





Annual report 2019-20

Guided by you

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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 have the opportunity to introduce the seventh annual report for Healthwatch Hounslow under Your Voice in Health and Social Care to reflect on what has been a hugely successful and ultimately challenging year. A year that has seen Health and Social Care services respond magnificently to extreme circumstances with the onset of COVID-19 and voluntary sector services work together to achieve the best possible outcome to support local efforts.

Healthwatch Hounslow have continued their statutory responsibility to obtain the views of people about their needs and experience of local health and social care services, make those views known to those involved in the commissioning and scrutiny of care services, provide reports and make recommendations about how those services could or should be improved and promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.

Healthwatch Hounslow received 4837 patient experiences from which the key recommendations to services were improved communication between services and patients, improved access and availability of interpretation services. Services across the borough were commended for their overall quality of treatment and care, staff professionalism, attitude and professional advice.

In total Healthwatch Hounslow has visited over 100 Health and Social Care services, completing 5 enter and view visits and publishing 14 reports. Additionally the service has implemented targeted workshops across the borough to engage with the local community on specific topics, this year this has included Long Term Conditions, Mental Health and better health for the over 65s.

Message from our YVHSC CEO

This year, 441 volunteers and interns have regularly contributed their time to the delivery of the service. This has resulted in 4850 hours being given to the service on a voluntary, unpaid basis. I would like to take this opportunity to extend my thanks to our amazing volunteers without whom the service would be considerably poorer.

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

Health and Wellbeing Board
Hounslow Clinical Commissioning Group (CCG) Governing Board
Health & Adult Social Care Scrutiny Panel
North West London (NWL) Integrated Lay Partners Group
Carers Partnership Board
CCG Network Meetings

I would like to take this opportunity to extend my gratitude to all of our committee members and to 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 of Healthwatch Hounslow who have worked diligently and conscientiously to deliver a service that continues to exceed expectations. As we look forward to recovery, Healthwatch Hounslow will continue to support our partners whilst ensuring the local voice is represented and heard to ensure positive service growth and development across Hounslow.

Tim Spilsbury

YVHSC CEO



About us

Here to make care better

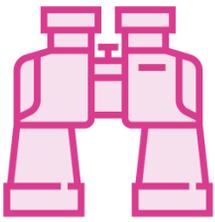
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.



Sir Robert Francis,
Healthwatch England Chair



Our vision is simple

Health and care that works for you. People want health and social care support that works – helping them to stay well, 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.



Our approach

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 solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchhounslow.co.uk

Twitter: @HWHounslow

Facebook: www.facebook.com/profile.php?id=100007845370065

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



441 volunteers/interns

Joined us last year, helping to carry out our work.

In total, volunteers/interns gave up

4850 hours

This is an 35% increase from the previous year (2018-2019).

We received

£85,000 in funding

from our local authority in 2019-20, same as the previous year.

Providing support



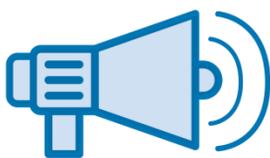
4837 people

shared their health and social care story with us, 5% less than last year. This is due to the Covid-19 pandemic. Face-to-face engagement had to be ceased.

296 people

accessed Healthwatch advice and information online or contacted us with questions about local support via phone and email.

Reaching out



Over 6955 people

We have engaged with through our patient experience programme, enter and view visits, research studies, website, social media and community events.

Making a difference to care



We published

14 reports

about the improvements people would like to see with their health and social care, and from this, we made several recommendations for improvement.

How we've made a difference



Patient Experience Programme

A key part involves collecting patient experience feedback from the community by visiting health and social care settings in order to speak with people and hear their views.

4837 people shared their experiences of using health and social care services

Our Patient Experience Programme identifies several areas of good practice and areas for improvement across different services. We produce reports from the feedback collected and these are shared in meetings with both commissioners and providers, in order to inform how services could or should be improved. As additional reports are published these themes and importantly, any trends, will be followed up in more detail with relevant partners.

Our Patient Experience work is led by our Patient Experience Officer and a team of volunteers who regularly visit health and social care services across the borough to meet with patients. Our programme of outreach is supported by our online digital feedback centre – local people are able to visit our website and leave service feedback directly.

www.healthwatchhounslow.co.uk/services/

Our feedback system asks patients for an overall star rating and provides space for free text comment and goes on to ask for star ratings against a number of specific domain areas such as: Quality of treatment and care; how easy it was to get through on the telephone? and others. The star rating elements allow for an initial snapshot of how well a service might be doing.

More detail is found by analysing the themes applied to individual comments. Just like it would in any review system it

can help other patients make a choice in their care and it helps us to have a very quick understanding of how well services are doing or where we may have concerns.

Our Patient Experience reports can be used internally to demonstrate how services are listening to patients, responding to concerns and sharing good practice across sites, helping to fulfil the rights and commitments set out in the NHS constitution, and providing evidence to the CQC (Care Quality Commission) where relevant.

Patient feedback about GP services are shared with the HCCG (Hounslow Clinical Commissioning Group)

This is used by the HCCG to triangulate with other patient feedback data and feed into Patient Experience Improvement Strategy and other improvement work programmes.

Patient feedback about Hounslow and Richmond Community Healthcare (HRCH) services are shared with the Trust

We share the feedback with the Patient Experience team. We attend their Complaints and PALS Scrutiny Group meetings and Patient Engagement Forums where the feedback relating to Hounslow residents is shared.

Patient Experience Programme

Here's what we've learned from visiting services:

Every quarter, we publish our Patient Experience report which is shared with commissioners and providers in the borough.

During the year we have produced four Patient Experience Reports 2019-2020.

Patient Experience Report Q4 January – March 2020

Positive Reviews: 887
Negative Reviews: 292
Total: 1179

Patient Experience Report Q3 October – December 2019

Positive Reviews: 931
Negative Reviews: 302
Total: 1233

Patient Experience Report Q2 July –September 2019

Positive Reviews: 868
Negative Reviews: 350
Total: 1218

Patient Experience Report Q1 April – June 2019

Positive Reviews: 963
Negative Reviews: 244
Total: 1207

Positive and Negative Themes/Trends

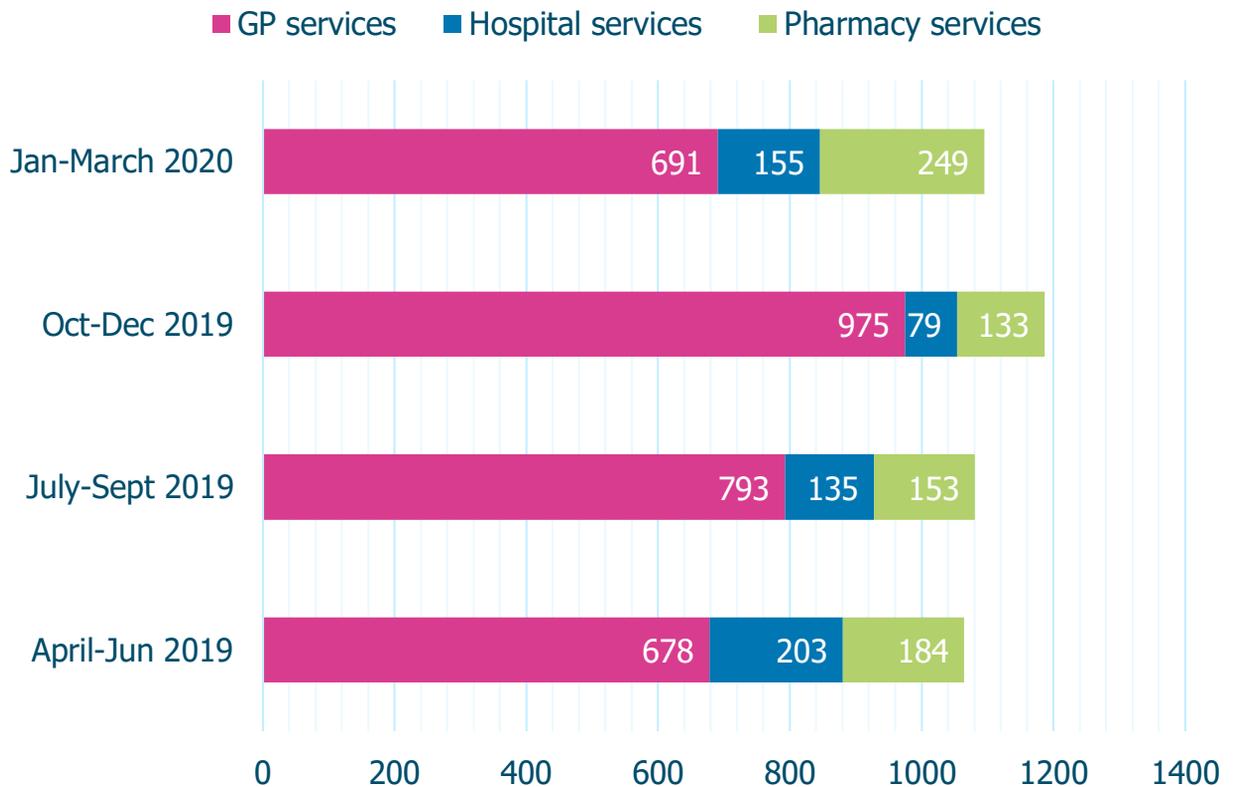
Overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes in 2019-2020.

Positive Themes/Trends

- Overall quality of **Treatment and Care** received at GP/Hospital/Pharmacy services have been positive.
- Pharmacy services have consistently received positive feedback about **staff attitude/courtesy, information and advice, repeat prescriptions** and **medicine management**.
- Across most services **staff professionalism** and **attitude** were identified as being positive.
- **General communication** across services has been identified as positive.
- **Ease of booking appointments** and **appointment availability** at GP services have received positive feedback.

Negative Themes/Trends

- **Lack of information** and **interpretation services** have received negative feedback, especially across some GP/Hospital services.
- **Communication** between GP services and hospital services has been identified as negative. Patients have raised the issue of being passed back and forth, especially if related to referrals.
- **Access to Services**, including waiting times at the GP surgery has continuously been identified as negative. Patients are now going in with the expectation of having to wait longer before seeing someone.
- **Appointment availability** and **ease of booking appointment** have continually been raised as negative themes.



The bar chart above shows the number of reviews received for GP, Hospital and Pharmacy services in 2019-2020.

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms.

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.

With the coronavirus pandemic, we will be looking at innovative ways to engage with people about their experiences of health and social care services.

If you or your organisation would like to feedback on health and social care services in the borough, please get in touch with us by calling 020 3603 2438 or email info@healthwatchhounslow.co.uk



Our reports are shared at various meetings:

- CCG Integrated Care Patient and Public Engagement meeting
- Hounslow Integrated Care Comms meeting
- CCG Primary Care Co-Commissioning meeting
- Care Quality Commission
- CCG Quality, Patient Safety and Equalities Committee meeting
- CCG Governing Body meeting
- Hounslow Local Authority
- Health and Wellbeing Board
- Health and Adult Care Scrutiny Panel
- Hounslow and Richmond Community Healthcare
- Chelsea and Westminster Hospital NHS Foundation Trust – West Middlesex University Hospital

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.



What Patients Have Said About Health and Social Care Services

"Every time I call for an appointment they give me an appointment"

GP surgery

"The waiting overall was 4 hours, 2 hours before seeing a triage nurse and then two more hours"

Hospital

"They are very good and helpful, they have been kind to me"

Pharmacy

"My whole family comes here. The dentist here is very good and the hygienists are good too. It is clean and they recently got a good CQC report. It is very easy to book an appointment here, you have to wait for a bit but they always do their best to get you in."

Dental service

"The lady I spoke to was really nice and she was thorough with the questions she asked. They also transferred all the information I gave them to my GP before I arrived for my appointment. They also booked the appointment for me"

NHS 111

"I do not feel reassured in their care for patients. Patients aren't well looked after and accounted for"

Mental Health service

"My condition has got worse since I started doing the exercise they recommended. It felt like my arthritis got worse but I can barely work now. I have to stay in most days now. When I needed to get an appointment, I phoned up to get an appointment and there wasn't much of a wait to be seen"

NHS Community Healthcare service



Enter and View

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

This year, we will continue to undertake our statutory role to enter and view health and social care provision. Mindful that services have been particularly affected by COVID-19, we will be liaising with these services to undertake remote visits, ensuring that risk to those who are treated or reside at these services is minimal and no-one is being put at unnecessary risk.

We have already started to liaise with the

local authority to ensure this is implemented safely and productively across the borough.

Part of our Enter and View Programme in 2018-19 was to visit GP surgeries. We visited the following GP surgeries:

- Firstcare Practice
- Bedfont Clinic
- Brentford Family Practice
- Willow Practice
- Kingfisher Practice
- Spring Grove Practice – Postponed due to Covid-19
- Albany Practice – Postponed due to Covid-19

Enter and View reports can be found on our website.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchhounslow.co.uk

Telephone: 020 3603 2438

Email: info@healthwatchhounslow.co.uk



Research

This year, our research focused on the Last Phase of Life, Long Term Conditions, Winter Health, Mental Health and Supporting over 65's.

Last Phase of Life

The last phase of life sought to speak to bereaved relatives, carers and family friends who are using bereavement services in the London Borough of Hounslow and provide recommendations to improve End Of Life services.

The key recommendations of this report focused on improving access and awareness of EOL services. Those who had used the aforementioned services were positive about their experience but understanding and awareness of available

services was limited. Better awareness and access would support the bereaved to better address mental health and physical health needs as a result of the bereavement.

Signposting and information through GP surgeries and Health centres as well as community signposting would have significant impact on those who have been recently bereaved and seek support to prevent potential longer term conditions.

Our work on mental health, long term conditions, supporting over 65s and winter health took the form of participatory workshops and have been detailed further in this report.



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Long Term Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

“When seeing multiple different professionals, a lot of repetition happened. Had to give mini medical histories every single time” – Patient

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the ‘Long Term Plan’ in January 2019, setting out its’ key ambitions over the next 10 years.

Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Here’s a summary of our work and what we found.

We worked in collaboration with North West London Healthwatch organisations. We asked people #WhatWouldYouDo to improve the NHS locally.

112 people completed a survey about general health and 29 people completed a

survey about long-term conditions. We held two events (focus groups) for people with autism and learning disability.

The top issues that people told us they wanted services to focus on is:

- Communication
- Staffing, Training and Continuity
- Service Access
- Assessment, Diagnosis and Treatment
- Prevention and Early Intervention

What are we doing about it?

All the feedback has been shared locally and regionally with our key local authority and CCG partners, as well as all those that took part and shared their views. The findings and reports are helping to shape new plans and commissioning.

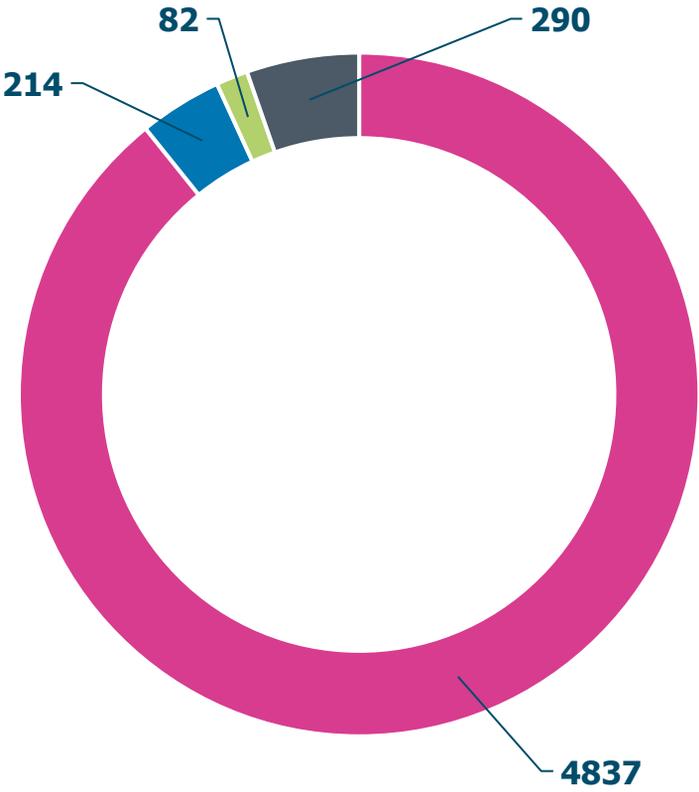
Helping you find the answers



Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 5133 people get the advice and information they need by:

- Speaking to patients in healthcare settings about their experiences of health and social care services.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.



- **Speaking to patients in healthcare settings**
- **Phone queries**
- **Email queries**
- **Events held by Healthwatch Hounslow**



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Workshops



We have been commissioned by the Hounslow Clinical Commissioning Group (HCCG) to organise and help facilitate several workshops throughout the year. Each workshop will focus on a specific strategic priority of the CCG.

The workshops involved:

- Inviting guest speakers
- Community/Voluntary organisations to hold stalls
- Carrying out surveys and activities.

Over 65 Workshop

The main objective of the workshop was to provide practical information and advice on better access to health and social care services and how to maintain independence during old age. Also, to gather patient experiences.

The workshop took place at Chiswick Pier Trust on the 24th July 2019, 1 – 3PM. We invited various organisations to hold stalls (LBH Falls service, Ealing CVS, Over 60's Activities, COPD Group etc.). Talks were delivered from Lyn Hammond (LBH Carers service), Martha Flann (LBH Falls service), Gloria Koduah (YVHSC Social Prescribing service) and Charlotte Moriba (Over 60's Activities).

A survey was carried out which asked people about various topics such as online consultations, patient transport, A&E attendance etc.

Long-term conditions Workshop

The main objective of the workshop was to provide practical information and advice on better access to health and social care

services, diet, exercise and how to prevent the risk of developing these conditions. The workshop took place at Hounslow Arts Centre on the 23rd of September, 1 – 3PM.

We invited various organisations to hold stalls – COPD (Chronic Obstructive Pulmonary Disease) Support Group, Diabetes Support Group, One You Hounslow, IAPT (Improving Access to Psychological Therapies), Hounslow Falls Prevention service and Diabetes UK The following talks were delivered:

Living well with a heart condition by Dr Brigitte Unger-Graeber, (Clinical Lead for Cardiovascular Disease), Falls Prevention by Harpreet Rai (Falls Prevention Team), Diet and exercise for people living with diabetes by Dudu Ndebele and Jalak Chag (Diabetes Nurse Consultants) and Healthy cooking demonstration by Gopika Papiiah (One You Hounslow).

A survey was carried out which asked people about various topics such as long-term conditions, named care coordinator, support groups etc.

Winter Health Workshop

The main objective of the workshop was to provide practical information and advice on how to stay healthy over winter. This involved inviting various stall holders from different organisations, holding talks, carrying out basic health checks (BMI) and delivering activities (Zumba).

The workshop took place at Age UK Hounslow (Southville Community Centre) on the 18th of December 2019, 10am – 2pm. We invited various organisations to hold stalls (Respiratory Support Group, One You Hounslow, Groundworks, Citizen Advice Bureau etc.).

The following talks were delivered, 'Cold Weather Information' by Dr Richard Baxter, Clinical Lead for Cancer and 'Green Doctor Programme' by Groundworks team.

In total, 4 workshops were delivered since July 2019.

Attendees were given a Cold Weather Information card designed by YVHSC. To make the session more interactive, attendees were given the opportunity to take part in Zumba which was delivered by a Zumba tutor. The CCG had invited Tony Louki, Mayor of Hounslow to host the raffle towards the end of the event.

A survey was carried out which asked people about various topics such as use of Primary Care hubs, improvements to Pharmacy services, use of technology etc.

Mental Health Workshop

The main objective of the workshop was to provide practical information and advice on how to look after your mental health. This involved inviting various stall holders from different organisations – ARC - Drug and Alcohol Dependence Service, Citizens Advice, Carers team, Improving Access to Psychological Therapies (IAPT), Friends of Cathja, Hounslow Wellbeing Network etc.

The following talks were held:

- “Double challenge: Mental Health & Substance Misuse” by Ruben from ARC team
- “Safe Space” by John Viner from Mental health user involvement group
- “Mindfulness” by Rebecca Warrington – A mindfulness consultant
- “No Shame in talking” by Garvin Snell - A Motivational speaker

Activities held:

- Yoga by Rebecca Warrington

A survey was carried out which asked people

about various topics such as what they do to look after their mental health, access to mental health support, primary care access etc.

Due to the coronavirus pandemic, workshops were postponed.

The workshop reports can be found here: www.healthwatchhounslow.co.uk/reports/

“I heard about the workshop through a neighbour – the one about winter health. I attended the workshop and really enjoyed it. There was a Zumba class that I took part in and spoke to a nurse about the flu jab. They need more of these to involve residents in”



Volunteers



At Healthwatch Hounslow we are supported by volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services
- Visited services to make sure they are providing people with the right support
- Helped support our day-to-day running
- Listened to people's experiences to help us know which areas we need to focus on.

441 Volunteers joined us between April 2019 – March 2020

Patient Experiences

Our volunteers have visited health and social care services (including GP surgeries) across the borough of Hounslow, to speak with patients about their experiences. Patient feedback is shared with commissioners and providers highlighting gaps in service.

Patient Experience volunteers helped gather 4837 patient experiences between April 2019 – March 2020

Enter and View

Our Enter and View volunteers visited GP surgeries as part of our Enter and View Programme. Helping us work closer with Practice Managers, GPs and GP staff.

Committee members

Committee members attend various meetings representing Healthwatch Hounslow making sure patients' voices are heard.

Workshop

Our volunteers have been helping us with organising and facilitating several workshops across the borough.

Focusing on various topics e.g. Long-term conditions, older people's services, mental health and many more. Helping us reach out to residents who's views are not heard.

Research

Our volunteers were involved in the **Last Phase of Life** study. They were involved in carrying out the survey, analysis and report writing.

4850 hours were contributed by volunteers between April 2019 – March 2020

Internship

Interns from across the world, take part in YVHSC internship programme. At Healthwatch Hounslow, Interns help us with day-to-day activities, research and our patient experience programme.

Social media

Since the coronavirus pandemic, volunteers have contributed many hours raising awareness about Healthwatch Hounslow and the work we do across several social media platforms (Twitter, Facebook). Helping to promote our Zoom sessions, WhatsApp service and coronavirus survey.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Hounslow.

Website: www.healthwatchhounslow.co.uk/volunteer/

Telephone: 020 3603 2438

Email: info@healthwatchhounslow.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.

Gurdeep, Project Volunteer

"I joined Healthwatch Hounslow about two years ago as I wanted to give back to the community and help out whilst I have spare time. I am a people person and love interacting with people from all walks of life. It gives everyone a sense of togetherness when working together. I have thus far enjoyed my journey and will continue to help out"

Stuart, Patient Experience Officer

"I first started volunteering with Your Voice Health and Social Care and Healthwatch Hounslow back in early 2019. I had recently gotten through a tough time in my life when a much needed break was needed for me to recharge. I started volunteering when social prescribing was still a thing in Healthwatch and I feel very grateful for that because doing so in a positive way took me out of my comfort zone and allowed me to grow as an individual and gain more confidence in myself. About 5 months into volunteering they seemed to be happy with what I was doing because I got a part time role in the organisation helping with social prescribing.

With social prescribing moved on to bigger things, I am now working as the Patient Experience Officer for Healthwatch Hounslow and Healthwatch Ealing. I will be forever grateful to Healthwatch as it has allowed me to be a part of something that I actually care about and it has helped me develop new skills and grow as a person"

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.

Karyna, Intern

"I have started my summer internship with Healthwatch Hounslow in the middle of June. I've had my first-week experience, and so far, I have gathered that being proactive is key in this organisation. By being proactive, I mean, everywhere and with everyone. Specifically, I've learned that it is excellent to ask for help or clarification in any situation and that you won't be judged as an intern. I managed to prove my eager attitude and will to learn as much as possible.

I am enjoying taking on different kinds of responsibilities on board from admin work to gathering research and collecting patients responses on how Covid-19 has affected them. Although I am pursuing an online internship experience, I still get that feeling that I am part of a team and that I am continually working and communicating with my colleagues, which for me is one of the most important things.

Additionally, I am happy that my supervisors are offering me support in any situations and responsibilities that I have to take on. Also, I am getting involved in multiple research projects at a time, as it teaches me to progress in my multitasking skills and attention to detail. As I proceed with the internship, I perhaps wish to be involved more with data analysis of the current research I am part of"

We have a dedicated coronavirus page on our website providing the latest information on health and social care services across the borough.

www.healthwatchhounslow.co.uk/coronavirus/



Finances

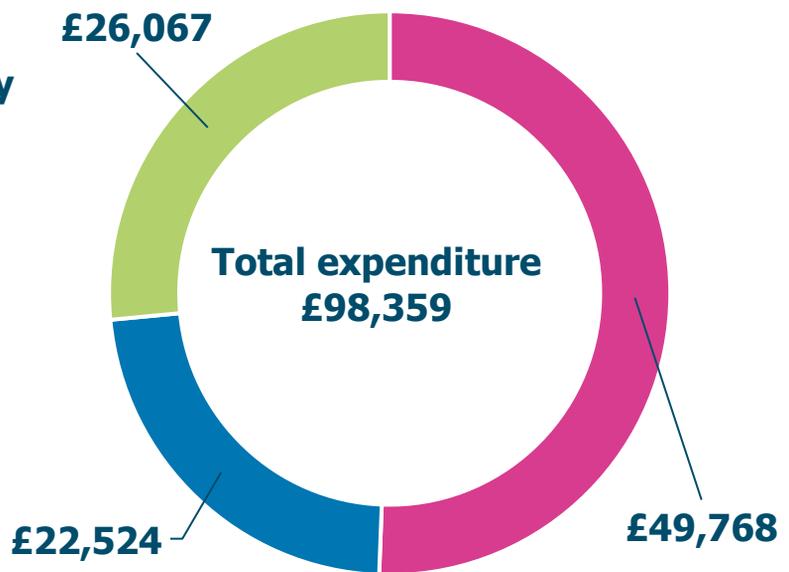


We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent:

■ **Staff costs**

■ **Central/Contingency**

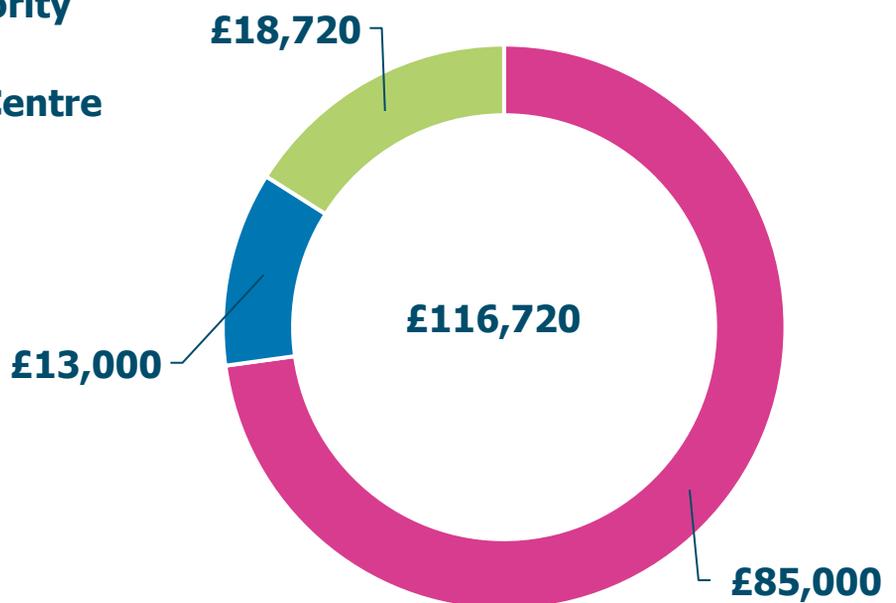
■ **Operational costs**



■ **Funding received from local authority**

■ **CCG Feedback Centre**

■ **Income**



Our plans for next year



Our priorities

This year, we will continue to focus on our core principles to represent the community voice, inform strategic thinking in health and social care and remain the independent critical friend for our local authority and Clinical Commissioning Group.

We recognise that our priorities for 20/21 will in no small measure be shaped by the advent of COVID-19 and its effect on our community, therefore our priorities will be to:

- Assess the impact of COVID-19 on the resilience of our diverse communities and on the services they rely on for support across health and social care.
- Ascertain the more prevalent secondary effects of COVID-19 and their impact on our community, such as social isolation, mental health and domestic violence.
- Review access to GP surgeries and Urgent Care Centres, including utilisation and changes to visiting behaviour as well as type of access, for example the move from physical to online consultations and the effect of this.
- Review mental health and wellbeing across communities adversely affected by COVID-19.
- Understand the impact of local Clinical Commissioning Groups forming into one North West London collaborative, the local communities awareness of this and potential for continued collaborative working and merged service provision.



I would like to take the opportunity to thank the residents of Hounslow who have taken their time to speak with us about their experiences of health and social care services so local services can be improved.

Looking ahead

Thank you for taking the time to read our Annual Report. I would like to say thank you to our part time staff members – Stuart McMichael and Ranjana Selvaraj. Our volunteers, interns and committee members have continued to provide excellent support and I would like to take this opportunity to thank them for their hard work and dedication.

This year we gathered 4837 comments on health and social care services and produced 4 quarterly Patient Experience reports. We also visited GP surgeries as part of our Enter & View Programme. We delivered workshops for the residents of Hounslow on various topics to raise awareness about access to health and social care services and gather feedback. As part of our research function, we delivered the Last Phase of Life project which focused on bereaved relatives feedback of end of life care and health social care services.

These reports are shared with our key stakeholders including the HCCG, Local Authority, HRCH Trust, Health and Wellbeing Board etc. The shared intelligence is key in establishing key positive and negative themes and trends.

With more decisions being made at a North West London level, we want to focus on local development. We want to make sure that Hounslow residents are informed about changes and are given the opportunity to have their say.

Speaking to people about their experiences of the coronavirus pandemic

We will continue to speak to people about

the impact that the coronavirus pandemic has had on people's lives. We will be carrying out a survey – 'How has coronavirus affected you?'. A report of the findings will be produced and shared with commissioners, providers and the public. In response to Covid-19, we have adapted our services. Focusing on stakeholder engagement, utilising online platforms, social media and weekly virtual community engagement sessions to continue to build on our relationships with our local residents and health and social care organisations.

Engaging with the BAME community

We will continue to engage with the BAME community, especially in response to Covid-19 pandemic as we know the coronavirus disproportionately affects people from the BAME community. We will make sure the voices of the most vulnerable can be heard, and by working together with partner organisations, ensure that opportunities for improvement can be realised.

Mental Health

With the onset of Covid-19, we will be reaching out to people to find out about their experiences of mental health care. We will be looking at how people's experiences of the lockdown have affected them and their loved ones.

Mystica Burridge
Operations Manager
Healthwatch Hounslow

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- Voluntary organisations that have supported and contributed to our work.
- Our commissioning partners at Hounslow CCG and Hounslow Council who have supported us.
- Our provider partners who have given access to their services for our staff and volunteers, enabling us to reach patients and hear their experiences.



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