



Impact Report 2018

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Contents

Introduction	1
Our Members	1
Glossary	2
Across North West London	3
Hammersmith & Fulham	5
Kensington & Chelsea	7
Grenfell Tower	8
Westminster	9
Mental Health in the Three Boroughs	11
Dignity Champions	13
Patient Participation Groups	14
Contact Us	15



Listening to local people; Bringing about change

Local Healthwatch organisations were set up to encourage local people to speak up about their experiences and views of health and care. Healthwatch Central West London works in the three boroughs of Hammersmith & Fulham; Kensington & Chelsea; and Westminster.

It is Healthwatch's role to ensure that the public is informed about new health and care plans so that they have an opportunity to comment on changes introduced locally.

This booklet tells you about some of the work that we carried out in 2016 - 2018. It details what people told us about local health and care services and how we used this to talk to commissioners and providers of services to bring about improvements.

Our members

Healthwatch Central West London members: **1081**

Local Committee members: **45**

Twitter followers: **1574**

+ Hammersmith & Fulham Twitter followers: **626**

+ Kensington & Chelsea Twitter followers: **47**

+ Westminster Twitter followers: **134**

Facebook likes: **1055**

LinkedIn followers: **24**

Instagram followers: **133**



Glossary



CCG
Clinical Commissioning Group



Local Committee Member
Elected Healthwatch Central West London members, who are part of a committee in each borough overseeing our work



NWL CCGs
North West London Collaboration of eight Clinical Commissioning Groups



PPG
Patient Participation Group



Scrutiny Meetings
A committee of councillors who scrutinise how well local adult and children's services are performing



Across North West London

Sustainability and Transformation Plans

In 2016, NHS organisations across the country developed plans to support future health and care needs of their local population. These plans are called Sustainability and Transformation Plans (STPs). Our three boroughs are part of the North West London area, which covers eight North West London boroughs.

We were concerned that local people were not aware of these plans, so we produced a short questionnaire that was filled in by **345 people** across the three boroughs. We heard that most of the people were unaware of the STPs and were interested in finding out more.

We shared our findings with the Health & Wellbeing Boards in our boroughs.

Impact

Local CCGs agreed that they needed to increase their engagement with the public around the plans, so that there was more transparency and clarity.

+ Healthwatch continues to work with CCG engagement leads to ensure patient engagement in the redesign of local services



Scrutiny and Accountability across NWL CCG Collaboration

More decisions about the provision of health are being made at the North West London Collaboration Joint Committee level. We are concerned that this weakens people's opportunities to influence decisions about local health services or to hold commissioners to account.

We wrote to our three local CCGs and the NWL Collaboration about our concerns and raised them at Scrutiny meetings in the Councils.

Impact

To ensure better public accountability we:

- + secured two Healthwatch representatives on the Committee
- + with the NWL communication team developed initial public information
- + helped develop patient engagement principles – agreed by all NWL CCGs
- + helped design a plain English front sheet with summary of patient engagement undertaken for all papers
- + asked that meetings are in public, video cast and allow public questions
- + asked for more clarity on levels of decision making

Continuing Care Leaflet

The NWL CCG Collaboration produced a new information leaflet about Continuing Care funding for patients and they asked for our feedback before it was published. We sent it to all our **45 Local Committee** members in the three boroughs for comment.

Our Local Committee members thought that the information was clear and well set out. However, they were concerned that there was no information about how patients could access an independent advocate for both the assessment and the appeal process if needed.

Impact

+ Following the feedback of our Local Committee members, the leaflet is being reviewed and information on where to get further advice and support will be included.



Hammersmith & Fulham

Charing Cross Hospital

Hammersmith & Fulham residents raised concerns about the future of Charing Cross Hospital, so we asked decision-makers in the local NHS for more information. We spoke to over **200 outpatients**, to hear directly from people using Charing Cross Hospital.

We heard that patients want more opportunities to be involved in shaping the future of the Hospital; that they value it for its role in the community; and are extremely satisfied with treatment received and communication from staff.

We said that a clear and robust communications and engagement strategy should be developed and implemented. We also said that there should be clear information about how decisions about the future of Charing Cross Hospital will be made and who is responsible for local communication and engagement on its future.



Impact

- + The report was presented to Imperial College Healthcare NHS Trust Board; Hammersmith & Fulham Council; the CCG Board; and the Joint Overview and Scrutiny Committee for North West London
- + Imperial provided public responses to the questions and concerns raised by members
- + Healthwatch will monitor the development of a communications plan

Local NHS Finances

Our Local Committee in Hammersmith & Fulham was concerned to hear about reductions to Hammersmith & Fulham CCG finances. They were concerned about the lack of information about patient engagement for the decisions about which services would be closed or reduced or what the impact of the changes would be on patients.

The Local Committee members agreed that they would like to discuss this in more detail in a meeting with the Managing Director and Chair of Hammersmith & Fulham CCG, so that they could:

- a) provide information on the CCG's financial position and what this means for services and those who use them; and
- b) answer questions from Local Committee members.

Impact

+ The Local Committee members met with the Managing Director and Chair of Hammersmith & Fulham CCG and made it clear that there should be better communications with Healthwatch and patients about how the financial situation is going to affect patients and how they can be more involved in that process.





Kensington & Chelsea

Social Isolation

We heard that local people were worried about how isolated older people were being supported, so we asked members at AGE UK's AGM to share their views and experiences of social isolation with us.

We co-designed a questionnaire with older people. Dignity Champions used this to talk to **50 residents and staff** in local care and residential homes. And **32 older people's organisations** attended our social isolation event.

Impact

- + The Health and Wellbeing Board discussed partnership working and gaps across the system and clarified that older people living in nursing homes were entitled to access My Care, My Way services.
- + West London CCG implemented our recommendation that health professionals get training on domestic abuse and older people
- + We included Independent Age's 8 care home quality indicators, which are relevant for addressing loneliness in our Dignity Champion training

Co-designing Our Communications

To ensure that everyone is able to engage with us, we reviewed how welcoming and accessible our information leaflets are. We held a focus group with ten people at the Dalgarno Trust in May 2018 to get the views of people from a range of different backgrounds. The focus group told us that it would be helpful to make the forms more accessible. We then worked with the group to co-design our community engagement information leaflets and feedback forms.

The BME Health Forum worked with us to identify languages that will help us to meet and hear experiences of health and social care from a wider range of groups in our boroughs.

Impact

- + Our community engagement forms are being translated into Arabic and Farsi.
- + In January 2019 we will review how well this helps us engage with community groups
- + We will use our engagement forms across the three boroughs that we work in

Grenfell Tower

Within 24 hours of the Grenfell Tower fire, we collated key emergency response information from various providers and put it on our website. We also produced an Easy-Read version of the NHS Trauma leaflet.

We collated a list of questions and concerns about health and care provision that we were hearing from local people and community organisations and had not yet been responded to by the local NHS and council.

Local people were worried about air quality and respiratory health. We had concerns that routes for local accountability were not working, which we reported to the Centre for Public Scrutiny review.

Impact

- + We used our statutory powers to provide local people with a route of communication with the public and health services
- + We worked with NHS agencies to arrange respiratory workshops
- + Our report was noted by Grenfell Recovery Scrutiny Committee
- + We gave evidence to the The Centre for Public Scrutiny who recommended more robust scrutiny mechanisms



Westminster

Long-term Health Conditions

We spoke to **85 people** with long-term health conditions or their carers. We heard that there was little support to help them stay well and manage their health conditions and that they were unsure how to get additional support.

We heard that some patients and carers have positive experiences of getting help to manage long-term health conditions through good relationships with their GP and getting a personalised response to their health needs. However, two-thirds told us that they found it hard to get the help they needed from their GP.

Impact

- + Our report outlining recommendations for change was discussed at the Westminster Health and Wellbeing Board
- + Central London Clinical Commissioning Group and Westminster Partnership Board for Health and Care have agreed to use our findings to support their design and commissioning of primary care services in Central London in the future.

Soho Square GP Practice

Following concerns raised about changes to Soho Square GP Practice we met with the Patient Participation Group (PPG) to hear more. We supported them to tell Central London CCG that, under NHS principles, CCGs must demonstrate participation of and engagement with patients and local people where there is a significant change to services. We also asked NHS England to clarify who was responsible for the contract.

During an Enter & View visit to the Practice we spoke to **42 patients** and carers. We shared the concerns we heard about safety and quality of care following changes to services at the Practice with the CQC.

Impact

- + A special Scrutiny Committee discussed changes at the Practice
- + The CQC brought their inspection visit forward
- + The Practice is now working with the PPG to discuss how well the service is running and to hear all patients' voices and feedback on provision



“The purpose of Healthwatch is to listen to local people and make sure that their views and experiences are used to improve health and social care services.”

Mental Health in the Three Boroughs

Mental Health in Hammersmith & Fulham

We held an event in October 2017 to bring together people who are using or might want to use mental health services, their carers, mental health professionals and providers. The event was very well attended by **at least 100 people**.

We involved people in planning our event by circulating a survey to our members and partner organisations to identify what people would like us to include on the day. A planning group made up of residents who use mental health services and representatives from local organisations worked together to plan the event.

Impact

- + Feedback collected at the end of the event suggested that people found the event useful, informative and inclusive
- + We shared what people told us about mental health and employment with Hammersmith & Fulham CCG to help them decide what future employment support should look like for people with mental health conditions
- + The experiences shared at our event informed the Public Health Annual Report which focused on mental health

“Everyone was given the same opportunity to speak, no one was seen as more or less important.”

Mental Health Day Opportunities in Kensington & Chelsea and Westminster

In 2016 Westminster Council, Central London CCG and West London CCG consulted on proposed changes to mental health day services in Westminster towards a recovery-focused model of support. Service users told us that they were not happy with the consultation process.

We raised these concerns with the Council and were invited to join the steering group. We also set up a small group with mental health service users to work with us on promoting co-production and better engagement.

Impact

- + The steering group accepted our recommendation on co-design of the specification for the new service with mental health service users
- + Kensington & Chelsea Council asked for our recommendations for better engagement with mental health day services users around potential changes to mental health day services in the borough
- + Our work on mental health day services in Kensington & Chelsea and Westminster is ongoing.



Dignity Champions

Our Dignity Champions are volunteers who work together to improve people's experiences of health and social care in Kensington & Chelsea. They receive training around the Care Act and the duties and implications in the provision of care around respect and dignity. They carry out assessments of local health and social care services and provide feedback to Healthwatch.

We have carried out eight Enter & View visits in 2016 – 18, including Alan Morkill and Princess Louise Nursing & Care Homes; Rainsford Mowlem Ward in Chelsea & Westminster hospital; and The Curve Resource Centre.

Our recommendations have included:

- + Princess Louise Nursing Home staff should look at how residents with no family can be supported to avoid social isolation
- + Alan Morkill Care Home should link up with My Care, My Way to consider if more support is available for residents through Case Managers
- + Staff on Rainsford Mowlem Ward should ensure that they attend to patients when they say that they will
- + The Curve team encourage all communities to participate in the Curve activities to ensure that everyone affected by the Grenfell Tower fire feels welcome at the centre

Impact

+ Service providers and commissioners hear lay people's experiences and opinions about publicly funded adult social care services and can use this to ensure that service users' dignity is supported and respected

+ Councillors are able to scrutinise and evaluate how well local adult social care services are supporting people's wellbeing; and can see where improvement is needed



Patient Participation Groups (PPG)

An active and engaged PPG supports a GP practice to communicate and engage with patients. We run a project supporting and developing PPGs based in GP Practices in Kensington & Chelsea, funded by West London CCG.

In 2017 we held a meeting for local Councillors and members of West London PPGs. West London CCG gave a presentation on changes to GP Contract Funding, which encouraged a lively discussion. PPG members talked about day to day patient experiences and the impact of the new funding.

Impact

- + Councillors gained clarity on the challenges of primary care provision and the experiences of local people
- + Local Councillors are more aware of the value of PPGs
- + Local Councillors gained insight and context about primary care delivery that they can use in their scrutiny capacity

Contact Us

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Volunteer

Volunteer with Healthwatch to help shape your local health and care services.



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