



**Healthwatch Central West London**  
Annual Report 2016/17



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# Message from our Chair

*Healthwatch Central West London seeks to make health and social care services work better for the people who use them. At a time of rapid change in how services are planned and delivered this has never been more important.*

This report outlines some of the ways in which we have made a difference to services and patient experiences in the past year.

These range from involving services users in the redesign of mental health services in Westminster, to mapping available services and identifying gaps in the White City estate in Hammersmith & Fulham, and identifying ways of tackling social isolation among older people in Kensington & Chelsea. We have also continued to support Patient Participation Groups in GP practices across the three boroughs.

We have listened to patients and carers of all ages and across diverse communities and made their views known to key decision makers in the NHS and the local councils.

Our Dignity Champions have visited hospitals and care homes and have made recommendations on how to improve standards.



In all of this we have been supported by dedicated volunteers and an enthusiastic staff team and I would like to thank them all for their energy and strong belief in the value of making every voice count.

**In recent weeks, however, we have been deeply shocked by the tragic event at Grenfell Tower and I wish to extend our concern and sympathy to all those affected.**

Healthwatch has worked with others as part of the voluntary and community response to the disaster and will continue to do so; we are specifically concerned with people being given access to clear information about sources of help.

**These events have highlighted the importance of listening to the voices of all our communities and ensuring their concerns are taken seriously. This is the core business of Healthwatch and we will continue to work tirelessly to see that it happens.**



We also wish to re-emphasise the importance of tackling social and health inequalities in all areas we work in. This is a core component of the health and wellbeing strategies in all the boroughs and should also be clearly incorporated in the Sustainability and Transformation Plans.

**As changes in health care move from the planning to the implementation stage it is vital that patients and carers are fully involved and consulted at all stages and their views taken into account. Only in this way can services be truly responsive to the needs of patients.**

So there is much work to be done during the coming year, both to build on the successes of the past and to develop new opportunities. We very much hope that you will join us as a member, volunteer or supporter and if you have any questions about our work, please get in touch. We would like to hear from you.

Christine Vigars

Chair of Healthwatch Central West London



# Message from our Chief Executive

*Olivia Clymer joined Healthwatch in April 2017. Olivia leads the team and is accountable to the board for the overall performance of Healthwatch Central West London.*

Healthwatch Central West London has perhaps the greatest social, economic and cultural mix in the country. We serve people who work, live, study or use services in three boroughs. We cover over 110 GP practices, six hospitals, and seven NHS Trusts. We also work with three local authorities, and three clinical commissioning groups. For a local Healthwatch that is a lot of ground to cover!

I am delighted to have joined such a dedicated and hardworking team of trustees, staff and volunteers. Their shared efforts in raising the voices of local communities in how health and social care services are designed and delivered continues to be crucial.

Although I only joined the team in April, there are plenty of operational highlights for me to share with you.

Mental health and changes to services has been an overarching theme in all three boroughs, with a particular focus on how the public has been consulted and engaged in co-production to any proposed changes.



Our work around the Sustainability and Transformation Plans has also proved crucial in providing evidence for greater consultation by the Clinical Commissioning Groups to increase public awareness of the proposed changes.

**"We exist to make health and social care services work for the people who use them. Everything we report, raise with local providers, the commissioners and regulators of provision, is informed by connections to local people."**

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The breadth of our general engagement work has also grown significantly, and I am pleased to welcome over 550 of you as Healthwatch members as a direct result.

I look forward to the year ahead, meeting with new members and volunteers, and working with you to build on the foundations of the past year.



# Highlights from our Year

*This year we have engaged with over 5,800 people on social media*



*Our volunteers helped with everything from outreach to co-producing events*



*Our Dignity Champions have visited nine local services*



*Our reports have raised issues ranging from social isolation to mental health*



*We've spoken to 346 people about the new NHS plans for health & social care*



*Over 550 more people have become Healthwatch members*





# Who We Are

**Healthwatch Central West London consists of Healthwatch Hammersmith & Fulham, Healthwatch Kensington & Chelsea, and Healthwatch Westminster**

We know you want services that work for you, your friends and family. That is why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to inform those who run services how to act on what matters to you.

We are uniquely placed as a national network, with a Healthwatch in every local authority area in England.

## **Our Vision**

Our core aim is to make sure the views and experiences of members of the public are made known to health and social care providers.

Co-production and enabling local people to have a voice in the development, delivery and equality of access to local health and care services is also central to our vision and work.

Our purpose is to also provide information and advice to our members and the public about local services, as well as monitoring how providers are themselves disseminating information regarding changes.

We also monitor the health and social care provided in the three boroughs, and present

our findings to providers, commissioners and Healthwatch England, with recommendations where appropriate.

As well as these guiding principles, we work hard to be of benefit to the communities we serve.

By providing training and development workshops, we help our volunteers to better use their skills in their area.

We aim to support community organisations by being their first point of reference concerning their understanding of health and social care, and supporting them to scrutinise, review and monitor services used by their members.

## **Our Priorities**

Each year you help us identify two priorities for each borough to focus on. These were:

### **Hammersmith & Fulham**

- + The White City Estate
- + Mental health services in Hammersmith & Fulham

### **Kensington & Chelsea**

- + Tackling the social isolation of older people
- + Changes to mental health services in Kensington & Chelsea

### **Westminster**

- + Support for people with long-term health conditions
- + Changes to mental health day services



## About Us

Over the last year we have put in place a new team to better reflect the changing needs of our boroughs.

With an emphasis on engaging with residents across our boroughs, we now have three full-time engagement leads, and have also created a new post for a programme manager to oversee our work.

This should ensure we are able to get out and about, gather our residents' views and ensure that providers and commissioners know what you think and want from services.

## Our Team

- + Olivia Clymer - Chief Executive Officer
- + Helen Mann - Programme Manager
- + Eva Psychrani - Hammersmith & Fulham Engagement Lead

- + Bonnie Studd - Kensington & Chelsea Engagement Lead
- + Carena Rogers - Westminster Engagement Lead
- + Odeta Pakalnyte - Patient Participation Group Project Coordinator (Kensington & Chelsea)
- + Flora Deshmukh - Project and Communications Officer
- + Tsveta Todorova - Administrator

It's been great to meet so many of you at our Engagement Days between January and March. If you haven't met the new team yet, make sure to look out for future engagement events during the summer.



*Volunteers and staff at our 2017 Volunteer Party*

We can  
help you...

*Your Views on  
Health and Care*



## ***Listening to local people's views***

Hundreds of people have spoken to us at outreach days in hospitals, libraries, offices, and community centres. For example:

- + Students from Westminster City College spoke to us about the new plans for the NHS and how much they knew about them.
- + We spoke to people at the Dalgarno Trust and North Paddington foodbanks to understand where they were going for information on health and social care services.
- + Members of Age UK Kensington & Chelsea, and service users at the integrated care centre, shared their experiences of social isolation and loneliness in the borough.

**“I am delighted to be able to speak to Healthwatch in the library - I'm very impressed”**

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Hammersmith & Fulham Resident

## ***What we have learnt from visiting services***

Our Dignity Champions have been visiting health and care services, such as care homes, hospitals and GP surgeries.

Their feedback helps us to understand the experiences of those who are using these services, and shapes the recommendations we make afterwards.

We visit services based on feedback from the community and the local committees, and we are particularly keen to visit

services that have not had a CQC inspection or are suggested to us by the safeguarding teams.

This year we visited nine different services, including two wards at Chelsea & Westminster Hospital, and Princess Louise of Kensington Nursing Home.

- + You can find a selection of these reports on our website, or get in touch to request a paper copy.

We want to thank our Dignity Champions for their commitment to improving local health and social care services.

If you want to know more about becoming a Dignity Champion, please get in touch.



**‘I volunteer because I want everyone to have their voice heard. It's important!’**

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Dignity Champion

## Photos from Outreach



*Our Work  
in Focus*



## Sustainability and Transformation Plans

### What are they?

NHS England have told NHS organisations in each area to develop plans to support the future health and care needs of their local population.

The plans must aim to:

- + Improve health & wellbeing
- + Improve efficiency of services
- + Demonstrate new ways of offering care
- + Be sustainable for the future
- + Make the most of the funding available

These plans are called Sustainability and Transformation Plans (STPs).

### Footprints

England has been divided into 44 areas. You may have seen these referred to as 'footprints'.

We are part of the North West London 'footprint' which covers:

- + Brent
- + Ealing
- + Hammersmith & Fulham
- + Harrow
- + Hillingdon
- + Hounslow
- + Kensington & Chelsea
- + Westminster

### When will the changes happen?

Leaders from health and care organisations across this area must work together to effectively introduce wide-scale changes. These changes are expected to be made by 2020/2021.

### Why have they been introduced?

Many current NHS services do not meet the health and care needs of people in the 21<sup>st</sup> century.

For example, more people need ongoing help with long term conditions, such as dementia.

### Public Engagement

Public engagement is a legal requirement, but it is also essential for successfully implementing plans.

An upfront dialogue with communities is more likely to result in:

- + Wider understanding of why change is needed
- + Support for the decisions that are made
- + Plans that meet the needs of the community

Each Clinical Commissioning Group (CCGs) in the three boroughs held an event about the STP for the public, and in Kensington & Chelsea we chaired the West London CCG event.



Outreach at Hammersmith Library

## What did we do?

After engaging with the public, we felt that local people did not know about the new plans being introduced.

We decided to develop a short survey to see whether this was true, which we carried out with people in the Healthwatch Central West London offices, community centres, libraries and hospitals.

The survey was also available online and was sent to people on our database.

In total 346 surveys were completed across the three boroughs.

### The results

The results showed that:

- + 73% of people were unaware of the new healthcare plans being introduced locally
- + 83% were unaware of the term Sustainability and Transformation plans
- + 89% wanted to know more about the plans

### Your comments

***‘Give information in simple language. Even the title is too complicated - Sustainability and Transformation Plans (STPs)’***

***‘Changes to services seem scary!’***

***‘It affects me and the community I live in; we should be considered and consulted.’***

## What Next?

We have produced a set of recommendations for the local Clinical Commissioning Groups on how they could better engage with the public around the new plans.

Some of these are:

- + The case for change needs to be clearly set out so people can understand the reasons things might need to be done differently.
- + The public should be involved from the beginning.
- + The impact on every section of the community needs to be assessed.
- + The public needs adequate time to consider the proposals and provide feedback.

You can read the full report on our website, or you can request a paper copy by contacting us.

We have also developed an overview of the STP, which can give you a broader understanding of what it might mean for your health and care services.

You can find this on our website, along with animated videos produced by Healthwatch England and NHS England.

***‘It’s important that information, together with education, is available and easy to understand.’***

Healthwatch Member



# The London Borough of Hammersmith and Fulham



## *Our year at a glance*

This year we have continued to engage with residents to ensure their voice is being heard. As well as regularly speaking to you at community events, we have also seen you at:

- + Hammersmith library, where you told us where you go for advice on your health and wellbeing
- + Age UK's Lunch Club, where you shared your experiences of health and social care
- + The St Pauls Centre, where you discussed the new plans for local NHS services (Sustainability and Transformation Plans)

By listening to your stories, we can better identify priorities to work on in the coming year.

### *White City*

After feedback from members of our local committee, we decided to look at the health and social care issues of people living in the White City Estate.

To reach these communities and better understand the local issues, we engaged with organisations working in the area, such as the White City Enterprise.

We also spoke to people at community events, like the World Health day event.

This allowed us to witness the many and various organisations and initiatives operating at a community level.

We discovered that there are many excellent initiatives being run, but residents would benefit from organisations working together more closely. This would make it easier for both organisations and

residents to find information and access services.

Going forward, we will continue to work with them to join up their work, and to make sure all issues are taken to the relevant providers.



*Discussing the new plans for NHS services*

### *Mental Health*

Our other priority this year was mental health, which we partly tied in to our work on the White City estate.

- + For example, we supported a mental health awareness event, organised by the Community Champions in White City.

We have also been engaging with mental health service users as well as Hammersmith & Fulham residents and groups to identify the strengths and weaknesses of mental health services.

**Using the groundwork of the past year, we are planning to hold a mental health event, which will bring service users and providers together in the autumn.**

This will aim to highlight the gaps that need to be addressed.



*The Royal  
Borough of  
Kensington  
& Chelsea*

Have you  
visited  
Care Home?  
What was it like?  
Rel

## Engaging with the Community

Alongside our two priorities, we have been talking to you at outreach events across Kensington & Chelsea. This has included:

- + Activity at local community centres e.g. The Dalgarno Trust and Al Manaar Muslim Heritage Centre
- + A stand at the Chelsea and Westminster Hospital Open Day
- + Chairing the West London Clinical Commissioning Group STP event
- + A focus group at the French African Welfare Association Men's Wellbeing Group

## Mental Health

The local committee for Kensington & Chelsea told us you were concerned about the changes to mental health services in the borough.

We partnered with Like Minded, who are responsible for mental health strategy across north west London, to co-produce a mental health event:

- + We brought together service users, mental health professionals, voluntary organisations and commissioners, to look at service provision in the borough.
- + There were talks from service providers, such as Central and North West London NHS Foundation Trust.
- + We discussed the four areas covered by the Sustainability and Transformation Plans (STPs) for mental health in North West London.

We will use the information collected at the event to select a more focussed priority around mental health for the coming year.

## Social Isolation

We have engaged with local people and organisations to understand more about the services provided for older people in Kensington & Chelsea, and the initiatives available to address social isolation and loneliness.

To find out more, we hosted an event for organisations working with older people called *Meeting the Needs of Socially Isolated Older People*.

- + We brought together 20 organisations operating in the area.
- + We had group discussions about what currently exists, and where the gaps might be in service provision.
- + We also produced some recommendations for addressing those gaps.

Following on from the event, we have spoken to you about your experiences of social isolation. Including:

- + Service users at the integrated care centre in Kensington & Chelsea
- + Members of local organisations, such as Age UK Kensington & Chelsea

**Our report outlining key findings and recommendations is now available online.**





*The City of  
Westminster*

## **Wider Engagement**

An essential part of our work is talking to you about your experiences of health and social care services in the borough.

Volunteers work with us and partner organisations to host information stalls in community settings to hear from our local population.

This year, for example, we have spoken to people across Westminster about the new plans for the NHS at :

- + Paddington Library
- + Westminster City College
- + St Mary's Hospital

## **Involving Local People**

Westminster is home to a socio-economically diverse population, with a large proportion of young working-age residents, a small but growing number of older people, high levels of migration in and out of the borough, and ethnic and cultural diversity.

There are various needs for health and care services in the borough including increasing numbers of people with long term conditions.

## **Care Coordination**

Members of The Advocacy Project Older Adults Group are working with us to speak to people with long term health conditions in Westminster.

Together we have been talking to people about:

- + The support they get to manage their condition
- + Their views on how they would like their care to be coordinated

The way primary care is commissioned locally is changing. We will use what people with long term health conditions tell us to provide commissioners with local people's views on the health and care services they use, in order to give them a better understanding of local need.

## **Mental Health Day Services**

Over the last year mental health day services have changed. Services that used to be offered through day centres, are now becoming part of a wide community offer of support.

People using the day services told us that they didn't feel they had been properly consulted about the changes and that they would like a greater say on what the new support would look like.

- + We recommended that commissioners and providers should take a more collaborative approach with service users.
- + We also gave advice on how to improve their communication about the changes.
- + Commissioners now have a better understanding of how to include service users in the process of service change.
- + We are working with service users to use their experiences of being part of co-design groups to develop and run a workshop on co-production for commissioners.





*Patient  
Participation  
Groups*

## Patient Participation Groups

A Patient Participation Group (PPG) is a group made up of:

- + Practice patients aged 16 years and over
- + Carers of registered patients
- + Members of the GP practice staff

The aim of the group is to influence the way services are delivered by the practice.

### Supporting PPGs

In September 2016, our PPG project entered into a new contract, which asked us to evaluate and review the status of PPGs, and to support them to be effective and sustainable.

We asked GPs to complete a PPG survey to determine how active they were and to identify the support that they need.

The results showed that:

- + Only a handful of GP practices have active and effective PPGs.
- + GP practice staff and PPG members would benefit from extra training.
- + There was a lack of practical resources to promote PPGs.

In response to the survey we developed a training programme for GP practice staff and PPG members. The workshops have covered:

- + Increasing PPG Membership and Representation
- + Patient Participation Online
- + PPG Support Networks
- + Sharing Good Practice and PPG Project Work

Alongside these workshops, we have developed a GP practice Resource Pack, which enables GPs to provide effective support to their PPGs. This includes practical tools for PPG publicity and templates for developing policies related to Patient Participation.

The Resource Pack has led to further engagement with those GP practices who require extra support with developing patient participation. We have supported practices by:

- + Delivering patient participation awareness training to GP practice staff teams
- + Designing GP practice PPG publicity
- + Attending PPG meetings to talk about the role of PPGs



We have also encouraged communication, information sharing, and networking by:

- + Producing a quarterly newsletter
- + Managing online forum *myPPG*
- + Informing PPG members about the changes, engagement opportunities, and new developments in health and social care locally



*It Starts  
With You*



## #ItStartsWithYou

Thanks to Lucy, understanding where to go for support when making a complaint about health and social care is now clearer.

**“It’s very frustrating to be passed around different organisations, and still be unable to access the support I need!”**

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*Lucy, Kensington & Chelsea resident*

Like Lucy many of you have described how confusing the complaints procedures of providers can be, and the difficulty of accessing help to make your case.

We circulated a questionnaire, asking you to tell us where you go for information about health and social care, who you would complain to, and who you would speak to about your health and wellbeing.

Over 130 people completed our survey, with 31% saying they didn’t know who they should complain to.

Your feedback was then shared at our signposting event, where we discussed what you told us with providers and organisations across the three boroughs.

From this we identified two key issues:

- + Local people across the three boroughs are unsure where to get support for making a complaint about social care.
- + There needs to be more guidance about how to make a health and care complaint, and how to navigate the complaints procedure.

Thanks to Lucy and other local people who gave up their time to help us understand this issue, we could bring this to the attention of providers and decision makers.

## What have we done?

- + We have communicated these problems to the decision makers who commission advocacy services, highlighting them and pushing the issue to the top of their agendas.
- + Our full findings will be published in our signposting report in the coming months.
- + We have been putting together *How to Complain and Access Support* guides, to empower you to get the help you deserve.
- + We are also planning a *How to Complain* workshop for Healthwatch Members.

Our *How to Complain and Access Support* guides will be published in the autumn of 2017. Make sure you are signed up to our mailing list to receive more information on when they are going to be available.



*Talking to people in North End Road about accessing information on their health*

*Our plans  
for next  
year*



## What Next?

Our work over the coming year will continue to focus on capturing the views and experiences of service users and patients, by continuing to engage with people across the three boroughs.

We will work with our local committees and commissioners to ensure our local priorities reflect what we have heard.

To date we have already identified some of the areas we will be looking at:

- + The changes in mental health services across the three boroughs
- + Co-production of new and changing services



- + The improvements and changes that can be made to services for older people in Kensington & Chelsea to reduce isolation and loneliness
- + How information and access to advice, advocacy and making complaints can be improved
- + The involvement of the user voice in homecare services across the boroughs

- + The involvement of service users in the ongoing plans for change across health and social care
- + How best to ensure all GP surgeries have an active Patient Participation Group
- + Ensuring more young people are involved in our work and able to better influence service change that will affect them in the years to come

## Updating our Communication

We are currently updating our website, which will be launched this summer. Our new website will be modern, interactive, and easier to use. This will help to attract new people to share their stories with us, and will ensure you can access the information you need about health and social care.

By using a range of social media alongside our traditional communication tools and outreach programme, we will be able to capture a wide range of views, including the views of those communities that are least likely to be heard.



*Our People*

## Decision Making

**Our work across the three boroughs is shaped by listening to the public and engaging with our local committees.**

Our local committees are a group of volunteers, including residents and representatives from local organisations, who work with us to :

- + Review our work in each borough
- + Share information
- + Give feedback from patients and service users
- + Set local priorities through engagement with local people in their neighbourhoods and at events and through online surveys, focus groups and wider public meetings

### Who can join?

The committees are open to any members of the public who live, work, or use the health and social care services in Hammersmith & Fulham, Kensington & Chelsea and Westminster.

Voluntary organisations can also join if their activity and involvement will contribute to achieving the objectives of Healthwatch Central West London.

### Working Together

The priorities that emerge from committee discussions are then shared with our Board of Trustees, and the three local authorities, via public scrutiny committees.

By working transparently we are able to support local authority commissioners to set priorities that reflect the health and social care concerns of local people.

## Our Board

We are governed by a Board of Trustees who are accountable for the strategic and operational performance of Healthwatch Central West London.

Our board members represent each of the three boroughs we serve, the local committees, and our parent company Hestia Housing and Support.

Our current board consists of:

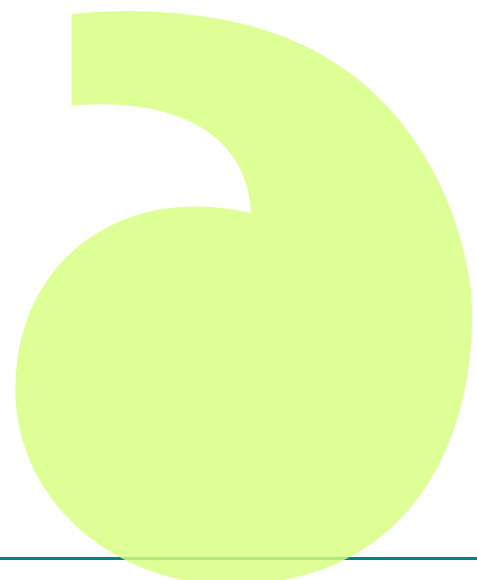
- + Christine Vigers - Chair
- + Joanna Mark-Richards - Vice Chair
- + Brian Dillon - Treasurer
- + Keith Andres Mallinson
- + Abdul Towolawi

### Our Parent Company

Hestia Housing and Support, a London-based charity, is the parent company, and sole member of Healthwatch Central West London.

On our board, they hold more than 70% of voting rights.

This year we have been working to become independent from Hestia, and have begun the process of separating from them. Our CEO will continue to work on this over 2017/18.



# *Our Volunteers*



## Why Volunteer?

There are lots of great reasons you should get involved with Healthwatch.

Perhaps you would like to learn new skills. This might be by supporting our communications, and writing for our blog, or helping us to engage with the public at outreach events.

It might be that you want to meet new people. Volunteering is a great way to connect with people in your area, who share your interests.

Most commonly, our volunteers, like you, want to give something back to the community they live or work in.

Whatever your skills and experience, availability, or passion, we are keen to be flexible and find a role that suits you!

Get in touch over the phone or via email, or speak to us at one of the many community events you will find us at.



## Volunteer in Focus : Ivan Moore

Ivan is one of our most active volunteers, and has been involved with Healthwatch since the beginning.

He is a Kensington & Chelsea committee member, an authorised representative for Healthwatch and our Mental Health lead.

We asked Ivan to share with you some of the ways he helps us with our work.

*'We recently held a successful mental health event in Kensington & Chelsea, which I was involved in organising.'*

*'At the event I led the discussion on one of the breakout session tables, where we spoke about mental health crisis care.'*

*'There were presentations from providers and commissioners, detailing the current transformation of mental health services, which I also helped to arrange.'*

As well as helping organise events, Ivan has contributed to Healthwatch reports.

*'I regularly write mental health updates for Healthwatch, to keep them informed of any changes in the borough.'*

*'I have also recently written the Healthwatch statement for the Central and North West London Trust Quality Account, as they are the largest provider of mental health services for Kensington & Chelsea and Westminster.'*





# *Our Finances*



Income	£
Funding received from local authorities to deliver local Healthwatch statutory activities:	
Healthwatch Hammersmith & Fulham	£140, 000
Healthwatch Kensington & Chelsea	£153,000
Healthwatch Westminster	£157,000
Additional income	£97,525
<b>Total income</b>	<b>£547,524</b>
<b>Expenditure</b>	
Operational costs	£23,580
Staffing costs	£335,868
Office costs	£172,933
<b>Total expenditure</b>	<b>£531,381</b>
Balance brought forward	£26, 144

This summary was extracted from Healthwatch Central West London 2016/17 year-end management accounts and is subject to external auditing.

Figures are to the nearest whole number.



# Contact Us

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## ***Get in Touch***

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Twitter: @healthwatchcwl

Instagram: @healthwatchcwl

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We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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Charity Number: 1154777

Company Number: 08458208





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