

Healthwatch Ealing

Annual Report 2017/18



Contents

Message from our Chair	3
Highlights from our year	4
Who we are	5
Your views on health and care	8
Helping you find the answers	13
Making a difference together	17
It starts with you	22
Our plans for next year	28
Our finances	30
Contact us	32

Message from our Chair

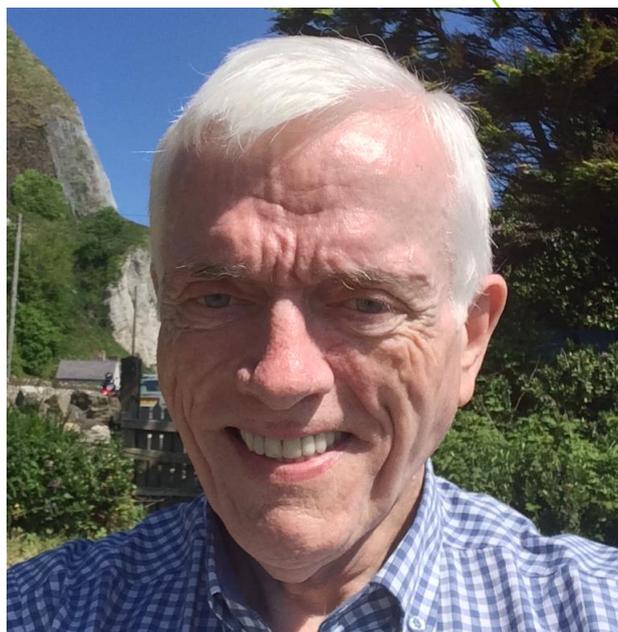
Peter Cleary, Chair of Healthwatch Ealing

When there are so many pressures on our health and social care services, it is more important than ever that there is an understanding voice to represent patients and hold service providers to account.

Since the present Healthwatch Ealing (HWE) contract was awarded in April 2017, I have been very impressed by the professionalism and enthusiasm of the HWE team in obtaining patient views on the services they receive, and following up areas of concern.

Patient experience reviews cover a number of services. The majority of responses relate to GP and hospital services with fewer reviews for community services, pharmacies, mental health and others. In the coming year we plan to increase the number of reviews we receive from services that have so far been underrepresented. At present the reviews are published on a quarterly basis and while this will continue, annualised results will be published to offer a more accurate reflection of the views obtained.

“HWE is committed to hearing views from all parts of the community including young people, elderly people, particularly those receiving care services at home, and other vulnerable and difficult to reach people”



It is important that the methodology for collecting data is efficient and accurate and this is achieved by robust discussions between the management and staff on one hand, and a committee with a wealth of experience on the other.

This report gives details of the activities of HWE in its first year. This essential work could not be carried out without an excellent staff team and the assistance of the many volunteers who give freely of their time. I am also supported by a very able and experienced committee who scrutinise the work of HWE and offer guidance and comments to the staff and management.

I have every confidence that the coming year will see HWE continue to improve and I feel very honoured to be involved in this organisation.

Highlights from our year

100+

This year we've reached over 100 people on social media



Our **58** volunteers help us with everything from patient engagement to visiting health and social care services as part of our Enter and View programme



We've visited **over 60** local services



We have spoken to over **2642** patients as part of our patient experience programme



We've spoken to **over 2000** people as part of our GP access work



We've given **over 1500** people information and advice



Who we are



Healthwatch Ealing is the independent 'consumer champion' for health and social care.

You need services that work for you, your friends and family. That's 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 encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Our objectives

Legislation sets out six functions of a Local Healthwatch.

These are to:

- + Gather views and understand the experiences of patients and the public.
- + Make people's views known.
- + Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised.
- + Recommend investigation or special reviews of services via Healthwatch England or directly to the Care Quality Commission (CQC).
- + Provide advice and information about access to services and support for making informed choices including how to get independent advocacy support to make an NHS complaint.
- + Make the views and experiences of people known to Healthwatch England and provide a steer to help it carry out its role as a national champion.

To enable us to meet these objectives we will:

- + Engage with the views of people about their needs and experiences of local care services.
- + Establish Healthwatch Ealing as an effective organisation.
- + Represent health and social care consumers' views and experiences to those responsible.
- + Commission, provide, manage or scrutinise local care services.
- + Promote and support the involvement of people in the commissioning, provision and scrutiny of local care services.
- + Deliver high standards of safety and quality of care in the provision of services for the people of Ealing, ensuring the promotion of continuous improvement in those services.
- + Make Ealing residents' views and experiences of care known to Healthwatch England and the CQC.
- + Ensure that care services meet the long-term care needs of the people of Ealing and reduce inequalities in care.
- + Initiate independent thematic reviews/projects that highlight emerging issues.



Meet the Committee Members



Peter Cleary
Chair of Healthwatch Ealing



Lillemore McDerment
Committee member



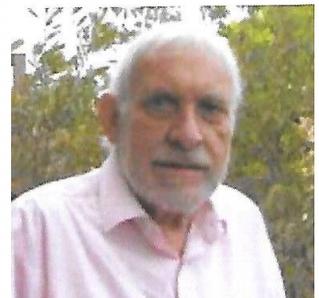
Satpal Chana
Committee member



Alan Cook
Committee member



Christina Tom-Johnson
Committee member



John McNeill
Committee member

Your views on health and care





“Very professional staff, reliable and efficient. They treat you with care and respect” – Patient

Listening to people’s views

Between April 2017 to March 2018, we have held over 69 engagement events across the borough consisting of local surgeries, open consultations and forums enabling the community to engage with us and make their views and opinions heard. We continue to hold specific monthly surveys at Ealing Hospital. Some of the events/meetings we have attended and will continue to do so include:

- + Ealing Hospital Open Day
- + East Acton Ward Forum
- + Ealing Advice Forum
- + Ealing Homelessness Forum
- + Older People’s Forum
- + Ealing Health and Social Care Forum
- + Ealing Clinical Commissioning Group (CCG) Annual General Meeting (AGM)

Our patient experience feedback is vital in enabling us to reflect on and understand how the community experiences health and social care service provision.

We have engaged with over 2642 people as part of our Patient Experience Programme.

Patient experience forms, both positive and negative, help influence our priorities for informing the shape of provision, and enable us to recommend changes to health and social care providers and monitor the impact of our recommendations for continuous improvement.

We are now producing quarterly patient experience reports that identify themes and trends in health and social care provision that demonstrate both negative and positive experiences.

We have reached over 408 people through outreach stalls, presentations and talks to community groups.

Working together..

Our partnerships



Partnership Representation

We want to work closely with other organisations so that we can influence the shape and quality of local NHS and social care services.

We have worked in partnership with a number of organisations that work with people who use services in the London borough of Ealing. This is intended to form a foundation for working together. This may include:

- + Gathering and sharing the views and lived experience of local people accessing care services.
- + Ensuring people have the opportunity to be involved in shaping local services wherever possible.
- + Promoting shared opportunities for people to receive support or influence the planning of local care services.
- + The potential to develop joint projects.
- + The opportunity for organisations to be represented in our activities such as Enter and View.
- + Our support on engagement activities, if required, which may include help with conducting research or talking to people in communities.

We play an active role in numerous forums responsible for planning and delivering health and social care in the borough.

Committee members and staff have been part of the following groups/meetings throughout the year:

- + Healthwatch London Network Meetings
- + Ealing Mental Health Forum
- + Ealing Community Network (ECN) General Meeting
- + North West London (NWL) Integrated Lay Partners Group
- + Ealing Mental Health Partnership Board Meeting
- + West London Mental Health Trust (WLMHT) Transformation Board
- + Adults Safeguarding Board
- + WLMHT Trustwide Service User & Carer Experience Meeting
- + London North West University Healthcare NHS Trust (LNWHT) Patient Experience Committee
- + Joint Strategy Needs Assessment (JSNA) Leadership Board
- + Older People's Forum
- + Falls Steering Group
- + Clinical Commissioning Group (CCG) Quality Assurance Information Panel
- + CCG Patient Engagement Reference Forum
- + CCG Out of Hospital Patient Reference Group
- + CCG Quality & Patient Safety Committee
- + CCG Governing Body Meeting
- + Health & Adult Social Services Scrutiny Panel
- + Health & Wellbeing Board
- + CCG Primary Care Commissioning Committee
- + Judging Panel for Staff and Excellence Awards for LNWHT.

Our new website

healthwatch Ealing

Your spotlight on local services
Call Us 0203 8860 830

About Us ▾ What we do? ▾ News & Events ▾ Get Involved ▾ Contact us

Share your experiences

With your help we're changing local care for the better

Search services Search site

Find your local service and leave your feedback...

Find your service by name or location Enter a service (GP, hospital, dentist, etc) name or location, to leave feedback

Feedback Centre

Leave feedback

your experience

Giving feedback takes minutes, but the impact could last a lifetime

Florence Road Surgery / Dr Evans & Partners
difficult to get a routine

Ealing IAPT
I feel great now
I went to see my GP, she strongly

Healthwatch Ealing Feedback Centre

Healthwatch Ealing is set up to improve health and social care services for today and shape them for tomorrow. We therefore need to work with the public to capture patient experiences and build data that is accurate, useful and relevant to its partners, services, institutions and the community and voluntary sector.

We are pleased to announce that we have launched a new, improved and innovative website that is designed to collect data directly from the public relating to their experience of health and/or social care services in their local area, which is then shared with the public and our partners.

Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Ealing in April 2017. In July 2017, the Digital Feedback Centre was launched together with the Healthwatch Ealing website. In August, a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

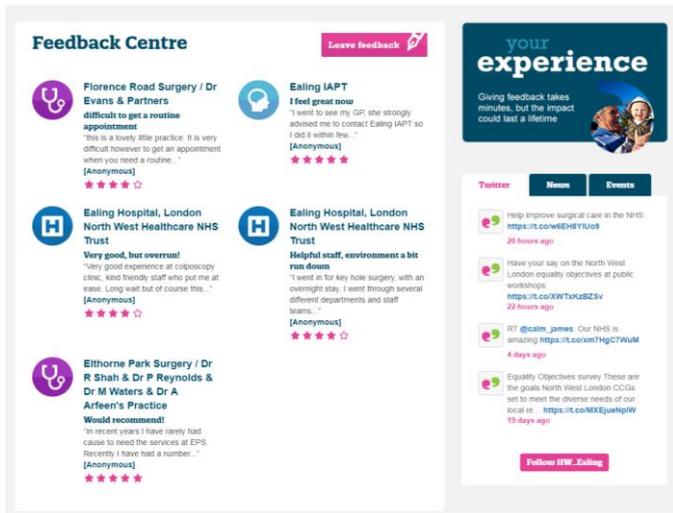
This new website provides better accessibility and the latest technology that the public can use easily to find a local health or social care service, including support services and partner organisations.

The new website is easier to navigate and also contains a variety of local news and articles on health and social care and how to access additional information and advice. A 1 – 5 star rating and a written review can be left with as much or as little detail as preferred. Other people's reviews can also be viewed to help users make informed choices when it comes to choosing a service like a new GP or dentist.

Through our new website, the public will be able to score and comment on the service they have received. Many local services are listed such as GP surgeries, care homes and pharmacies plus voluntary organisations that provide local support services. New services can be added at any time and for people, young or old, there is something for everyone.

The website has links to our community partners and local voluntary organisations with details of the services they provide and news stories they want to share. The Digital Feedback Centre is a forum for feedback and not a directory of services.

Through use of this new website we will be able to enhance its work as an effective consumer champion and be patient focused. The new website will build awareness of Healthwatch Ealing amongst local people and more importantly, provide them with a voice in addition to effectively signposting people to information about local health and social care services.



Our mission is to 'put the voice' of local residents at the heart of health and social care and to play a vital role in gathering the views and understanding the experiences of patients and the public, and through this to influence the provision of high quality services across Ealing. This new website will help us achieve our mission together with the opportunity to inform, share and review local health and social care services.

678 reviews from the local community [View all feedback](#)

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?*

☆☆☆☆☆ (x)

Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Which department did you visit?

Department

Your ratings (select if applicable)

- Ease of gaining appointment: ☆☆☆☆☆ (x)
- Convenience of appointment: ☆☆☆☆☆ (x)
- Cleanliness: ☆☆☆☆☆ (x)
- Staff Attitude: ☆☆☆☆☆ (x)
- Waiting Time: ☆☆☆☆☆ (x)
- Treatment explanation: ☆☆☆☆☆ (x)
- Quality of care: ☆☆☆☆☆ (x)
- Quality of food: ☆☆☆☆☆ (x)
- Generally how easy is it to get through to someone on the phone?: ☆☆☆☆☆ (x)

Please visit our website at:
<http://www.healthwatchealing.org.uk>
 to find out more or call direct on 020 3886 0830.

Helping you find the answers



What patients have said about health and social care services

“The pharmacist is brilliant. Every time you can’t get a GP appointment you can go to see them and ask any questions, they are happy to help”

Pharmacy

“The receptionist was very nice and polite but the waiting time was too long”

Ealing Hospital

“It was a good treatment. The dentist was very nice, friendly, and gave me a lot of information regarding the extraction”

Dental Practice

“I had to wait 2 weeks for an appointment with my GP. I wasn’t happy about that”

GP Practice

“I have been a patient with this GP Practice for over 20 years and I have seen tremendous changes. They helped us a lot”

GP Practice

“I had to wait a long time for my repeat prescription to be ordered”

Pharmacy

“They are good and I’m always reminded about my appointments and the waiting time is not bad”

Opticians

“I had a hip replacement and the overall experience wasn’t great. I did not have anything delivered to me and I had to buy all the equipment”

Rehabilitation Service



What we've learnt from visiting services

So far, we have produced three Patient Experience Reports.

Our first Patient Experience Report covers the period July – September 2017. The report represents the views of 661 patient experiences received during this period. The views of patients were gathered on a range of health and social care services, by Healthwatch Ealing's Patient Experience Officer and a team of dedicated volunteers.

Out of a total of 661 patient experiences received, 518 (78%) were positive and 143 (22%) were negative experiences of service provision in the borough of Ealing.

Overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

Positive themes/trends

- + Quality of care received from GPs and hospital staff
- + GP surgery staff's attitude towards patients
- + Staff listening to patients
- + Treatment explanation from doctors

Negative themes/trends

- + Difficulty in booking GP appointments
- + GP surgery staff attitudes towards patients
- + Waiting time at the hospital
- + Not receiving specialist appointments quick enough

Our third Patient Experience Report covers the period January – March 2018. The report represents the views of 1,390 patient experiences. The report is due to be published.

Our second Patient Experience Report covers the period October – December 2017. The report represents the views of 1,252 patient experiences received during this period, achieving our quarterly target of 1,200 (400 per month). We focussed on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and outpatient hospital services at Ealing Hospital. In addition, we visited a number of community health services.

Out of the total number of patient experiences received, 999 (80%) were positive and 253 (20%) were negative experiences of service provision.

Overall, as we saw in Quarter 2, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

Positive themes/trends

- + Quality treatment and care received at outpatient hospital services
- + Quality staff and staff attitude at hospital outpatient services
- + Quality treatment and care at GP services
- + Quality staff and staff attitude at GP services
- + Quality staff and staff attitude at Community Health Services

Negative themes/trends

- + Access issues for outpatient hospital services, including waiting times whilst at the service.
- + Access issues for GP services including waiting times

Mixed themes/trends

- + A varied picture of administration systems including booking appointments and appointment availability within GP services



The information presented within our reports reflect the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. We present this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Our Patient Experience programme aims to continue to grow and develop and we will do this through recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover.

Our Patient Experience Reports are presented at various forums/meetings:

- + GP
- + Ealing Clinical Commissioning Group (CCG) Quality and Patient Safety Committee
- + Ealing CCG Public and Patient Engagement Committee
- + Ealing CCG Primary Care Commissioning Committee
- + Ealing CCG Governing Body
- + Ealing's Health and Wellbeing Board
- + Ealing Health and Adults Social Services Scrutiny Panel
- + London North West University Healthcare NHS Trust (LNWHT) Patient Experience Committee (PEC)
- + Care Quality Commission (CQC)

Making a difference together



Our reports and recommendations

GP Access Survey

The GP access survey was conducted in June and July 2017. Healthwatch Ealing staff and volunteers spoke to 2000 Ealing residents about their experiences of accessing GP services. We spoke to various communities, including those who don't have English as a first language. Our volunteers spoke several languages and were able to ensure people from all communities were able to take part.

We reached out to people using GP patient transport and those using hospital patient transport with the aim to include those who are perhaps socially isolated and those with disabilities and long-term health conditions. We also visited hospital outpatient departments and spoke with people who had long term health conditions. We had two 'young' volunteers who sought responses from their peers to ensure we included the younger population. We attended the carers' open day to complete surveys with carers and include that voice.

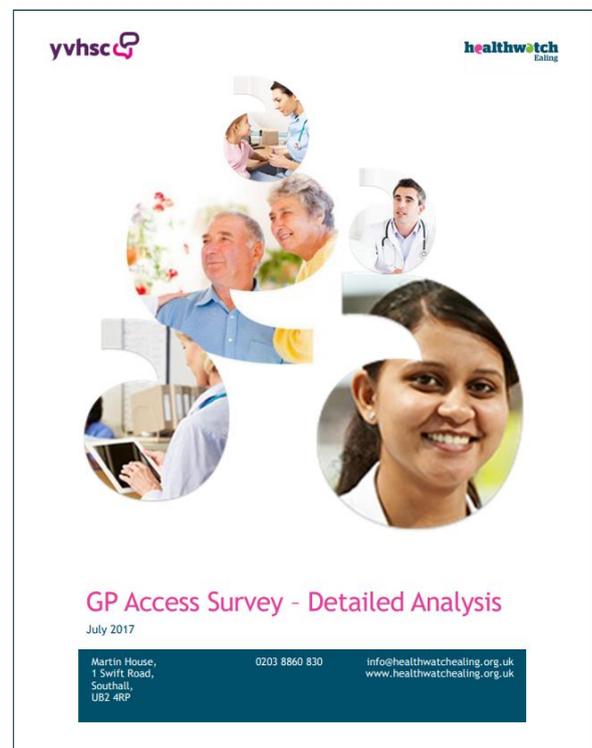
A comprehensive report was written based on the findings and published on the Healthwatch Ealing website. All participants were given information on the NHS 111 service and the new GP Access Centres within the borough.

Findings

Findings demonstrated that most participants did not find it difficult to obtain routine or urgent GP appointments. In general, participants reported an average waiting time of one week before they could get an appointment and that these could extend to a month if they wanted to see a specific GP. Telephone access to GP practices was highlighted as an issue with most respondents. Most respondents informed us that they were unaware of online appointment booking at their GP practices but would use them if they were available.

Recommendations included:

- Providing improved telephone access for patients,
- Reducing waiting times by offering quicker access to appointments for patients
- Making patients more aware of online booking systems.



The full report is available on the Healthwatch Ealing website:

<https://healthwatchealing.org.uk/wp-content/uploads/2017/08/GP-Access-survey-Detailed-Analysis-FINAL.pdf>

Our reports and recommendations

Community Services Project

An evaluation of some community services in Ealing was conducted from November 2017 to January 2018 and Healthwatch Ealing will continue to conduct evaluations. This project aimed to understand service user awareness of the feedback and complaints procedures at community health services in Ealing. It also aimed to gather feedback about the services in general and understand service user experiences.

Healthwatch Ealing staff and volunteers spoke to 218 users of the Audiology, Bladder and Bowel, Clayponds Hospital, Dementia Concern, Diabetes Integrated Care Ealing, Improving Access to Psychological Therapies (IAPT), Occupational Therapy, Podiatry, Pulmonary Rehabilitation and Speech and Language Therapy services. Interviews with staff members were also held to determine the services' approaches to complaints and feedback and how service users are made aware of them.

Findings

Findings showed that most service users are unaware of how to give feedback and/or make complaints about community health services. It was also identified that the majority of service users are satisfied with the care they receive at community health services. Issues with the referral process, ease of gaining an appointment, waiting times and phone access were identified.

A focus group was held with service users and representatives from community health services, commissioners and voluntary sector organisations. The findings from the evaluation were presented and a discussion was held to determine the recommendations that should be put forward.



Recommendations included:

- **Making service users more aware of the distinction between feedback and complaints and ensuring both terms are explained adequately to make it easier for people to understand.**
- **Development of more engaging visual aids and translation of feedback and complaints information into most spoken non-English languages in Ealing.**

The findings of the project have been presented at a variety of meetings including the London North West Healthcare Trust Patient Experience Executive Meeting. At this meeting Healthwatch Ealing was informed that the feedback and recommendations from the project had been taken on board and the trust had developed larger visual aids regarding feedback and complaints which also included translations in various languages.

Involving local people in our work

Partnership Working

Local Care Quality Commission (CQC) team

We have established a good working relationship with several CQC representatives by having conversations and email communication with Care Homes and Ealing Hospital in particular. We have shared our Enter & View reports with CQC colleagues. We will continue to provide feedback about local health and social care providers.

Ealing Care Commissioning Group (CCG)

We continue to maintain a good working relationship with Ealing CCG who are very supportive of our work and appreciative of Healthwatch contributions in respect of the patient voice. We attend several meetings as a non-voting representative and work closely with CCG officers as issues arise. An example of this is our Patient Experience Report which has been presented at several different CCG committee and staff meetings. Findings from the report have been taken on board and discussion is taking place to ensure the community intelligence we gather can be fed into existing CCG mechanisms and functions to inform commissioning and monitoring processes.

Acute Team

We continue to build good relationships with London North West University Healthcare Trust (LNWUHT). We have now attended their Patient Experience Committee, presenting our Patient Experience Reports. As a direct result of our report the Trust immediately requested an internal report on outpatient appointments and cancellations. The Head of Patient Experience and other service area staff have been very supportive in enabling Healthwatch staff and volunteers to visit and gather comments from patients at both the acute site and community services.

Ealing Social care team

Healthwatch Ealing continue to attend the Ealing Quality Assurance Information Panel, where our relevant Enter & View reports are presented.

The Director and CEO of Your Voice in Health and Social Care (YVHSC) have met with the Interim Head of Adult Social Services and the intention is to establish regular bi-monthly meetings. We discussed the need to increase comments from social care service users and how this could be supported by the social care team.

Ealing Voluntary Sector Providers

We continue to build relationships across the voluntary sector to raise awareness about Healthwatch and obtain community intelligence about health and social care services. Examples of meetings, presentations and contacts include:

- + West London Vision
- + Homelessness Forum
- + Ealing Advice Forum
- + Heads Up Committee Meeting
- + Certitude
- + Neighbourly Care hubs
- + Ealing Health & Social Care Summit
- + Greenford Road Medical Centre event
- + South Acton Ward Forum
- + Perivale Community Centre



Involving local people in our work

Partnership Working

Health and Wellbeing Board

The Health and Wellbeing Board oversees and brings together all the key service commissioners and providers. The Board produces a Health and Wellbeing strategy, and partners report back on delivery. The Health and Well Being Board is a committee which has responsibilities for ensuring that the recommendations made by the Joint Strategic Needs Assessment (JSNA) are carried out. Healthwatch Hounslow has a seat on the Health and Well Being Board where we present our reports and recommendations.

NHS Complaint Advocacy Provider (ICAS)

We remain in contact with the provider, sharing their details with patients where relevant and liaising about joint engagement activity when opportunities arise. Staff attended our focus group on Community Health Services on 25th Jan 2018, helping to formulate recommendations around feedback and complaints mechanisms.

All our reports are published on our website, highlighted in our Newsletter and presented at various appropriate forums, boards and committee meetings. For example, the Healthwatch Ealing Patient Experience Reports have been shared and presented at a number of different levels to different stakeholder audiences including the:

- Ealing Clinical Commissioning Group (CCG) Quality and Patient Safety Committee
- Ealing CCG Public and Patient Engagement Committee
- Ealing CCG Primary Care Commissioning Committee
- Ealing CCG Governing Body
- Ealing's Health and Wellbeing Board
- Ealing Health and Adults Social Services Scrutiny Panel
- London North West University Healthcare Trust (LNWHT) Patient Experience Committee (PEC)
- Care Quality Committee (CQC)

it starts with
YOU



Enter and View

Healthwatch Ealing has the power to enter and view providers to observe matters relating to health and social care services.

Enter and View visits are conducted by volunteer representatives for Healthwatch Ealing who were first acquired and trained over the first six months of the year. It is recognised that patients feel comfortable with lay people and trust them because of their independence. They therefore share their views and concerns more readily, especially when they appreciate that the volunteer is interested in what they have to say.

“Enter and View can be a powerful tool to gather evidence about how well services meet the needs of local communities”

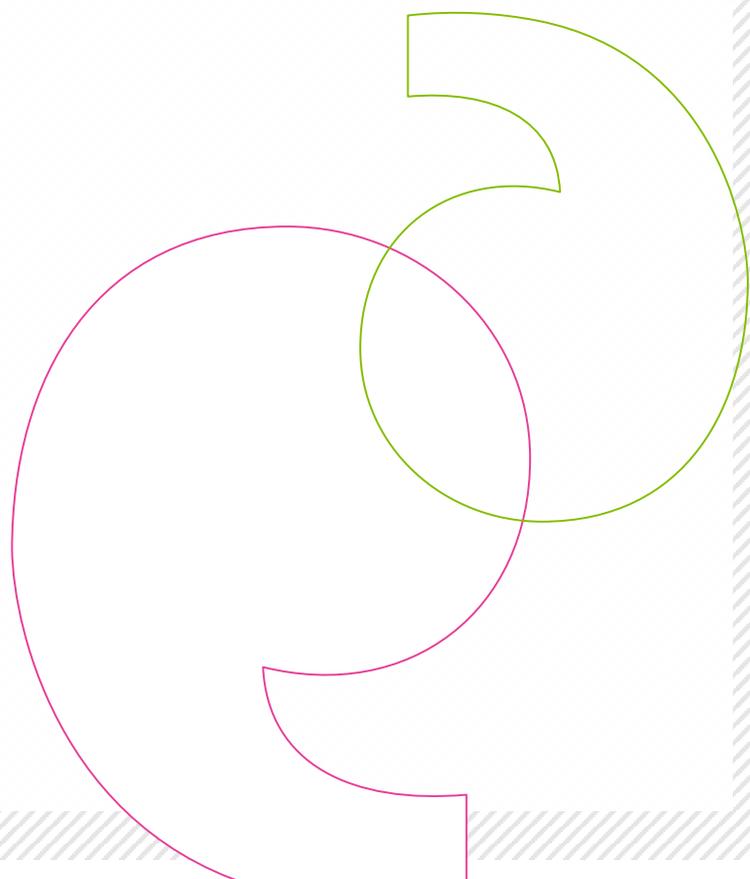
Healthwatch Ealing conducted 13 Enter and View visits between April 2017 and March 2018.

Two visits are now carried out each month by HWE staff and the team of trained volunteers known as Enter and View authorised representatives. However, Healthwatch Ealing has never carried out an Enter and View as described by Healthwatch Ealing.

Recommendations made included hiring a dedicated activity co-ordinator whose time is ring-fenced i.e. is not providing care to residents, implementing a ‘protected drinks time’ where all residents are offered a varied menu of hot and cold drinks (based on the findings of the iHydrate report), and reviewing the feedback and inputting mechanisms for residents to ensure that they have a voice in the home.

Visits were conducted to the following locations:

1. **Martin House Care Home**
2. **Torkington House Care Home**
3. **Threen House Care Home**
4. **Pranam Care Centre**
5. **Telford Lodge Care Home**
6. **Elm Lodge Care Home**
7. **Hanwell House Care Home**
8. **Sycamore Lodge Care Home**
9. **Chaston House Care Home**
10. **Downhurst Residential Care Home**
11. **Acton Care Centre**
12. **Norwood Green Care Home**
13. **Neem Tree Care Home**



Healthwatch Ealing volunteers





Volunteering

**The views and stories
you share with us are
helping to make care
better for our local
community**

Healthwatch Volunteer



58 volunteers

have joined us since last year

Over 18 volunteer
roles are available

840 volunteers hours

have been contributed since last year

Thank You Dinner

for volunteers took place in December
2017

2642 patient experiences
collected

The service delivery is outreach
focused

Healthwatch Ealing Volunteers

Volunteers and the involvement of local Ealing residents is an integral part of the work of Healthwatch Ealing. They bring together wide ranging experiences, enthusiasm, and commitment working with the staff team.

To achieve this, Healthwatch Ealing utilises the support and involvement of local people as volunteers to help us reach out and give support to members of our community in Ealing. In turn, they bring a unique set of skills, community knowledge and contacts to enable Healthwatch Ealing to help make a difference.

Volunteers have been involved in a variety of projects:

Patient Experiences

Volunteers have continually collected patient experiences on a weekly basis from various locations such as libraries, GP surgeries, Ealing Hospital and High streets. Without our vital volunteer involvement, Healthwatch would not have such an increase in vital patient experiences.

All our Enter and View volunteers are trained to be authorised Enter and View volunteers. These volunteers along with members of staff visit services across the borough to understand how services are run.

GP access

Volunteers spoke to over 2000 Ealing residents about their experiences of accessing GP services. They helped us access hard to reach communities. There were volunteers who were able to speak in residents' own languages.

Community Service Project

Volunteers spoke to 217 users of various community health services.

Social Media

Volunteers help us with supporting our social media platforms by posting news items, blog posts, tweets etc. This has helped us widen our reach to people in the local community.

Falls Prevention

Volunteers are assisting us with the Falls Prevention Project, which aims to collect customer's experiences to establish the current quality of falls services.



**Volunteer and help us
support local patients
to speak up**

Volunteer testimonial

"I joined Healthwatch Ealing in January 2018. Becoming a Patient Experience volunteer has given me knowledge on how local health services are managed and how we can make the service users' experiences satisfying."

Goddiah Kaur



Our plans for next year



What next?

Our priorities are informed by:

- + Themes/Trends from the data we record in our Patient Experience Reports
- + Our engagement activity and feedback from our volunteers.

Our workplan sets these main themes for our work:

- + Influence service delivery and impact or change it on behalf of patients, communities and the public
- + Provide evidence based recommendations
- + Speak up on behalf of seldom heard and hard to reach groups and individuals
- + Be a critical friend and challenge service redesign on behalf of patients
- + Remain independent from health and social care services
- + Use our position and statutory powers to greatest effect on behalf of service users

It is essential that we focus our time and resources on the things that matter most. To put the interests of the people of Ealing first, we consider carefully what value we can add to the situation.



Our top priorities for next year

- + Publishing our mystery shopper reports and following through on recommendations made.
- + Focusing on increasing feedback from people using social care services.
- + Visiting health services (e.g. GP surgeries) as part of the Enter and View programme.
- + Partnering with organisations to increase feedback from Community Health Service
- + Focusing on increasing feedback from people using mental health services.

Progressing on

- + Continuing our work partnership with Black Minority Ethnic (BME) and other community organisations, to make sure we are hearing the voices of the most disadvantaged or vulnerable people.
- + Working with partners in the Clinical Commissioning Group (CCG) and London North West University Healthcare NHS Trust (LNWHT) to make sure the voice of local people is strong and influential.

Our finances





Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£140,000
Additional income	-
Total income	£140,000
Expenditure	£
Operational costs	£49,458
Staffing costs	£84,503
Office costs	£6,039
Total expenditure	£140,000
Balance brought forward	-



Contact us

Get in touch

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W5 5RG

Phone number: 0203 8860 830

Email: info@healthwatchealing.org.uk

Website: www.healthwatchealing.org.uk

Twitter: @HW_Ealing

Contact details of contractors

Address:

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45 St. Mary's Road
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W5 5RG

Phone number: 0203 886 0839

Email: info@yvhsc.org.uk

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Twitter: @YVHSC_

Our annual report will be publicly available on our website by 30 June 2018. We will also be 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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healthwatch

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