

# Championing what matters to you

Healthwatch Hounslow  
Annual Report 2021-22



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## Message from our Chief Executive

I am delighted to have the opportunity to introduce the ninth (9th) annual report for Healthwatch Hounslow (H&F) 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 continue to respond magnificently to extreme circumstances with the continuing pandemic.

During this time, 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 4876 patient experiences to better inform our understanding of health and social care provision and to raise awareness of any on-going issues to improve care provision. 305 members of the community came to us for clear advice, this year the main areas were COVID-19 and mental health. This year, working with our partners in health and social care, Healthwatch Hounslow continued outreach to understand health inequalities faced by those from Black, Asian and Minority Ethnic backgrounds.

Despite the circumstances Healthwatch Hounslow produced 8 reports on health and social care and made 3 Enter and View visits. Our most viewed report so far has been into improving accessibility and support from Health and Social Care services.

23 Volunteers contributed 253.5 days of their time to support the service and as a result of this involvement and the staff team we have been able to provide advice and information to over a 1000 people.

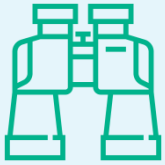
As we continue our pandemic recovery journey I would like to take this opportunity to thank all the Healthwatch Hounslow staff and volunteers, who have continued to work with dedication to ensure a responsive and vital service continues to support the local community.

Tim Spilsbury  
Chief Executive  
Your Voice in Health & Social Care

# About us

## Your health and social care champion

Healthwatch Hounslow is your local health and social care champion. From Feltham to Brentford and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



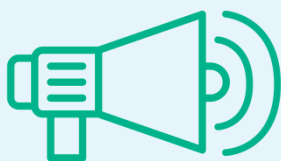
### Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Our year in review

Find out how we have engaged and supported people.

## Reaching out



**4,879 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**305 people**

came to us for clear advice and information about topics such as mental health and COVID-19.

## Making a difference to care



We published

**8 reports**

about the improvements people would like to see to health and social care services.

Our most popular report was

**Improving the ability of Black, Asian and Ethnic Individuals to access and obtain support from Health and Social Care Services**

which highlighted some of the struggles people from Black, Asian and Ethnic Minority individuals have in health and social care.

## Health and care that works for you



We're lucky to have

**23**

outstanding volunteers on average each month, who gave up 253.5 days to make care better for our community.

We're funded by our local authority. In 2021-22 we received:

**£84,000**

Which is **£1,000 less** than the previous year.

During this period we employed

**1 x full-time and 2 x part-time staff**

who help us carry out this work.

## How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



We published a patient experience report focussed on Dentists from the previous 6 months which has now been shared over 2000 times.



We have been offering information and signposting, and guidance and support to residents worried about the current outbreak of COVID19, through Whatsapp and Zoom

Summer



With isolation becoming an increasing concern for those isolating, we shared information to help support those residents self-isolating.



We frequently shared information on testing, vaccinations and boosters in our effort to help combat COVID-19.

Autumn



We supported Black History Month by recognising the achievements and historical contributions of Black people within our communities.



We launched the Medequip User Panel, recruiting users of medical equipment to improve the quality of daily living for thousands of people using mobility equipment and aids.

Winter



We continued our outreach and research to understand health inequalities faced by those from Black, Asian and Minority Ethnicity backgrounds.



To support the COVID-19 vaccination programme we talked to different communities to understand their hesitancy towards the vaccine and published guidance to improve trust.

# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve



# Case Study 1

## Our Covid work continues

During 2021/22 Covid continued to impact strongly in our borough and as a service we continued to focus in this area.

Following on from our 2020 Covid 19 study, which spoke to over 3000 local residents, during 2021/22 we followed up with partner agencies on the progress made against the recommendations within our two reports - **'How has coronavirus affected you?'** and its sister report focussing on Black, Asian and Minority Ethnic Communities.

### 134 initiatives and projects

Were identified across the borough that sought to address the recommendations we made, reducing the impact of Covid and the inequalities it exacerbated. These projects include those by the Local Authority, Public Health, local NHS Trusts, commissioners and local community and voluntary groups.

Our comprehensive report brought all these efforts together, enabling a clearer view of the bigger picture and the collective efforts by key local organisations and services contributing to change.

#### What Difference did we Make?

By bringing this together and reviewing the information and evidence on these initiatives and projects we were able to draw out a series of further recommendations and highlight where best practice lay. We continue to share your ongoing experiences of Covid-19 and the aftermath and help services to improve and respond to a changing picture on the ground.

#### BAME Inequalities

During Autumn 2021 we carried our extensive community outreach with our BAME communities to further understand BAME health inequalities. 50 people shared detailed and personal stories with key issues including difficulty booking health and care appointments; difficulty accessing digital services/booking; language barriers and a lack of access to translation services; a lack of trust in health and social care services, exacerbated by some of these continuing difficulties with 'the system'. **Eight recommendations were developed** as a result of this community engagement work and together with the report and its findings, these are being shared with key partners across the borough currently.



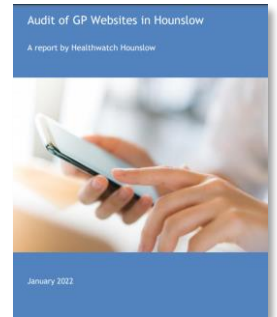
# Case Study 2:

## Audit of GP Websites

A website audit of all the GP surgeries in the London borough of Hounslow was carried out during January 2022. Evaluations were based on a set criteria assessing how effective Hounslow GP's websites were in providing the expected information.

The aims of the audit were:

- to review each GP website in the borough against a set criteria, taking into account what we would expect to see from a patients perspective
- to identify a set of consistent content that should be on all websites in Hounslow and across NWL
- to identify surgeries that perform well and those falling short
- to provide a comprehensive report of the website review.



This report can be found on our [website](#).



**76% of GP websites**  
Were considered 'easy to navigate'.

### Best Practice Identified

We noted some best practice from some of the better performing websites.

We identified best practice as:

- Appointment sections which outline various type of appointment, giving more advice and details
- Staff list sections with good content
- A section on neighbouring practices
- Searchable links to local services – to support condition management & self-help
- Language translation
- Mobile compliant websites
- Clear, accessible presentation of website without clutter
- A single, clear Menu at the top of the website
- Removing dated content and checking content for relevance

### What difference did this make

The findings from this report is being shared and presented to Primary Care Networks. The response has been positive with one GP practice noting "A great piece of work enabling us to improve our website giving us a foundation to base our website information on."

# Patient experience

At Healthwatch Hounslow we operate a comprehensive Patient Experience data collection programme as part of our duty around gathering and representing the views of patients and service users in the borough.

The implementation of the data collection programme and the Digital Feedback Centre will normally yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion.



## 2021/22 Summary of Patient Experience Data Collection



### 4,876 Reviews

From patients sharing their experiences of health and social care services with us through the patient experience programme, helping to raise awareness of issues and improve care.



### 78% Positive

Of reviews by patients were overall, positive.

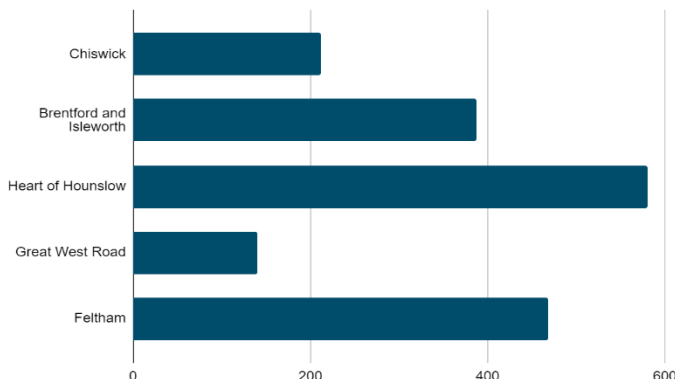


### Presented at Board Meetings

At Borough Executive meetings, Health & Wellbeing Board Meetings and other local and North West London meetings to inform and advise decision makers on patient experience.

### Demographics

We actively seek to be representative of the population of Hounslow, ensuring that we cover the length and breadth of Hounslow whilst also reaching for those who are often seldom heard. The chart on the right shows the geographic coverage of the reviews.



## GPS: Top Most Positive & Negative Themes Identified by Patients

### Positive

- Staff Professionalism
- Suitability of Provider
- Quality of Treatment & Care
- Experience of Treatment & Care
- Management of Service

### Negative

- Waiting Times
- Patient Choice/Involvement
- Appointment Availability
- Ease of Booking an Appointment
- Medicine Management

# Enter and Views

Enter & View is a statutory power of a local Healthwatch, mandated by the Health and Social Care Act 2013. Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families and carers. We also engage with management and staff. The aim is to get an impartial view of how the service is operated and being experienced. Following the visits, our official 'Enter and View Report', shared with the service provider, local commissioners and regulators outlines what has worked well, and gives recommendations on what could have worked better.



# Enter and View Bristol Court

As part of our statutory duties, we carried out an 'Enter and View' visit to Bristol Court, an 'Extra Care Housing' service in Feltham.

The aims of the visit were to engage with residents and staff looking at:

- General staffing and support
- User Involvement and Choice
- Activities
- Covid-19 and Visiting
- General environment
- Complaints procedure

This report can be found on our [website](#).



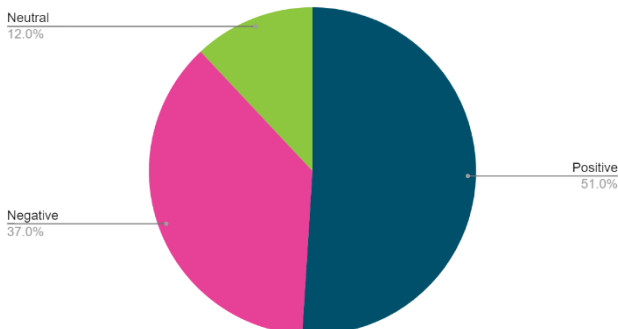
## 2 Visits in June 2021

To help us perform a comprehensive visit

### Patient Feedback

We obtained feedback from 41 residents in total – 37 interviewed during the visits, and 4 who completed a survey. To establish leading themes and issues we reviewed the feedback thoroughly and comments have been coded, with sentiment (positive, neutral, negative) applied.

#### Overall Satisfaction



### Our Visit Identified:

- 9 recommendations on improving personal care.
- 3 recommendations on improving the general environment.
- 5 recommendations on improving complaints processes and administration.
- 3 recommendations on improving meals and activities.
- 2 recommendations concerning Covid 19 and visiting.
- 2 recommendations on staffing and management.

### What difference did this make

The organisation were quick to act on many of the recommendations while the Local Authority gave positive feedback on how the report impacted their knowledge of the service as well as wider things to consider.

# Advice and information

If you feel lost and don't know where to turn, Healthwatch Hounslow is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



## Signposting people who needed additional support

We receive emails, and phone calls everyday with residents asking us a range of health and social care questions. We do our best to help direct everyone to the most suitable place. This year we have answered questions from everything from IVF to mental health support. Just some of our feedback from residents we have helped to signpost include:

“Hi, This was very helpful, thank you!”  
 Patient seeking to make an NHS complaint, March 2021

“Hi, thank you so much for sending this information. I have just emailed NHS England about my concern.”  
 Patient seeking to make a dentistry complaint, March 2021



## Where to go for Vaccine advice

Throughout the year, we receive regular enquiries for information on vaccinations, boosters and general information on access. In addition to replying to enquiries, we’ve been posting the latest information on our website and through social media.



You can get your FREE rapid test twice a week at:

- Heston Library (New Heston Road, Hounslow TW5 0LW) – Open 8.00am-4.00pm Mon-Sun.
- Bedfont Library (Staines Road, Feltham TW14 8DB) – Open 8.00am-4.00pm, Mon-Fri.

Or, if you prefer, you can visit one of our Mobile Testing Units at:

|           |  |
|-----------|--|
| Wednesday | <ul style="list-style-type: none"> <li>• Blenheim Centre (TW3 1NL) – Open 9am-5pm</li> <li>• Holy Trinity Church, Hounslow High Street (TW3 1HG) – Open 9am-5pm</li> </ul> |
| Thursday  | <ul style="list-style-type: none"> <li>• Best Western Hotel (W4 2LS) – Open 9am-5pm</li> <li>• Sri Guru Singh Sabha Gurdwara Alice Way (TW3 3UA) – Open 2pm-8pm</li> </ul> |

**News** 11.08.2021

### Where can I get vaccinated this week?

**AGED 18 OR OVER? CLINICALLY VULNERABLE?**

You can now book your COVID-19 vaccination even if you haven't received a letter from the NHS.

All vaccination sites offer Pfizer and AstraZeneca first and second doses (second doses 8+ weeks after first) unless noted otherwise.

|           |  |
|-----------|--|
| Tuesday   | <ul style="list-style-type: none"> <li>• The Brentford Fountain Leisure Centre, 658 Chiswick High Rd, Brentford TW8 0HJ (8.30am – 7.30pm)</li> </ul> |
| Wednesday | <ul style="list-style-type: none"> <li>• The Brentford Fountain Leisure Centre, 658 Chiswick High Rd, Brentford TW8 0HJ (8.30am – 7.30pm)</li> </ul> |

**News** 23.02.2022

### Practical steps for Covid-19

#### Living with Covid-19

As we move into Spring 2022, the country is learning to live with Covid-19. The main line of defence is still vaccination.

Here are some practical steps you can take to help protect yourself and others...

#### Safer behaviours and actions:

- Get vaccinated
- Meeting outdoors rather than indoors, sit apart as far as possible
- Wash your hands
- Download and use the NHS COVID-19 App
- Wear a face covering in crowded and enclosed settings where you cannot maintain a safe distance
- Try to stay at home if you are unwell

[www.hounslow.gov.uk/coronavirus](http://www.hounslow.gov.uk/coronavirus)

The Government will end remaining Covid restrictions in England from the 24 February, including the legal requirement to self-isolate, as part of a "Living with Covid" plan.

**From 24 February:**

- people with Covid will no longer be legally required to self-isolate
- guidance will remain in place for those who test positive to stay at home and avoid contact with others for at least five full days
- self-isolation support payments of £500 for those on low incomes will no longer be available
- routine contact tracing will end – people in contact with someone with Covid will no longer be advised to self-isolate or take daily tests
- workers will no longer be required to tell their employer if they need to self-isolate

# Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Hounslow. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Created digital content on our website and social media.
- Carried out website and telephone reviews for local services on the information they provide and assessing their accessibility.
- Assisted in our research projects by interviewing residents, supporting with translations and report-writing.
- Continued to help with the local volunteering efforts supporting those who were self-isolating.





## Volunteering at Healthwatch Hounslow

Throughout the year we work with an amazing team of volunteers and interns. Placements vary as much as our work and just some of the areas volunteers support us are:

|                    |                      |             |
|--------------------|----------------------|-------------|
| Media              | Research             | Admin       |
| Patient experience | Community engagement | Translation |



### Princess

"I volunteered as a Patient Experience Volunteer at Healthwatch Hounslow because I wanted to help make a positive difference in making others feel that their opinions and voices matter and their feedback and experience given about using Health and Social Care services in their local borough are valued. I also wanted to build my experience working in Health and Social and I feel like volunteering has helped boost my confidence and skillset."



### Sabrina

"I have enjoyed my experience as a volunteer for HealthWatch Hounslow. Over the course of three months, I have learnt valuable transferable skills and gained further confidence in oral communication by assisting in engagement work. I am grateful for this opportunity."



### Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



[www.healthwatchhounslow.co.uk/volunteer](http://www.healthwatchhounslow.co.uk/volunteer)



07944391223



[vip@yvhsc.org.uk](mailto:vip@yvhsc.org.uk)

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

| Income                                |                | Income                     |                |
|---------------------------------------|----------------|----------------------------|----------------|
| Funding received from local authority | £84,000        | Staff costs                | £65,000        |
|                                       |                | Operational costs          | £13,000        |
|                                       |                | Support and administration | £6,000         |
| <b>Total income</b>                   | <b>£84,000</b> | <b>Total expenditure</b>   | <b>£84,000</b> |

## Top three priorities for 2022-23

1. Embed outcomes and impact into our work.
2. Following up on recommendations from our BAME Report and continue to research.
3. Expand our Patient Experience on programme focussing on Mental Health.

## Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.

## Progressing on

- Adult Safeguarding – we have been commissioned to coordinate and facilitate a quarterly Safeguarding user forum to allow the groups experiences to help shape SAB strategy, plans, process and align with and feed into the Quality Assurance reporting schedule.
- Sharing our findings and recommendations from our recent work with Public Health reviewing resident's experiences and needs for health and nutrition services.
- Adult floating support services – we have been commissioned to carry out of a review of an existing service. We will be speaking with users of the service and produce a report with recommendations.

# Statutory statements

## About us

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

Company holding local Healthwatch contract:

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

Website: [www.healthwatchhounslow.co.uk](http://www.healthwatchhounslow.co.uk)

Telephone: 020 3603 2438

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

Twitter: @HWHounslow



## The way we work

### Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021/22 the board met three times and made decisions on matters such as identifying research projects and engaging with residents during lockdown periods.

We ensure wider public involvement in deciding our work priorities. The conversations we have and survey responses we collect feed into our committee meetings and priority setting.

### Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2021/22 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media, with a new Instagram account recently set up.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, by engaging with seldom-heard communities across the borough.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it online and share it with our partners.

## Health and Wellbeing Board

The Hounslow Health and Wellbeing Board aims to improve the health and wellbeing of Hounslow's communities by bringing together the leadership of key organizations to plan and work in partnership, identify local needs and inequalities, monitor performance and develop effective plans and services.

Healthwatch Hounslow is represented on the Hounslow Health and Wellbeing Board by our Operations Managers and/or Committee Members. During 2021/22 our representative has effectively carried out this role by highlighting our work.

## Example of 2021-2022 Outcomes

| Project / Activity Area                       | Changes made to services  |
|---|---|
| E&V Bristol Court – June 2021                 | Some recommendations implemented immediately, currently arranging a follow-up visit to confirm outstanding ones.  |
| E&V Penmar Care Ltd (Feltham) – November 2021 | Décor described as dated and unhomely – Provider Response: “Decorations – Has mentioned during your visit, the unit was due to be decorated/ painted during the Christmas period, this has been done”.  |
| E&V Penmar Care Ltd (Cranford)                | Décor described as dated and unhomely – Provider Response: “Decoration – we have recently received the go ahead from the landlord for painting/decorating, residents are putting together the kind of furniture and colours they want for the house.” |

## Responses to recommendations and requests

Our ‘How has Coronavirus Affected You? - Review of Report Recommendations’ (page 8) is just one example of how we investigate and assess the impact of our recommendations and an approach that we will continue with our work.

Many providers gave a positive response to our recommendations and requests . We will continue to highlight important issues to those who were not responsive. We have follow-up Enter And View visits to arrange to monitor if our recommendations have taken place.

## Approach to monitoring future impact

The Healthwatch Hounslow operations team and Committee will be participating in Theory of Change training. The Theory of Change can help organisations understand change as a result of a project/study, showing how change happens in the short, medium and long term to achieve the intended impact. By taking a more formalised, participatory and circular approach, we hope to increase make the most impact where it matters.

# healthwatch

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

[www.healthwatchhounslow.co.uk](http://www.healthwatchhounslow.co.uk)

t: 020 3603 2438

e: [info@healthwatchhounslow.co.uk](mailto:info@healthwatchhounslow.co.uk)

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 [Healthwatch-hounslow-860162200](https://www.linkedin.com/company/healthwatch-hounslow-860162200)