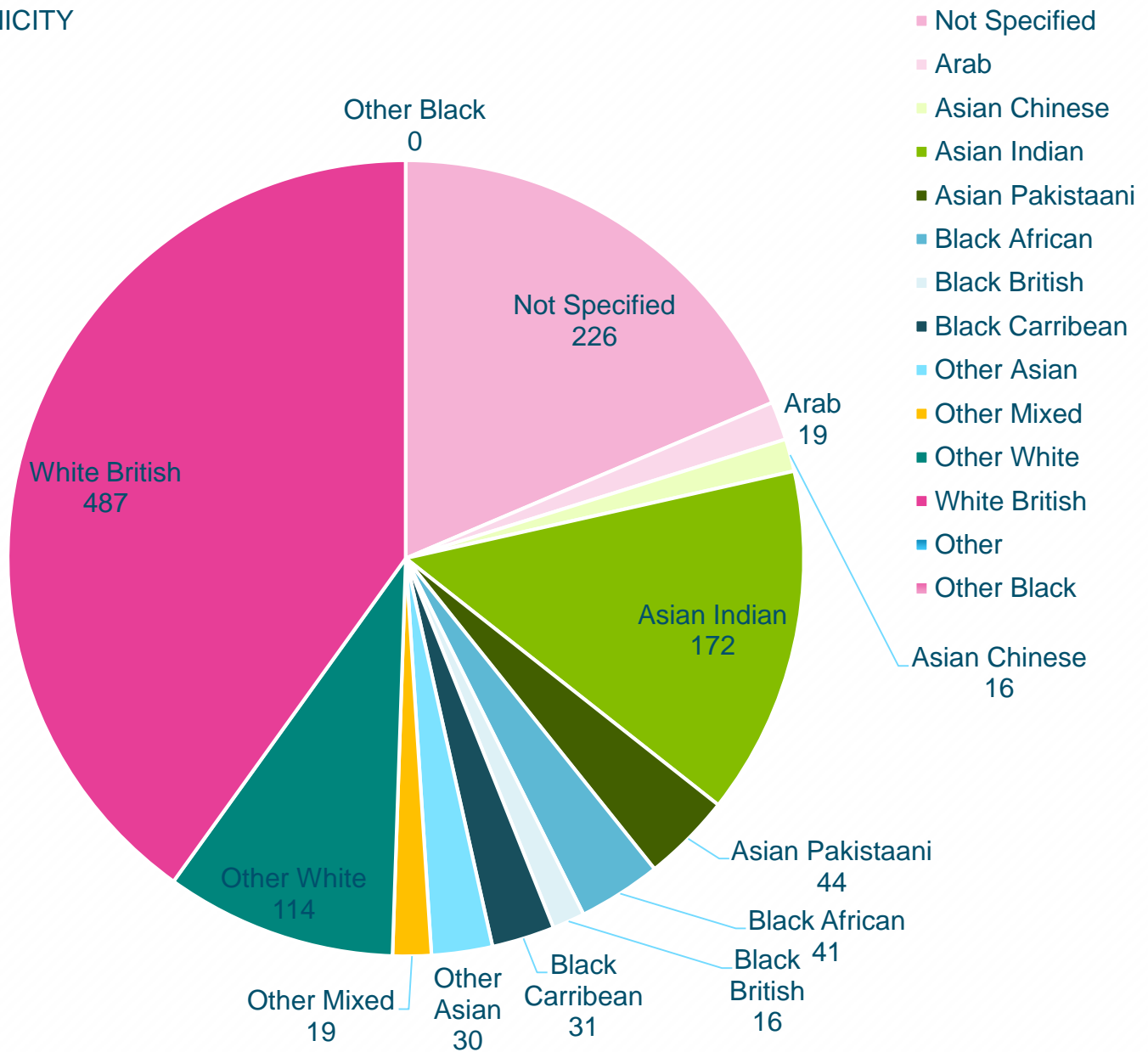


The pie chart above shows the number of patients we have spoken to from different genders. The majority of patients we speak to are female. The pie chart below shows the number of patients we have spoken to from varying ages. Over the past year, we have had an increase in 35 – 44 and 45 – 54 age category speaking with us.

AGE



ETHNICITY



The pie chart above shows the number of patients we have spoken to from different ethnic backgrounds. These are the patients who agreed to share their ethnicity with us. We have had an increase in the number of patients few have spoken from BME communities over the past year.





## Patient Experience Report Quarter 2

July – September 2018

This report represents 1,214 reviews. Out of the total number of patient experiences received, 952 (78%) were positive and 262 (22%) were negative experiences of service provision.

### Positive

- + 86% of Treatment and Care comments received were positive
- + 84% of comments about Staff were positive
- + 74% of comments about Medication were positive
- + 59% of comments about Administration were positive

### Negative

- 39% of comments about Access to Services were negative
- 38% of comments about Administration were negative
- 24% of Comments about Medication were negative

## Patient Experience Report Quarter 1

April – June 2018

This report represents 1,225 reviews. Out of the total number of patient experiences received, 931 (76%) were positive and 294 (24%) were negative experiences of service provision.

### Positive

- + 83% of Treatment and Care comments received were positive
- + 83% of comments about Staff were positive
- + 72% of comments about Medication were positive
- + 53% of comments about Administration were positive

### Negative

- 44% of comments about Administration were negative
- 42% of comments about Access to Services were negative
- 13% of Comments about Staff were negative

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

## Mystery Shopper Report – GP Access

During 2019, volunteers from Healthwatch Hounslow carried out a mystery shopping exercise evaluating the GP registration process for each GP surgery in the Hounslow Borough.

In 2018, HWH was asked by the Hounslow Clinical Commissioning Group (HCCG) to visit each GP surgery in the borough to ascertain how the process of GP registration by HWH volunteers worked. The review established customer practice against established code and practice for the registration procedure as well as identifying if GP surgery staff propose surgery access options such as online booking, registration, online prescriptions. The review evaluated if the general public was receiving a variation within registration requirements and information provided where there is an emphasis to ensure continuity across the borough.

HWH will have a team of volunteers for each locality who can access each GP surgery and report on the practical experience of registration as well as feedback on the customer service received. HWH will write up the findings in an independent report to be published on our website and provided to HCCG.

We carried out an analysis of the information identifying themes/trends. These were split into localities.

Themes/Trends were broken down further into:

- Waiting times
  - Waiting times up to 2 – 10 minutes.
  - + No or short waiting times to speak with receptionist.
- GP registration process
  - Not enough or no information provided.
  - + Information pack provided.

- GP appointment
  - No information, varying and non-specific information.
  - + Information provided.
- Signposted
  - Inappropriate or inaccurate information provided.
  - + Not signposted to alternative GP surgeries.
- Customer service
  - Poor customer services, lack of information, vague details.
  - + Good customer service – professional, friendly and polite.
- Leaflets and website referrals
  - Majority didn't provide a GP registration form.
  - + Majority provided GP registration forms.
- Additional information
  - Misleading information.

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

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



## Mystery Shopper GP Access

During 2019, volunteers from Healthwatch Hounslow carried out a mystery shopping exercise evaluating the GP registration process for each GP surgery in the Hounslow Borough.

# Involving local people in our work

## Partnership Working

### Local 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 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.

### Hounslow and Richmond Community Healthcare (HRCH)

We continue to maintain a good working relationship with HRCH. We attend their Patient and Public Engagement Forum and PALs and Complaints Scrutiny Group meetings. We occasionally meet with their Patient Experience Manager to feedback about services and catch up. We have contributed to their Quality report. We will continue work closely with them.

### 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.

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 and Richmond Community Healthcare
- Hounslow's Health and Adults Social Services Scrutiny Panel
- Care Quality Commission (CQC)



# 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 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”**

If you are interested in volunteering as an Enter and View Authorised Representative then please contact us on 020 3603 2438 or email [info@healthwatchhounslow.co.uk](mailto:info@healthwatchhounslow.co.uk) for more information.

**Visits were conducted to the following locations:**

1. Ashgrove Care Home
2. Ashgrove Care Home – Residents/Relatives Meeting
3. 141 Vicarage Farm Road
4. St. Mary's Covent and Nursing Home

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

**Recommendations made included speaking with family/friends and carers, in-depth training for staff in regards to dementia and safeguarding.**

# Annual Public Meeting February 2019





## Our Annual Public Meeting (APM) 2018-19

Our Annual Public Meeting was held on the 5<sup>th</sup> of February 2019. We would like to thank everyone who came to Healthwatch Hounslow's 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.

Our Chair opened the meeting by welcoming and introducing the role of Healthwatch in the community. She explained the importance of gathering patient experiences and making sure voices are being heard. Our Chair highlighted the Hospital Discharge report and the mystery shopper report on GP registration for people who are homeless.

A presentation was delivered by the Hounslow Clinical Commissioning Group (HCCG) on Integrated Care in Hounslow. This was delivered by the Head of Primary Care Transformation who explained Integrated care and what it means for patients of Hounslow. Integrated Care aims to address the fragmentation of care common across health systems, to improve the health outcomes of people living longer with increasingly complex health concerns.

Four priority areas were highlighted – Urgent Care, Health deterioration, Home visiting and Frequent and complex. They went on to explain the CCG's planned engagement for Integrated Care. This included joint campaigns, messaging and branding across the providers and commissioners. Looking at Information currently recorded on priority areas to be shared. Looking at a joint approach to co-designing new services and patient stories.

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
- + Encouraging people to join the committee in order to get the community voice heard.
- + Upcoming projects and reports.

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

- + Feedback on social care comments
- + Feedback on community health services

We saw members from the community and Patient Participation Groups attending the APM. There were stalls from various organisations.

We would also like to thank the volunteers who agreed to be part of our APM and our Chair – Munira Thobani who has stepped down.





it starts with  
**YOU**



# Healthwatch Hounslow volunteers







# Volunteering

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

Healthwatch Volunteer



### Healthwatch Hounslow Volunteers

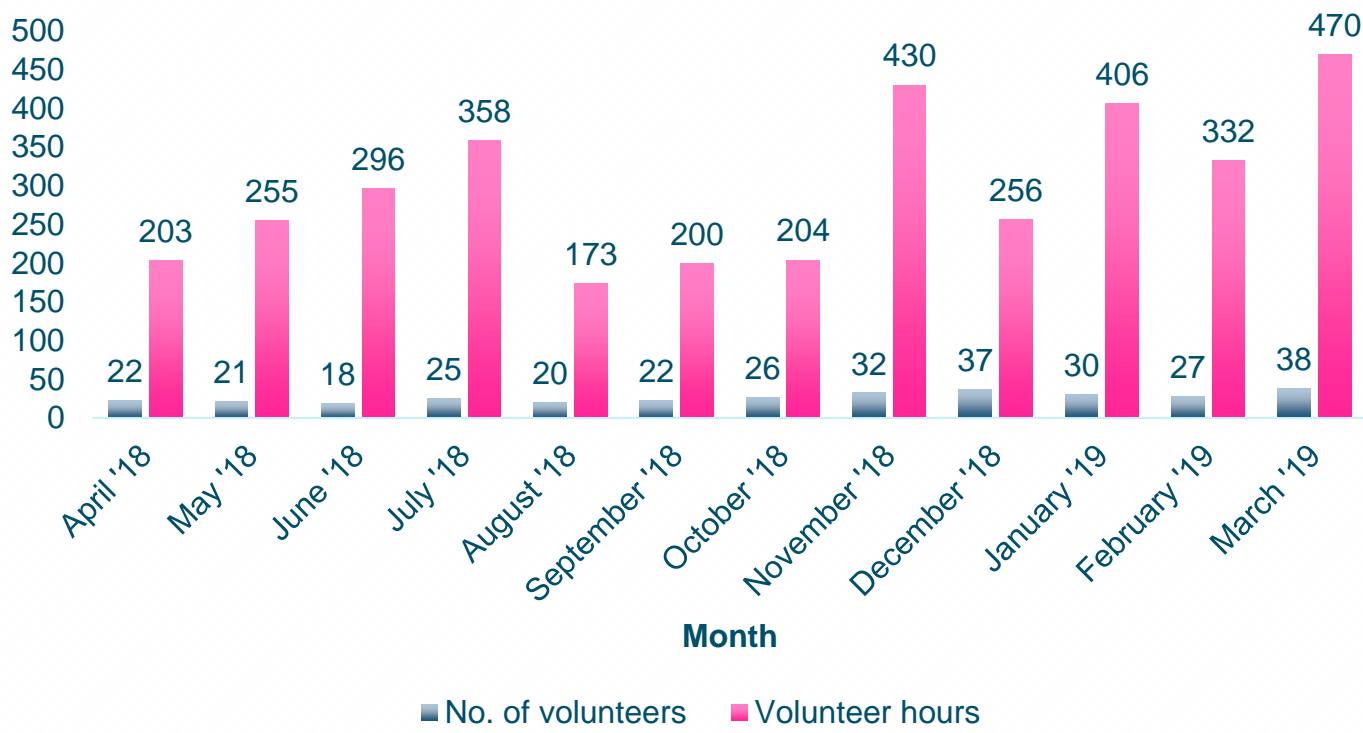
Volunteers and the involvement of local Hounslow residents is an integral part of the work of Healthwatch Hounslow. They bring together wide ranging experiences, enthusiasm, and commitment working with the staff team.

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 gather patient experiences from across the borough by speaking with patients at various services e.g. GP surgeries, Hospitals, events etc. Without our vital volunteer involvement, Healthwatch would not have such an increase in vital patient experiences.

## Volunteers



**Healthwatch Hounslow volunteers have contributed a total of 3583 hours from April 2018 – March 2019. This is an increase from the previous year (2650).**

### Internship Programme

We work in partnership with an internship organisation who provide interns from all over the world. We have interns who travel from Egypt, Malaysia, Australia, Canada, USA etc. They volunteer with us to gain additional skills and an understanding of the health and social care system in England. The interns support out volunteer programmes, research projects, patient experience programme etc.



### 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.

### Mystery Shopper – GP Access

volunteers from Healthwatch Hounslow carried out a mystery shopping exercise evaluating the GP registration process for each GP surgery in the Hounslow Borough. This involved volunteers a team of volunteers for each locality who can access each GP surgery and report on the practical experience of registration as well as feedback on the customer service received. An independent report was written up and shared with the HCCG and published on our website.

### 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 Christmas Bowling Event – Dec 2018

# Thank You

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

## Volunteer Appreciation Day for Volunteer's Week – June 2018



# Volunteer testimonial

“It has been a great experience volunteering with Healthwatch Hounslow. I have learned so much about the healthcare system here and have been given the opportunity to speak with patients from all walks of life”

*Intern – Canada*

“I have been able to improve and gain new skills by volunteering. This has helped me apply to job opportunities, eventually landing me a job!”

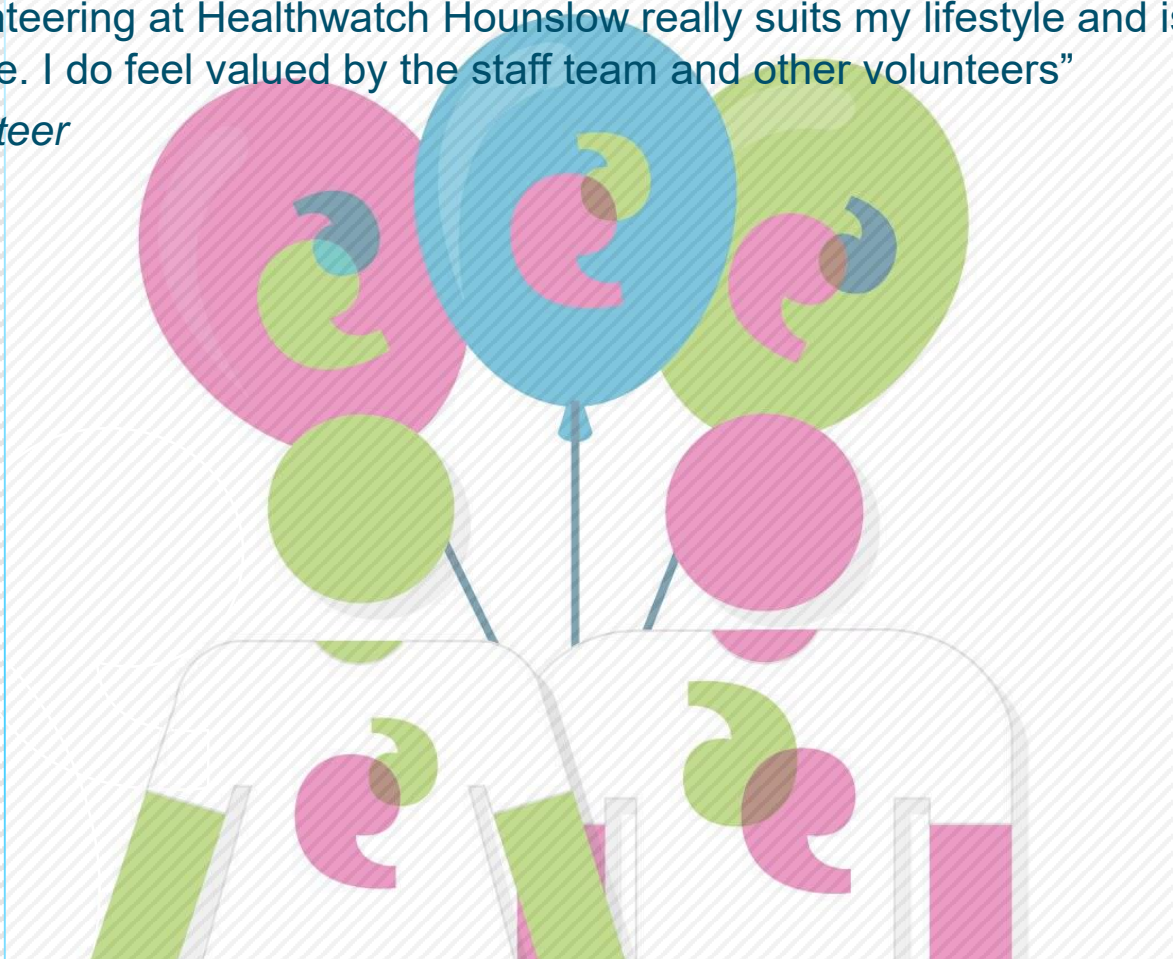
*Volunteer*

“I really enjoy volunteering. I feel like I’m contributing for the community”

*Volunteer*

“Volunteering at Healthwatch Hounslow really suits my lifestyle and is flexible. I do feel valued by the staff team and other volunteers”

*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 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.

Mental health

Social care

Service change

Hospital care

Primary care



## Our top priorities for next year

- + Last Phase of Life – We have been commissioned to carry out a review on bereavement services in Hounslow. This will involve obtaining feedback about the service and producing a report with recommendations.
- + Enhanced Dementia Care service – We have been commissioned to carry out a review of the service once it has been set up. We will be speaking with users of the service and produce a report with recommendations.

## Progressing on

- + Continuing our work partnership with 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.
- + Focusing on increasing feedback from people using social care services.
- + Continuing our work in integrated care.



# Our finances





Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£85,000
Additional income	£0
Total income	£85,000
Expenditure	£
Operational costs	£30,376
Staffing costs	£34,124
Office costs	£20,500
Total expenditure	£85,000
Balance brought forward	£0



**“It’s important to hear people’s views, especially from those who are vulnerable. Since I have been volunteering for Healthwatch Hounslow, I feel that I am making a difference as I’m speaking to people who usually wouldn’t share their views”**

**Healthwatch Volunteer**

# Contact us

## Get in touch

### Address:

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

Phone number: 020 3603 2438

Email: [info@healthwatchhounslow.co.uk](mailto: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](mailto: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 2019. 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.

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**healthwatch**

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