



Annual Report 2024–2025

**Unlocking the power of
people-driven care**

Healthwatch Hounslow

Contents

A message from our CEO	2
About us	3
Our year in numbers	4
A year of making a difference	5
Working together for change	6
Making a difference in the community	7
Listening to your experiences	8
Hearing from all communities	13
Information and signposting	15
Showcasing volunteer impact	17
Finance and future priorities	19
Statutory statements	20



“The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They’re changing the health and care landscape and making sure that people’s views are central to making care better and tackling health inequalities.”

Louise Ansari, Chief Executive, Healthwatch England

A message from our CEO

A voice for the community in health and social care

Healthwatch Hounslow has continued to serve as a vital advocate for quality of service, ensuring that health and social care services reflect the needs and experiences of the community, especially during these challenging times.

Our impact this year:

- **5,381 individuals** shared their experiences with us—**surpassing our target** of 4,800. This valuable feedback has directly informed local strategic priorities.
- We published **six in-depth reports** highlighting areas for improvement in health and social care. Our most widely circulated report, *Analysis of Healthy Hounslow Services*, was developed in partnership with the London Borough of Hounslow's Public Health team.
- Through a **multi-channel survey**, we engaged **561 service users** via text messages, emails, and phone calls to gather insights on Healthy Hounslow services.
- **28 dedicated volunteers** contributed the equivalent of **228 days** to our work. Their commitment has been instrumental in delivering our mission.

Supporting the community:

- We listened to the voices of older adults and individuals with physical or learning disabilities.
- We provided guidance to help people from all backgrounds access the care they need.
- We supported individuals involved in the local safeguarding process with empathy and respect.

Looking ahead:

As of **30 March 2025, Public Voice (CIC)** will take over the delivery of Healthwatch Hounslow. We at YVHSC extend our heartfelt thanks to our staff, volunteers, interns, and strategic partners for their unwavering support. We are confident that Public Voice will continue to uphold and enhance the quality of service delivery.



“Thank you to everyone who contributed to our success this year. Your dedication has made a real difference in the lives of Hounslow residents.”

Tim Spilsbury, CEO. Your Voice in Health and Social Care

About us

Healthwatch Hounslow is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

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



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We've supported more than 5,000 people to have their say and get information about their care. We currently employ three staff and our work is supported by 28 volunteers.

Reaching out:



5,381 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

59 people came to us for clear advice and information on topics such as accessing self-care services, making complaints and GP registration.,

Championing your voice:



We published **6** reports about the improvements people would like to see in areas like GPs, hospitals and dentistry services.

Our most popular report was **Analysis of Healthy Hounslow Services**, highlighting people's experiences of healthy lifestyle services in the borough.

Statutory funding:



We're funded by the London Borough of Hounslow. In 2024/25 we received **£84,000** which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Hounslow. Here are a few highlights.

Spring

Published a report which highlighted the awareness and experiences of falls prevention services.



Continued hosting forums which provide a safe platform for people to share their experiences of the section 42 safeguarding process.



Summer

Worked with Hounslow Public Health to create an online survey that gathered feedback about healthy lifestyle services.



Carried out an Enter and View visit to the Healthy Hounslow Stop Smoking service to understand the experience of users.



Autumn

Conducted our first joint visit to a local care home with Hounslow council. This collaborative experience helped refine our approach for future visits.



Promoted our service, gathered feedback and signposted local residents at Hounslow Council's 'Health in the Park' event.



Winter

Findings from our safeguarding engagement were presented to the Hounslow Safeguarding Adults Board and the Adults Social Care Departmental Leadership Team.



Gathered feedback and conducted extensive engagement to boost vaccine uptake and promote winter safety awareness.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Hounslow are heard at the Integrated Care System (ICS) level, and they influence decisions made about services by the North West London Integrated Care Board (ICB).

This year, we've worked with Healthwatch across North West London to achieve the following:

A collaborative network of local Healthwatch:



We actively participate in meetings with the other seven Healthwatch teams that operate in North West London (NWL), to identify where we might align our efforts and share best practice.

This year we jointly raised concerns to the ICB about the low level of engagement on their same day GP access plans which resulted in them extending the consultation time to ensure that resident voices are reflected in decision-making processes.

The big conversation:



Across the Healthwatch teams we supported the ICB to raise awareness of the NHS 10-year plan consultation, especially to seldom heard groups and those more likely to face health inequalities.

We also attend the NWL Integrated Care System meetings which involves collaborative working, sharing information and exploring effective strategies that yield positive, tangible impact.

Building strong relationships to achieve more:



We attend key strategic meetings including the Health and Wellbeing Board, Co-production and patient experience meetings where health and social care representatives come together with the aim of feeding back residents views to support the alignment of local strategies and resources to achieve the greatest positive impact.

Making a difference in the community

Through our Patient Experience Programme, we share timely feedback about the current health and care issues that matter most to Hounslow residents with healthcare professionals and decision makers.

Understanding the experiences of residents



In the last year, we collected **4,959** reviews about health and care services. Most of this feedback praised NHS services, with 78% being positive, compared to 15% neutral and only 7% being negative.

GP services received the most feedback, accounting for 44% of responses, followed by Hospitals at 22%, and pharmacies comprising 20%.

Engaging with a diverse population

Hounslow is a diverse borough, and it is crucial for us to hear the experiences of residents from the wide range of communities and backgrounds that make up the population.



Our survey participants reflected this with 34% identifying as White, followed by 32% identifying as Asian/Asian British. Feedback was also gathered from residents identifying as Black (6%), Other Ethnic (2%), and from Mixed Backgrounds (2%).

We mainly heard the experiences of patients aged between 25 and 74 years old.

Impact of our work

We analyse our residents' feedback and produce quarterly reports which highlight local issues with dedicated focus on GP and hospital services as they receive the most reviews.



Our findings are used to create recommendations aimed at enhancing service provision. These are formally presented at various important meetings including the ICS primary care meeting, Hounslow Health and Wellbeing Board and the Borough Based Partnership Patient and Public Engagement forum.

This enables key decision makers to hear the voices of local residents and develop actions in response to our report.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Sharing patient insight about healthier lifestyle services

This year we were commissioned by Hounslow Public Health to review **Healthy Hounslow, which is an alliance of local organisations who provide health lifestyle services in the borough.**

As a result of the insights from our review the service is now better informed on what is working well and what needs to be improved for service users and residents.

What did we do?

We launched a survey to better understand awareness, accessibility and the performance of the service after its first year of delivery. A varied methodology allowed us to gather the feedback of **216** residents.

Key things we heard:



62%

of users were aware of the service through their GP.

60%

stated that they felt included in the healthy lifestyle program they were involved with

22%

considered information about the service to be 'poor'.

Residents felt the service was largely beneficial, particularly in providing support, knowledge, and facilitating lifestyle changes. However, individual experiences varied based on personal needs and service delivery,

What difference did this make?

- The project provided valuable insights regarding resident preferences for the delivery of healthy lifestyle services. This has led to recommendations including simplifying referral processes, enhancing venue accessibility, increasing awareness of all services and refining missed session policies.
- Our findings have been shared directly with the Hounslow Public Health team, providing them with a clearer understanding of current service gaps and areas for improvement to better serve the borough.

Listening to your experiences

Support needs for residents trying to quit smoking

Residents told us that the smoking cessation service is performing well but communication around appointments could be clearer.

In 2024, we carried out an announced visit to the Stop Smoking Clinic following a request from Public Health Hounslow. The visit aimed to assess service delivery and the experiences of its users.

We did this by observing the service directly and having conversations with smoking advisors and service users in-person and digitally.

Key things we heard:

Most people valued the available support and resources offered by the service. They felt it heavily contributed to them achieving and maintaining smoke-free status.

However, they also were frustrated with unannounced calls/texts and delays with scheduled telephone appointments.

What difference did this make?

Following the visit, we produced a report which highlighted successful aspects and provided recommendations for improvement. The findings were shared with the service provider and local commissioners ensuring that the voices of service users contributed towards change.

The service provider responded to every recommendation explaining what actions they have already taken or will carry out in the future. This included their plans for addressing the issue with delayed telephone appointments.



“Recognising that some consultations are more complex and may occasionally run over time, we have now incorporated a buffer in our scheduling to mitigate any potential impact on subsequent appointments.”

Operations Manager at Optima Care

Listening to your experiences

Listening to patients improves mental health care

Our work with West London NHS Trust helped identify key areas for improvement in mental health units, making care better for patients in Ealing, Hammersmith and Fulham, and Hounslow.

By listening to the voices of **430 patients**, we supported the Trust in making practical changes to improve care, facilities and support after leaving the hospital.

What did we do?

From April 2024 to March 2025, we visited Hammersmith & Fulham (H&F) and Lakeside Mental Health Units every month. We spoke to 172 patients in H&F and 258 in Lakeside.

We used surveys, one-on-one chats, and group discussions to understand their experiences with care, facilities, activities, and support after discharge.

The Trust worked closely with us, actively gathering patient feedback through these visits and using it to make services better. We shared our findings with the Trust, which led to **45** practical recommendations to improve patient care and experience across both units.

Key things we heard:



79%

patients wanted clearer information about their treatment plans and about what happens after they leave the hospital.

65%

raised concerns about ward cleanliness, including issues like mice and uncomfortable bedding.

52%

said they needed more help with things like housing and jobs after leaving the hospital.

Listening to your experiences

Listening to patients improves mental health care - continued

What difference did this make?

The Trust took our feedback seriously and acted on many of our 45 recommendations. Key outcomes for patients included:

- 1. Clearer Communication:** The Trust responded to patient feedback by setting up regular ward meetings and providing written care plans to make treatment and discharge information easier to understand.
- 2. Cleaner, Safer Wards:** Patient concerns about cleanliness led the Trust to improve pest control and provide better bedding for comfort.
- 3. Better Support After Leaving:** The Trust introduced new resources, like discharge booklets and family involvement plans, to help patients settle back into their communities.

These changes, driven by the Trust's commitment to listening to patients, have made wards safer and more comfortable and helped patients feel more supported when returning to their communities.

Hearing from all communities

We're here for all residents of Hounslow. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

We focused on engaging with diverse communities around key public health initiatives including:

- Extensive engagement work to promote vaccine uptake and disseminate awareness on winter safety.
- Quarterly forums were organised for individuals with lived experience of Section 42 safeguarding enquiries.



Hearing from all communities

Engaging diverse communities on vaccine hesitancy

Through the Winter Campaign, delivered in collaboration with the NHS North West London Integrated Care Board (ICB), we conducted a series of engagement sessions aimed at promoting vaccine uptake and raising awareness about staying safe during the winter months.

To understand vaccine hesitancy, we conducted both group and individual discussions. Our outreach specifically targeted diverse communities including local women's groups for people from South Asian and African backgrounds. We also held a stall at a local mosque.

What difference did this make?

We were able to increase local awareness of winter safety measures and share valuable insight on what barriers are preventing certain communities from having winter vaccinations.

Amplifying voices: Providing safe platforms for safeguarding experiences

Our Safeguarding Project is dedicated to ensuring every voice is heard and every concern addressed.

We continued to organise quarterly forums for individuals with lived experience of Section 42 safeguarding enquiries, including those directly affected, their next of kin, or advocates acting on their behalf. We saw an increase in new participants over the last 12 months.

The forums provide a platform for participants to share feedback about their experience of the safeguarding process.

Some of our key findings and recommendations were to improve timeliness, engage better with individuals, offer more flexible meeting choices and implement proactive prevention strategies.

What difference did this make?

We produced a 'You Said, We Did' report in conjunction with the council demonstrating the actions carried out in response to the feedback.

The report was presented to the Hounslow Safeguarding Adults Board and the Adult Social Care Departmental Leadership Team.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – we're here to help.

This year 59 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry and mental health services
- Supporting people to look after their health during the cost-of-living crisis
- Directing patients to the appropriate complaint channels and service providers based on their needs



Information and signposting

Hounslow residents cannot fully benefit from available health and care services without adequate awareness. Our Information and Signposting Service, coupled with extensive outreach work, aims to keep individuals and communities well-informed within the evolving health and care landscape.

We believe that combining service promotional materials with in-person community outreach significantly enhances healthcare access, and we strive to integrate both approaches into every project.

While digital platforms are crucial, there remains a persistent need for services to actively engage within communities to build connections and share information about local services. Equally, the availability of a human voice at the end of a phone line can be transformative for individuals who are unsure where to seek assistance.

Information and signposting service

Our information and signposting service assisted 59 individuals during 2024/25. Of these inquiries, 48 were received by phone, with additional enquiries being made through email and through our website.

Throughout the year, our signposting services assisted patients across various age groups, predominantly those aged 35-44, 55-64, 75-84, and 25-34. These individuals came from diverse backgrounds and presented with varied needs, often including isolation, digital illiteracy, or difficulties navigating the complex healthcare system.

Outreach and engagement

During the year, we attended 19 outreach events/activities, providing individuals with information to empower them and to address their needs effectively.

This year, our engagement activities were extensive and diverse. We hosted coffee morning sessions at multiple locations, attended numerous local health fairs, participated in the council's Health in the Park event, and engaged with various resident and stakeholder forums.

At these events, we also used the opportunity to gather valuable patient feedback and promote awareness of our ongoing projects.

Showcasing volunteer impact

Our 28 fantastic volunteers have given a combined 228 days to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our service and what we have to offer
- Collected Safeguarding experiences and supported communities to share their views
- Carried out Enter & View visits to local services to help them improve
- Ran our social media and updated our website's events and news pages



Showcasing volunteer impact

At the heart of what we do

“Volunteering with Healthwatch Hounslow has been an incredibly rewarding experience. I gained valuable insights into the challenges our community faces daily and particularly enjoyed engaging with patients, hearing their stories, and helping to amplify their voices. I am proud to have been part of such meaningful work.”

Aisha – Community Engagement Volunteer

“Volunteering with Healthwatch Hounslow has deepened my understanding of health and social care and the crucial role patient voices play in driving change. Engaging with diverse communities has strengthened my communication skills, and it’s rewarding to see how much it means when people feel truly heard and their experiences matter. I’m proud to contribute to making services more inclusive and responsive.”

Sabeela – Community Engagement Volunteer

“During my time at Healthwatch Hounslow, I’ve had the opportunity to take on a variety of roles, including patient outreach and gathering feedback from local hospitals and GP surgeries. Working closely alongside the Patient Experience Officer, I’ve seen firsthand how this feedback is carefully analysed and developed into meaningful insights that help inform service improvements.

It’s genuinely inspiring to witness how the voices of patients, often shared in simple conversations, are turned into evidence that can influence real, positive change across the health and care system. There is something incredibly powerful about seeing the collective voice of the community being heard and acted upon in such a responsive and patient-centred way.

It’s been a privilege to gain a deeper understanding of how the health system operates and to contribute, in some small way, to an organisation that champions the needs and experiences of those it serves.”

Francis – Patient Experience Volunteer

Be part of the change.

If you've felt inspired by these testimonials, contact us today and find out how you can be part of the change.



www.healthwatchhounslow.co.uk



020 3603 2438



Info@healthwatchhounslow.co.uk

Finance and future priorities

We receive funding from London Borough of Hounslow under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Funding Received from Local Authority	£84,000	Expenditure on pay	£79,000
Additional income	£15,000	Non-pay expenditure	£7,000
		Office and management fee	£13,000
Total income* These figures are unaudited	£99,000	Total Expenditure	£99,000

Next steps:

As of 30 March 2025, Public Voice (CIC) will take over the delivery of Healthwatch Hounslow.

We hope that they will promote the recommendations from our recent reports so that the important views and experiences shared as part of this work continue to be heard and used to help improve the quality of local services.

Statutory statements

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

Company holding the local Healthwatch contract in 2024 to March 2025:
Your Voice in Health and Social Care,
45 St Mary's Road,
Ealing W5 5RG

Healthwatch Hounslow uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

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

Our Healthwatch Local Advisory Committee consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Committee met four times and made decisions on matters such as identifying our strategic direction and priorities.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have heard local views via the phone, email, website form, social media and by attending community meetings and forums.

We will share this report with the new providers of Healthwatch Hounslow to ensure that this annual report is published on the website and is available to the public and partner organisations.

Statutory statements

Responses to recommendations

All providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so, no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

For example, In our local authority area, we take information to a range of local stakeholders including to commissioners, Health and Wellbeing Board, social services, public health, housing and community teams.

We also take insight and experiences to decision-makers in the North West London Integrated Care System. For example, we submit reports, attend meetings and give presentations at Borough based and North West London level meetings. We also share our data with Healthwatch England to help address health and care issues at a national level

Healthwatch representatives

Healthwatch Hounslow is represented on the Hounslow Health and Wellbeing Board by Peter Goulding, Chair of Healthwatch Hounslow. During 2024/25 our representative has effectively carried out this role by providing challenge where necessary and providing patient voice.

Healthwatch Hounslow is represented at the NWL Integrated Care Board meeting, Hounslow Borough Based Partnership Board, Hounslow Safeguarding Adults Board, Health and wellbeing executive group and board meetings, Joint Health scrutiny Panel, Integrated Care Boards by both the Manager and Chair of Healthwatch Hounslow.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Care Home – Park Lodge	Local Authority intelligence. This was the first 'Enter & View' visit jointly carried out by Healthwatch Hounslow and Hounslow Council	Gained shared experience and learning that will help to refine the methodology for future Enter and View visits.
Smoking Cessation Clinic (Healthy Hounslow)	Request by Public Health to assess delivery of the service in its first year	Wrote a report where the findings and recommendations were able to help the provider better inform their service and understand the gaps their clients faced.

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Hounslow Safeguarding Adults Forums	Gathered continuous feedback through organising quarterly forums. We co-produced with the council a 'You Said, We Did' report which was presented at the Hounslow Adult Safeguarding Board and to the Adult Social Care leadership team.
Healthy Hounslow Analysis	Provided comprehensive insight into people's experience of local healthy lifestyle services
NWL Winter Collaboration Campaign	Increased community awareness of winter safety measures by directly engaging with a wide range of ethnic minority and faith communities.

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



www.healthwatchhounslow.co.uk



020 3603 2438



info@healthwatchhounslow.co.uk



[/Healthwatch.hounslow1](https://www.facebook.com/Healthwatch.hounslow1)



[@HWHounslow](https://twitter.com/HWHounslow)



[@Healthwatch_Hounslow](https://www.instagram.com/Healthwatch_Hounslow)



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