



# Healthwatch Waltham Forest

Annual Report 2018-2019



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## About us



### Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch X, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



Sir Robert Francis QC  
Healthwatch England Chair



## Our vision is simple

Health and social care that works for you. People want good quality health and social care services that are safe and accessible. Our role is to ensure services are responsive and people focused.



## Our purpose

To listen to your experiences of health and social care services in Waltham Forest. To understand what matters to you. To ensure your views influence local decision making.



## Our approach

We champion what matters to you and work with other organisations to find solutions that improve services and support. We are independent, inclusive and impact focused.





## People at the heart of everything we do

Healthwatch Waltham Forest plays an important role in bringing communities, patients, carers and service providers together. Everything we do is driven by patient experience and public voice. We have a committed team of officers and volunteers that:

- + Enter and View services from a patient/service user perspective.
- + Conduct outreach into the community.
- + Facilitate public meetings and events to capture patient and public views.
- + Work collaboratively with service users, patients, service providers and commissioners.





# Highlights from 2018 -2019

## Althea

In 2018/2019, Healthwatch Waltham Forest said good bye to Sumita Ahmed our Volunteer and Engagement Officer. We welcomed two new members to our team. We recruited Agata Arcimowicz as our new Volunteer Coordinator in September and Jade Brown our new Outreach Officer in October.

This year has been busier than normal with increasing numbers of people struggling to navigate a changing health and social care system. We are a small team working to the very best of our ability. However, to ensure that we continue to meet local demands we require additional investment.

We have been able to deliver quality engagement and information that has enabled commissioners and providers to make better patient focused decisions.

Healthwatch Waltham Forest progressed with our Internship and Student Placement programmes; providing positive learning experiences for young people thinking of developing a career in health and social care. This year we hosted three interns Parinda Prapaiwongs, Moneesha Smith and Sajel Roller. We hosted college placement students that required a two-week work experience as part of their Health and Social Care course.

We continue to work collaboratively with stakeholders to ensure patient voice is heard including; London Borough of Waltham Forest, Whipps Cross Hospital, Waltham Forest CCG, NELFT and Waltham Forest East London (WEL). Our priority is the engagement of patients, service users, carers and local communities.

We have developed strong and inclusive outreach and engagement practises that enable us to evidence patient experience. We hope to continue to build on what we have established to engage more effectively with isolated and seldom heard voices. Our approach allows us to capture and monitor the patient/service user voice in Waltham Forest. The information we capture is coded by our Patient Experience Panel and input into our Community Insights System (CIS). The CIS allows us to identify themes and trends that we then use to inform service providers and commissioners.

In 2019/2020, we would like to:

- Develop patient leadership programmes to enable patients and service users to engage with the delivery of the NHS long Term Plan
- Focus on Mental Health and Wellbeing
- Ensure patient voice and patient experience is central to the co-creation of health and social care services in Waltham Forest.

## Joyce

### **Enter & View Programme - Care Home Programme**

Over the year we have developed our Enter & View programme. We have a diverse group of locally trained volunteers who have helped us to conduct 6 visits to care homes.

We continually review and update the tools we use to capture service user and employee experiences, and to observe service delivery. We aim to create an effective Enter and View programme.

This has enabled us to make recommendations for improvement, as well as highlight excellent examples of best practice. Our Enter and Views have identified the following examples of best practise:

- Good quality individualised care and support for residents, including provision of a self-contained functional sensory room that was well utilised by residents.
- A structured management leadership and support system which enabled staff to work well together, develop their skills, knowledge and experience to provide good quality care and support for service users. This created positive outcomes for those using the service.
- Personal-development activities for residents were well planned, thorough and were designed co-productively with residents and their relatives.
- Supporting a resident using a person-centered approach by buying them a pet, helping the service user to manage their depression better.
- Taking time to consider the quality of life of residents by taking residents to holiday destinations of their choice.

Some of the homes welcomed recommendations for improvement and were proactive in designing and implementing action plans to improve their service, for example; introducing a suggestion box that is regularly reviewed for residents, relatives and carers.

## **Enter & View Urgent & Emergency Care Project - Whipps Cross Hospital**

Next year our focus will be the Urgent and Emergency Care project. We are aiming to capture patient experience of people using Urgent and Emergency Care services to identify key themes, and areas for improvement. We also hope to identify examples of best practice. On completion of this project, we will have made at least sixteen visits to departments, units and local extended Access Hubs. We will use a variety of engagement tools to harness the patient voice and gather information from patients, which will aim to help to improve patient pathways and support the development of an improved experience for patients and service users.

## **Safeguarding Adult Board Forum**

Over the year we have continued to develop our Safeguarding Adult Board Forum for residents in partnership with the London Borough of Waltham Forest - Strategic Partnership Team and the local community (local residents and local sector professionals ).

The purpose of the forum is to help prevent, detect and report suspected cases of abuse and neglect. We act as bridge between residents and local professionals within social care. Our intention is to give a public voice to the Safeguarding Adult Board business meetings. Topics covered in 2018/2019 include; adults with a learning disability, modern slavery, self-neglect, pressure care and cuckooing.

## Jade

My name is Jade Brown, I am the Outreach Officer for Healthwatch Waltham Forest. I began working at Healthwatch Waltham Forest on 26<sup>th</sup> November 2018 and have been focusing on the PPG forum and the Primary Care Experience Study; this was commissioned by Waltham Forest CCG after I explained some of my findings on GP practices in a Primary Care Commissioning Committee. I will be leaving Healthwatch Waltham Forest in July 2019. Below is a reflection of what I have been doing over the past year and what the next steps are for an Outreach Officer.

### What have I been doing?

- Building the PPG forum.
- Writing and researching the Primary Care Experience Study report.
- Conducting outreach at Whipps Cross hospital.
- Attended different GP and PPG forum meetings.
- Updated Community Insight System.

### What have I done well?

- Learnt more about what is required when writing Healthwatch reports.
- Communicated and engaged with different GP practices and their PPGs.
- Developing the PPG forum.
- Conducted outreach and informed the public about Healthwatch Waltham Forest and what we do.
- Kept the database regularly.

**Next steps for 2019-2020**

- Communicate with live-in carers and befriending services.
- Engage with community organisations and centres in Waltham Forest
- Mobilise the PPG forum into making changes in their GP practices and community.

Conduct outreach in community settings such as parks, community centres, and children centres.

## Agata

My name is Agata Arcimowicz and I am the Volunteer Coordinator for Healthwatch Waltham Forest. I began working at Healthwatch Waltham Forest on 24<sup>th</sup> September 2018. My main focus has been volunteer recruitment. Recently I have started to host the Healthwatch Waltham Forest Coffee Mornings for local residents to reduce loneliness and isolation in the borough. Please see my summary of what I have been doing over the past year and what I am hoping to achieve in the future.

### What have I been doing?

- Networking with local charities and organisations.
- Recruiting new volunteers and managing our current volunteers.
- Attending relevant training.
- Attending meetings and forums relevant to my role.

### What have I done well?

- I built a good relationship with our volunteers
- I bonded well with our team in the office.
- Started to grow our Coffee Mornings.
- Looked after the Patient Experience Panel meetings.
- Ensured the database is kept up to date.

### Next steps for 2019-2020

- Improving the Coffee Mornings with the possibility of a new service for parents with young children.
- Starting a new Coffee Morning in a different part of the borough.
- Recruit more young volunteers.
- Recruit new committee members for Healthwatch Waltham Forest.

- Complete a mental health in Waltham Forest research study.
- Improve the way I work with and support volunteers.

## Darren

The Community Insight System is a well-established software package within the health and social care service sector. Utilised by various Healthwatch, CCGs and Public Health departments across the country, it is a useful tool in establishing and reporting on key service related trends.

The system integrates feedback from across the sector and may cross reference intelligence from outreach and engagement, social media and websites (including NHS Choices and Care Opinion) and provider reports, such as PALS and Complaints. It handles both qualitative and quantitative information.

One unique aspect of the system is its ability to recognise the care pathway (or 'patient journey'), identifying relationships and trends across services as a whole. This is particularly useful in monitoring integrated care services, and in planning future services that are ever more connected. In the latest release, the system also looks at 'wider determinants' of housing, environment, policing and employment & benefits.

### **Aspirations 2019/2020 -**

I'm thinking the reports have potential to deliver much more impact. For starters, it would be good to build more of a personal relationship with CQC inspectors, local/regional heads of quality and commissioners. Maybe setting up distribution lists could assist in delivering this.

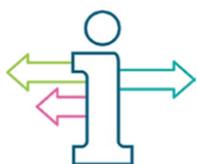
This is a summary of what Healthwatch Waltham Forest achieved in **2018-19**;



We spoke to 240 people in our public forums.



We had a team of 20 volunteers helping to carry out our work on a day to day basis. In total, they gave us 816 hours.



420 residents contacted Healthwatch Waltham Forest for advice and information in 2018/2019.



We visited 10 services and 5 community events to understand people's experience of care.



The person centred improvements we suggested were adopted by services to make health and care better in our community.



## Changes made to your community

Sharing your views with Healthwatch Waltham Forest leads to positive changes in local health and social care services. We demonstrate that when people speak up about what's important to them, and services listen, care and support is improved for all.

### PPG Forum: Engaging local residents .

Healthwatch Waltham Forest host the PPG Forum. This is a patient led forum that Healthwatch Waltham Forest facilitate. The PPG Forum meets every 6 to 8 weeks.

The PPG Forum consists of representatives of local PPG's and patients from surgeries who do not have a PPG. The PPG Forum is a forum for GP surgeries, commissioners and patients to work together.

The PPG's are working with their GP surgeries to

- Establish an active PPG at each GP surgery
- Improve access to GP appointments and to support patients' access alternate provision available. For example the Extended Hours Hubs that provide additional appointments during the week and at weekends for residents.
- Our PPG's are keen to work collaboratively with their GP surgeries and ensure patient voice is heard and used to improve GP services.

The PPG Forum is particularly keen on being actively involved in the development of the new Primary Care Networks. The members of the PPG Forum see the Primary Care Networks as a way to deliver accessible, quality, primary care services.

## NHS Complaints and Advocacy Service

The NHS Complaints and Advocacy Service is managed by Sandra Ifield our Complaints and Advocacy Manager. The service is part time and receives approximately 6 to 8 referrals a week.

People contact the service for a range of support from requesting advocacy support to raise an issue with a health provider through to help with making a formal complaint.

The service deals with a variety of issues including patients expressing concerns about the way they or a loved has been treated through to not being able to access a service.

The service provides advocacy and complaints support for any local resident who wishes to make a complaint regarding NHS funded services. The service has recently experienced a high number of enquiries from people requesting support.

The NHS Complaints and Advocacy Service receives compliments from service users. Hosting the NHS Complaints and Advocacy Service within Healthwatch has also been beneficial for the service in understanding the themes of the complaints. Noticing the themes and trends allows us to explore the reasons behind the complaints and employ an Enter and View when required.



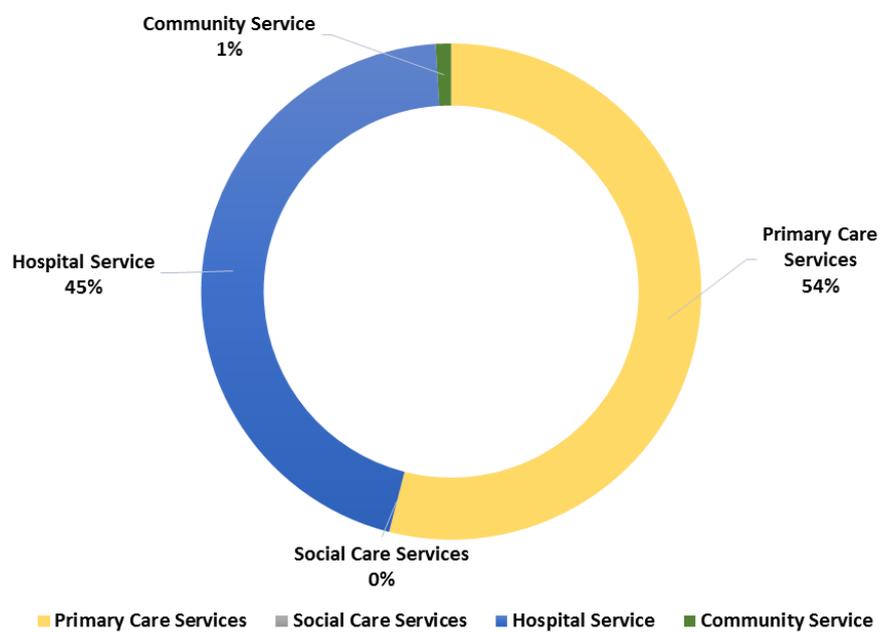


**Helping you access  
Services and support**

## What service do people want to know about?

People don't always know how to get the information they need to make decisions about their health and care. Healthwatch plays an important role in providing advice and signposting people to the support they need.

Here are the most common things that people ask us:



## How we provide support with advice and information

Finding the right support can be difficult and stressful. Locally, there a number of organisations that can provide help with benefits advice, advice and guidance for carers and social care support. Last year we helped local people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Online via our contact us form
- + Directly at our community events
- + Email us
- + Call us

## Are you looking for help?

Come and talk to us if you are looking for help with

- + Registering with a GP
- + Social Care Services
- + NHS Advocacy and Complaints





# Our volunteers

At Healthwatch Waltham Forest we couldn't make all of the improvements without the support of our wonderful volunteers, interns and placement students that work with us to help make health and care better for their communities.

We have a range of volunteering opportunities on offer including; administration, project support, outreach, engagement and bookkeeping.

**Volunteer with us and help us to;**

- + Raise awareness of the services and support available to the community.
- + Visit services to make sure they are meeting people's needs.
- + Support our day to day activities and service delivery.
- + Collect people's views and experiences.
- + Represent service user and patient voice at meetings and events.





# Volunteer for Healthwatch Waltham Forest

## Why volunteer?

People choose to volunteer for many different reasons. For some it offers them the chance to give something back to the community or to make a difference locally. For others it provides the opportunity to develop new skills or build on existing experience and knowledge. Regardless of the motivation, what unites them all is that they find it both enjoyable and rewarding.

**Ways to contact us**  
**Healthwatch Waltham Forest**  
**Waltham Forest Resource Hub (Central)**  
**1 Russell Road**  
**London**  
**E10 7ES**  
**020 3078 9990**  
**[info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk)**



## Volunteer with us

**Are you feeling motivated to volunteer with us?**

We are always recruiting new volunteers.

If you are interested in volunteering or would like further details of how to volunteer with us, please contact Agata our Volunteer Coordinator on:

W: [www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk)

T: 020 3078 9990

E: [agata.arcimowicz@healthwatchwalthamforest.co.uk](mailto:agata.arcimowicz@healthwatchwalthamforest.co.uk)



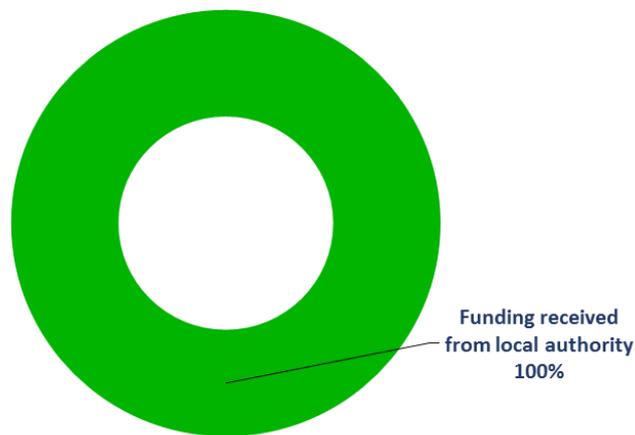


# Our finances

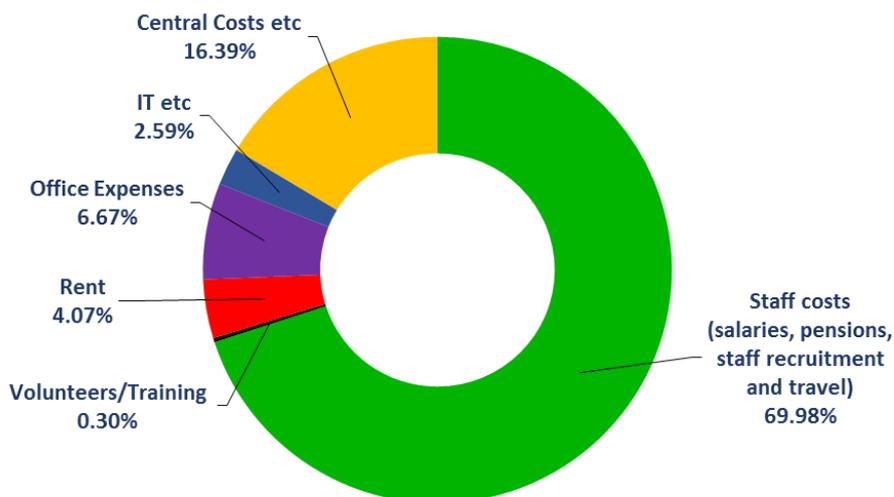
## How we use our money

To help conduct our work, we are funded through our local authority. In 2018-19 we were given £135,000. Unfortunately, we did not receive any additional income in 2018/19.

### TOTAL INCOME



### TOTAL EXPENDITURE (UNAUDITED RESULTS)



## A message from our CEO

I am delighted to introduce the second annual report 2018/19 of Healthwatch Waltham Forest (HWWF) as part of Your Voice in Health and Social Care (YVHSC). This is our opportunity to give an account of our work on behalf of the community in Waltham Forest and to set out our future plans and strategic priorities for the next twelve months. Over the last year we have continued to facilitate opportunities for local people to give their feedback about health and social care services in the borough. We are pleased to receive both positive and negative feedback about local services.

As we move towards an integrated care system it is more important than ever for HWWF to gather as much feedback as possible to ensure that the quality, access and patient experience meets local people's needs and expectations. We know that the demands for services are rising whilst resources remain stretched. This makes it even more important that Healthwatch is able to represent patients, carers and community concerns to the various governing bodies for local health and social care services.

HWWF has a unique statutory role to gather and amplify the experiences of patients and their carers to various influential decision-making bodies in the borough as well as reiterating the need for better and more meaningful consultations with the communities affected by the NHS strategic and operational plans. In this report, you will find out more about GP patient experiences across the borough and about services at Whipps Cross University Hospital and Barts Health NHS Trust Hospitals. You will also be able to see the services we have reviewed on behalf of local commissioners or the Care Quality Commission (CQC) who are concerned about the quality of services as well as examining the experiences of social care services in Waltham Forest.

HWWF will continue to represent the community and to fulfil our role as an independent champion of patients and carers. We are committed to hearing the voices of all sections of our communities and to reach

out to those whose voices tend to continue to be marginalised. To this end HWWF have hosted more engagement events than ever before, engaging directly with the community and hosting Health and Wellbeing Forum engagement events to discuss key issues such as End of life care, mental health and Wellbeing and Dementia Care and support. Looking forward HWWF will continue to engage with the community, regularly hosting engagement events to support health and wellbeing, the NHS long term plan and to talk about Primary Care Networks.

I want to take this opportunity to thank our fantastic staff team at Healthwatch Waltham Forest for their dedication, passion and commitment in ensuring the voice of the community is heard and acted upon. I would also like to thank our volunteers and committee members who give their time to represent and reflect the community voice. Volunteers have an essential role at Healthwatch Waltham Forest, assisting in outreach and events, helping with office based activities and visiting health and social care services to gather patient experience information.

**Tim Spilsbury**

**YVHSC CEO**

# Thank You

A huge 'Thank You' to everyone that is helping to put people at the heart of health and social care, including:

- + Patients, service users and members of the public
- + Our colleagues at; London Borough of Waltham Forest Public Health and Strategic Partnership Teams, Waltham Forest Clinical Commissioning Group, Whipps Cross Hospital and Barts NHS Trust
- + The partnership Boards that we sit on including; Better Care Together, Health and Wellbeing Board, Safeguarding Adults Board and Waltham Forest CCG Governing Body.
- + All of our amazing staff and volunteers
- + The community voluntary sector in Waltham Forest that have contributed to our work.



## Contact us

Healthwatch Waltham Forest,  
Waltham Forest Resource Hub  
(Central),  
1 Russell Road,  
Leyton, E10 7ES



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- + **Social media** - Facebook - @HWwalthamforest  
Twitter - @HealthwatchF
- + **Website** - [www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk)

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