



Speaking up for better care

Healthwatch Hounslow
Annual Report 2025/26

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Research Manager
Gurjeet Sandhu

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Listening to local people remains at the heart of our mission at Healthwatch Hounslow. Throughout the year residents have shared their experiences with our team and volunteers, helping us to understand what is working well and areas for improvement. This year we published our 0-4's A&E Attendance at West Middlesex Hospital and delivered the Winter Wellness project engaging South Asian communities to increase flu vaccination uptake. Despite uncertainty around the future of local Healthwatch, we continue to represent the patient voice, ensuring lived experience informs service improvement.

A message from our chair

Putting people's Experience at the Heart of Change in these uncertain times.

Over the past year, Healthwatch Hounslow has continued to represent the patient and resident voice to ensure the views of our community are heard among Hounslow's Health and Social Care leaders. We have been able to do this thanks to our hardworking team and excellent volunteers who have spoken to hundreds of residents over the past few years about the health and social care services they use. These services include: GPs, hospitals, dentists, pharmacies and other vital local services. We have gathered views through personal conversations, local community events and Enter and View initiatives. Through this feedback we have heard what matters most to residents and carers, including seldom heard groups such as asylum seekers, migrants and importantly those that are digitally excluded. Our analysis of what you have told us enables meaningful data-led interpretations of the local patient and resident voice. These findings are shared with decision-makers and help us to influence the services provided by the NHS, local authority and the wider Voluntary Community and Social Enterprise organisations working within Hounslow borough.

But there is a threat to the service we provide. The Government's intention is to abolish local Healthwatch in 2027. This would mean our independent collection and scrutiny of patients' and residents' voices, and their experiences of local services, would disappear. Potentially this leaves the NHS and local authorities to 'mark their own homework' around patient and resident experiences of local health and social care services. So, we have been lobbying local MPs and health and social care organisations, raising our concerns on these plans, and will continue to press our case as the government moves to abolish local Healthwatch through this year's parliamentary process. However, our work continues because it is important. Although our future is uncertain, we can reassure you we will continue to listen and collect views of your experiences so we can keep influencing improvements to our local health and care services.



Chair
Peter Goulding



Although our future is uncertain, our work continues because it matters. We will keep listening to residents, collecting their experiences and using their voices to influence improvements to local health and social care services.

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.

Meet the team

Healthwatch Hounslow is managed by Public Voice CIC, a nonprofit organisation that delivers community engagement to improve public services and reduce inequalities. Healthwatch Hounslow is delivered by two core members of staff.



Gurjeet Sandhu **Healthwatch Hounslow Research Manager**

Gurjeet joined Healthwatch Hounslow in March 2026, bringing six years of experience in engagement, research and marketing. She is passionate about supporting local people to influence the design and delivery of health services in Hounslow and nationally.

Idhil Hirsi **Information, Policy and Research Officer**

Idhil joined Healthwatch Hounslow in June 2025. She is both passionate and dedicated about reflecting resident views to help shape local services. Her background is in epidemiology, public health research and inclusion health.

Our Advisory Committee

Healthwatch Hounslow is supported by a resident-led Advisory Committee. The Board members have been selected through an open recruitment process and are Hounslow residents. They bring a wide range of experience and knowledge of health and care services. Our Board members are: Peter Goulding (Chair), Ratan Randhawa, and Lillian Namusoke.

Healthwatch Hounslow and Public Voice

Healthwatch Hounslow is commissioned by Hounslow Council and managed by Public Voice.

Local leadership board members have been selected through an open recruitment process and are Hounslow residents, or those with a commitment to the borough. They bring a wide experience and knowledge of health and care services.

Dan Rogers as Chief Executive Officer at Public Voice attended board meetings until February 2026. Following organisational changes, Gordon Kay as Director of Research at Public Voice has attended the board. Gurjeet Sandhu is the Research Manager and attends board meetings.

Meet the team

Healthwatch Hounslow's core staff team are supported by Public Voice's Information and Signposting and Communication teams.



Anushka Shahrouz **Information, Signposting and** **Projects Manager**

Anushka oversees and manages Healthwatch Hounslow's Information and Signposting Service. This service supports Hounslow's residents who contact us with enquiries about the NHS and social care. Anushka also supports the Healthwatch team with identifying new areas of public concern which we then seek to address in our influencing work. In addition, she plays a key role in researching and networking with the voluntary and statutory services that we signpost people to and liaising with seldom heard groups in Hounslow.

Fardowsa Sharif **Information and Signposting Officer**

Fardowsa works in our Information and Signposting Service. She acts as our first point of contact for public enquiries, dealing with casework and light-touch advocacy. She records data on our CRM database and prepares case studies for our quarterly and annual reports. Fardowsa also liaises with GPs, hospitals, adult social care, voluntary sector providers and other services on behalf of residents, escalating matters where relevant as well as offering holistic support.

Fiona Duffin **Healthwatch Communications Manager**

Fiona manages communications for Healthwatch Hounslow. This includes sharing information and news on our website, social media channels and through our monthly newsletter.

Our year in numbers

In 2025/2026 we supported more than 5000 people to have their say and get information about their care. We employed two staff and, our work was supported by **5** volunteers.

Reaching out:



5,823 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

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

Winter engagement was **1326** engagements on its own.

Championing your voice:



We published **5** reports about the improvements people would like to see in areas like GPs, hospitals, dentistry services and 0-4 A&E attendance at West Middlesex Hospital..

Our most popular report was Attendance of Babies and Children Attendance (aged 0-4) to West Middlesex University Hospital A&E, identifying behaviours and barriers to why parents chose A&E over primary care and out of hours options.

Statutory funding:



We're funded by London Borough of Hounslow. In 2025/26 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 Healthwatch Hounslow. Here are a few highlights.

Spring

Conducted six Enter and View's at West Middlesex Hospital alongside Healthwatch Richmond team. Outcomes directly influenced changes improvement measures for in-patient services across 10 wards.



During the spring, Public Voice took over management of the contract. We relaunched the patient experience programme, strengthened stakeholder relationships and met groups out in the community.



Summer

Through coordinated action with our signposting team, risks were resolved in relation to urgent post-discharge care, proper care arranged, accessible healthcare secured, and a vulnerable individual supported to achieve safe and continuous wellbeing.



Actively conducting an Extra Care Housing project, working with local extra care housing schemes across four sites in Hounslow to understand what makes for good care among residents.



Autumn

We launched our patient experience programme, built new relationships to deliver faith-based engagement, and conducted a Place Based visit at West Middlesex hospital, highlighting the need for better signage for patients.



We began an initial scoping review of local advocacy services. In the months that followed we heard from residents using POhWER and the NHS Complaints Advocacy. Early analysis reveal residents provide a positive rating with a need for improvement in timescales.



Winter

We published work investigating why parents attended A&E for children ages 0-4. Outcomes influenced an adoption of extended hours, enhanced promotion of the health visitor helpline and increased public awareness campaigns.



Boosted engagement alongside NHS project team on attitudes and barriers on the flu vaccination among the South Asian community, increasing uptake of the flu jab whilst signposting residents to primary care services.



Stakeholder Comments

Over the year, our teams have cultivated strong working relationships with our stakeholders, below are some feedback our team has received from our work this year.



“We are very grateful for Healthwatch Hounslow’s support in raising awareness of vaccines and immunisations over the winter of 2025–2026. We pioneered a geographic, population health approach to engaging with Hounslow’s residents and we would not have been able to achieve this without Healthwatch. Thank you!”

James Connell,
Senior Involvement Manager NHS West and North London



“Chelsea and Westminster Hospital NHS Foundation Trust continues to work in partnership with Healthwatch, ensuring the patient voice is at the heart of what we do, supporting with Enter and View visits of clinical areas and sharing quarterly patient feedback insights. Healthwatch are also part of our Patient Experience Stakeholder Group and we value their input into this forum.”

Tracey Pettit,
Deputy Lead for Patient Experience and Engagement,
Chelsea and Westminster Hospital

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:

Healthwatch works with ICS partners to strengthen integrated care by capturing resident experiences via community engagement, information and signposting and partnership working with the VCS organisations. Healthwatch Hounslow has been able to highlight the experiences of local residents as well as the seldom heard. We have collaborated on several issues including GP and dental registration support, 111 and out of hours awareness, signposting to services such as ESOL, advocacy and Healthy Hounslow services.



A big conversation:

Across the Healthwatch teams we supported the North West London ICB to raise awareness of the Winter Wellness Campaign and to understand factors that contribute to vaccine hesitancy regarding the flu jab, especially to seldom heard groups and those more likely to face health inequalities. We also attend the North West London 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, People and Partnership Communities Forum 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.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Healthwatch Hounslow this year:



Creating empathy by bringing experiences to life

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

From actively engagement in community hubs and promoting our information and signposting team. We heard about challenges for a disabled wheelchair user who could not find a local GP with suitable accessibility provisions. Our teams collaborated with POhWER Advocacy service and GP practices to find a solution; the outcomes highlighted more awarenesses of accessibility at GP surgeries across Hounslow.



Engaging with a diverse population

By involving local people, services help improve care for everyone.

As part of our patient experience programme we speak face to face with residents across Hounslow. In this work we are able to represent diverse communities and especially those that are digitally excluded. Our quarterly reports help to inform service design and improvement.



Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

In December 2025, we spoke to parents on their experience at A&E at West Middlesex Hospital and the reasons why parents visit A&E as a first line treatment. Parents cited, that access, reassurance, and confidence in services plays a major role in decisions to attend A&E. The recommendations led to the establishment of a working group, which implemented extended treatment hours and additional appointments for parents, with ongoing review and evaluation.

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.



Why families are choosing A&E

Attendance of Babies and Children (aged 0–4) to West Middlesex University Hospital A&E Survey Report

Over the past year, there has been growing concern about the number of babies and young children (aged 0–4) attending Accident & Emergency (A&E) services at West Middlesex University Hospital.

Many of these attendances may be for conditions that could be treated in primary care settings, highlighting potential challenges in access to primary care and urgent support for families.

What did we do

We carried out a surveys with 61 parents and carers of children aged 0–4 to understand why they are using A&E services and the challenges they face when trying to access other healthcare options.

We also gathered feedback from local health services and reviewed available data to better understand patterns of attendance.

Key things we heard:

52% of parents said they were unsure whether to contact their GP before attending A&E.

48% of parents contacted their GP before attending A&E.

62% responded that they were in A&E as they were unable to get a GP appointment.

Families told us that access, reassurance, and confidence in services play a major role in decisions to attend A&E.

What difference did this make?

This work has helped highlight key gaps in access to appropriate care and the support parents need to make informed decisions. The findings will be used to work with NHS partners and local services to improve awareness, access, and alternatives to A&E for young children. In addition, an ongoing working group continues to evaluate and deliver further improvements.

Winter Wellness Campaign

Over winter 2025–2026, we delivered a community-focused campaign to support residents in staying well, improving awareness of winter health services, and increasing confidence in vaccination uptake across Hounslow.

Over winter 2025–2026, we delivered a community-focused campaign to support residents in staying well, improving awareness of winter health services, and increasing confidence in vaccination uptake across Hounslow.

We worked closely with local communities, particularly underserved groups, to understand barriers, share key information, and promote access to services.

Key things we heard:

510

510 residents engaged, including 453 from South Asian communities

1326

1,326 residents reached through additional digital and outreach activity. Strong concerns about vaccine side effects, eligibility, and trust in services

Residents highlighted the need for clearer information, better access to services, and more direct engagement with trusted health professionals. Strong concerns about vaccine side effects, eligibility, and trust in services.

What difference did this make?

The campaign improved awareness of winter health services and helped identify key barriers to vaccination uptake, including access, confidence, and understanding.

Direct engagement in community and faith settings helped build trust, challenge misconceptions, and encouraged residents to take up vaccinations and share information within their communities.

The findings will support improved future campaigns, with a focus on clearer messaging, earlier engagement, and stronger involvement from health professionals.

Extra Care Housing

Our project to understand how living in Extra Care contributes to building independence

From January to March 2026, we carried out visits to four Extra Care Housing schemes in Hounslow to understand resident experiences of living in Extra Care. We engaged with 36 residents through one-to-one interviews to understand how living in Extra Care contributes to building independence. Of these residents 83% presented with a disability. With the support of scheme managers, we interviewed residents gathering insightful feedback on the four schemes.

Key things we heard:

75%

regularly attended the shared restaurant services, and felt included in social aspects of the housing scheme

64%

of residents engaged in activities across the four schemes that helped to improve socialisation, physical and mental wellbeing

Residents highlighted the importance of activities to their ongoing mental wellbeing and independence. However, some cited the need for improvements on the catering services, particularly as this was regularly used by the residents.

What difference did this make?

This project improved understanding among service providers on resident experiences of living in Extra Care Housing in Hounslow. It continually helps to shape service delivery in Extra Care Housing such as the scheme restaurants, delivery of activities and tailored support for residents.

We have provisionally provided recommendations to support commissioners on improving service delivery at Extra Care Housing in Hounslow.

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.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Visiting GP practices and hospitals to understand one to one patient concerns.
- Attending events in a number of communities including visits to mosques, gurdwaras, temples and community groups to hear the views of seldom-heard groups.
- Designing more faith-based engagement through partnership with the ICS.
- Our team expanding outreach into community services, community hubs, asylum seeker groups, Mind in Hounslow and Age UK.



Health in the Park event

We attended the annual Health in the Park event in Hounslow, engaging with over 300 residents.

We heard from diverse community groups about postpartum mental health, maternity care, support for asylum seekers and migrants, and care for residents in assisted living. The event helped us strengthen community connections and build partnerships with organisations committed to improving access to health and social care services for seldom-heard communities.

What difference did this make?

By attending the event we were able to engage with many residents to understand patients' views as part of our patient experience programme, on various services such as GPs, extra care housing, hospital services, dental and community services. In addition, we showcased our work on a wider scale and met a wide variety of voluntary and community sector (VCS) and grassroots organisations.

Engaging with seldom heard groups

As part of the winter wellness campaign, we worked with local food banks, community hubs, asylum seeker groups and the wellbeing network.

Our team was able to speak to seldom heard groups to understand their experiences of local health and social care services, whilst also signposting and supporting residents to register with local primary care services such as GPs and dentists.

What difference did this make?

We were able to contribute to better health outcomes for seldom heard groups, whilst working in partnership with grassroots and voluntary and community sector (VCS) organisations. Feedback from these residents enhanced our knowledge of health and social care challenges, strengthened our relationships with VCS organisations and boosted engagement for our patient experience programme.

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 233 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Supporting people to look after their health.
- Signposting people to additional support services.
- Directing patients to the appropriate complaint channels and service providers based on their needs.



Supporting asylum seeker to access care, work, wellbeing

Hearing experiences helps services understand challenges and improve support.

An asylum seeker in temporary accommodation in Hounslow faced barriers accessing mental health care, employment, and suitable housing while managing complex conditions, after a promised referral failed.

Following our intervention, new mental health support was arranged, and she accessed local health programmes. She was connected to employment guidance services and received advice on housing options.

She now benefits from improved support, stability, and wellbeing.

Supporting a family through safeguarding concerns

Healthwatch Hounslow was approached by a concerned relative at a community hub regarding the lack of updates and clarity on an ongoing safeguarding case involving a young adult with a disability.

The individual expressed distress about delays in communication from statutory services following a safeguarding alert raised several months prior, involving allegations of financial and neglect-related abuse.

With the consent of the next of kin, Healthwatch Hounslow escalated the concern directly to the safeguarding team and was able to obtain a prompt and clear update on the status of the case. This information was then relayed to the family, who had been struggling to navigate the system and access support while balancing full-time employment.

The family expressed strong satisfaction with the outcome, highlighting the speed and clarity of the response facilitated by Healthwatch.



“I can see that services like Healthwatch do an amazing job but are always undermined because of the lack of appreciation.”

Showcasing volunteer impact

Our fantastic volunteers have given 110 hours 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 local communities to promote the Winter Wellness campaign and raise awareness of our project at West Middlesex Hospital, which explored why parents of children aged 0–4 attend the Urgent Care Centre before accessing primary care services.
- Collected experiences and supported communities to share their views within our patient experience programme.
- Carried out enter and view visits in partnership with Healthwatch Richmond at West Middlesex Hospital to help them improve services.



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Volunteer
Longli Zhou

“

Through community engagement and patient experience visits, I spoke with residents across the borough about their views on GP services, winter flu vaccinations and other aspects of healthcare. These conversations, whether in cafés or GP centres, offered honest perspectives from people of different ages and cultural backgrounds.

Some spoke calmly, some spoke with emotion and some expressed quiet frustration while still hoping for improvement. Questionnaires collect the data, but what matters most is what lies behind the data: what people need, what they value and what they hope to see change. I am grateful to Healthwatch Hounslow for creating opportunities to bring these individual voices together. When people feel heard, they feel valued, and that is where real progress begins.

Be part of the change.

If you've felt inspired by these stories, 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 Hounslow Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£84,015	Expenditure on pay	£52,603
Additional income	£5,000	Non-pay expenditure	£15,717
		Office and management fee	£20,695
Total income	£89,015	Total Expenditure	£89,015

Integrated Care System (ICS) funding:

Healthwatch Hounslow across North West London ICB also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
To conduct the Winter Wellness campaign.	£5,000

Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Domiciliary care services, understanding how this service is accessed and used by residents.
2. Working age adults experience of using West Middlesex Hospital Urgent Treatment Centre.
3. The future of health and social care from the Hounslow resident perspective.

Statutory statements

Healthwatch Hounslow, Tottenham Town Hall, Town Hall Approach Road, London, N15 4RX. Since 31 March 2025, Healthwatch Hounslow has been hosted by [Public Voice CIC](#).

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 Committee consists of three members who work voluntarily to provide direction, oversight, and scrutiny. Our Committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse community.

Throughout 2025/26, the committee met four times and made decisions on areas such as publishing quarterly patient experience reports using agreed templates with improved demographic insight, and refining survey design and key performance indicator (KPI) wording to strengthen data quality and impact.

The Board also ensured wider public involvement in shaping priorities.

- The committee responded to public concern about NHS dental access by, supporting additional engagement with the local Dental Committee and promoting clearer public information and signposting to NHS dental services.
- The Board identified work on Autism services through local networks and supported engagement by offering representation on the local Autism Board and contributing to relevant service improvement initiatives.

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 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended community meetings. We ensure that this annual report is made available to as many members of the public and partner organisations as possible.

Statutory statements

Responses to recommendations

All providers responded to our requests for information and recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were 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 shared with us.

For example, in our local authority area, we take information to our local committee members, as well as to local stakeholders and partners across the ICB, for example the Reed Partnership Meeting, Disability and Age Equality Partnership, and Hounslow Safeguarding Adults Board. This allows a diverse range of senior led decision-makers to be aware of recommendations relating to our projects and patient voice.

We also take insight and experiences to decision-makers in North West London ICB. For example, at the local health and wellbeing board and Hounslow Integrated Primary Care meeting. 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 Gurjeet Sandhu, Research Manager who has been in post since March 2026. Aastha Binjrajka, the previous service manager represented Healthwatch Hounslow from April until December 2025.

During 2025/26, our representative has effectively carried out this role by outlining key recommendations and insights to members.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
West Middlesex Hospital (multiple in-patient wards).	Patients raised safety, communication, and ward environment concerns.	Developed a report with recommendations that were adopted by the service, contributing to improvements in patient safety.

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Winter Wellness Campaign.	Increased uptake of the flu jab among South Asian communities as well an increase on GP and dental registrations related to in-person signposting.
Attendance of Babies and Young Children Attendance (aged 0-4) to West Middlesex University Hospital A&E.	The project's recommendations informed a multi-agency programme of work that expanded and enhanced primary care appointments from children aged 0-4 to 0-11 years, with appointments available Monday to Friday from 4:30pm-8:30pm. Additional improvements included the introduction of a six-day infant feeding service and a coordinated communications plan to help parents access the right care at the right time.
Extra Care Housing.	Shared findings with commissioners and awaiting further discussions on recommendations.
Quarterly Patient Experience Programme.	We continue to share the outcomes of our quarterly reports with local partners and stakeholders. Key findings have highlighted the need for more translated information, greater use of digital screens to communicate with patients, and improved accessibility for disabled people accessing services.



healthwatch
Hounslow

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