



Healthwatch Ealing

Annual Report 2018-19

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Message from our Chair

Navigating Health and Social Care services in Ealing is a complex process and can often be difficult and confusing for patients. At Healthwatch, we represent the views of patients by obtaining opinions of the services they receive and informing the providers of our findings. We can then measure over time, whether services have improved or not, and if necessary, look into negative trends more deeply.

By visiting and inspecting local care homes and hospital wards, we highlight areas where things could be better and make recommendations. We have been very heartened that most of our comments are warmly welcomed and improvements are carried out in line with our suggestions.

We also assist individuals through our telephone signposting service by advising who they should call to deal with issues they or their families and friends may have in relation to health and social care services.

Our emphasis in everything we do is based on being the Patient's Voice. We exist solely to help to improve the service the population of Ealing receives from Health and Social Care providers.

This is only a snapshot of what Healthwatch does and you will find more details in this report. Much greater detail is available by visiting us at healthwatchealing.org.uk where the extensive range and scope of our work is more apparent.

We rely on a dedicated cohort of staff, volunteers and committee members, to help us carry out our work and as Chair of Healthwatch Ealing I would like to thank everyone for their invaluable contributions.



I would like to make particular mention of the committee, a body of extremely dedicated and experienced people who give their time and advice freely.

As well as acting as Healthwatch representatives at various meetings with the providers of various services, thereby maintaining a close link between providers and users, they also offer unparalleled advice and common sense to guide Healthwatch to carry out its work in the most sensible and efficient way.

We have achieved much, and exciting times lie ahead with major changes in process.

Healthwatch Ealing will continue to be part of this process, vigorously representing the views and interests of the public and holding providers to account where necessary.



Peter Cleary
Healthwatch Ealing Chair

Changes you want to see

Last year we gathered 4,900 comments from people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + Make it easier to get through to your GP surgery on the telephone



- + Healthcare professionals should have a positive attitude and be empathetic



- + Staff should take the time to speak to people about what to expect next



- + Management of patient records must improve, including timely access and communication within and between services.

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 Ealing, 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.



A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair



We visit Ealing Hospital regularly to listen to patient's experiences

Our committee

The Healthwatch Ealing committee is made up of local people who play a vital role in helping to guide our work and projects. They meet on a bi-monthly basis, providing strategic direction, closely monitoring our patient experience data and quality checking our work plans, research reports and other materials. The committee represents and the organisation at a number of external committees and meeting including: the Health and Wellbeing Board; Ealing CCG Governing Body; Health & Adults Social Services Standing Scrutiny Panel to name but a few.



Peter Cleary
Chair of Healthwatch Ealing



Alan Cook
Committee member



Christina Tom-Johnson
Committee member



John McNeill
Committee member



Lillemor McDerment
Committee member until
July 2018



Satpal Chana
Committee member

Our vision is simple

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.



Our approach

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



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





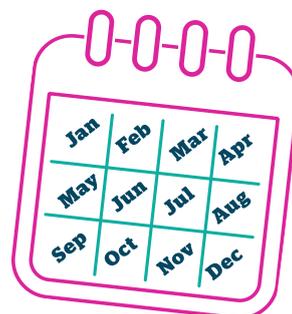
Highlights from our year



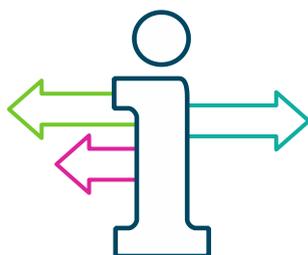
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



4,900 comments on health and social care services shared with us



We had 57 volunteers helping to carry out our work this year. In total, they gave up 1603 hours or 229 days!



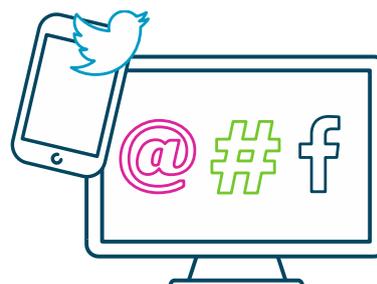
68 people accessed Healthwatch advice and information through contacting the office.



We visited over 100 services, 73 community events and worked with 30 community and voluntary sector groups to understand people's experiences of care.



17 Enter & View visits were made to hospital wards and Care Homes. 62 recommendations were made for improvements.



We posted 26 tweets, published 5 Newsletters and posted 48 news items on our website sharing local health and social care news for Ealing residents.



How we've made

a difference

Changes made to your community

Find out how sharing your views with Healthwatch Ealing has led to positive changes to health and social care services in the borough. We show that when people speak up about what's important, and services listen, care is improved for all.

Impact of Enter & View visits in improving care in Care Homes

In February 2019, Healthwatch Ealing carried out three unannounced Enter & View visits to Care Homes in the borough. The aim was to evaluate the impact of recommendations made as a result of previous Enter & View visits during 2018. We also aimed to spot-check some of the issues identified.

Authorised Representatives were warmly received by all homes, and we were very pleased to find that 17% of recommendations had been reviewed and partially addressed, and 58% had been addressed fully!

Examples of improvements made in response to our recommendations, include:

- + Introducing quarterly resident meetings
- + Employing additional domestic staff
- + Increasing employee wages
- + Introducing protected drinks times, to ensure that residents stay hydrated.

Whilst there was still a faint urine odour in one of the homes, work was underway and the old carpets responsible for the odour had been partially replaced. The manager praised Healthwatch Ealing's last Enter & View report, explaining that our recommendation had helped convince her managers to address the issue.

Healthwatch Enter & View Reports are shared with partners, including the Care Quality Committee (CQC). Where concerns are found, they often influence inspection schedules.



Working in partnership and part of the wider system to ensure those at risk of becoming unwell over winter have the information and support they need

As part of our Staying Well in Winter project we delivered 12 community talks, put on a bespoke event with our partners at AGE UK Ealing, and had personal contact with hundreds of individuals through our Patient Experience Programme, offering practical advice and information about staying well and keeping warm in winter.

Through this engagement project we were able to target some of the ethnic minority communities in Ealing, including those from African, Caribbean, Asian, Somali, and Syrian communities.

We also worked with populations groups who are potentially more vulnerable than others. This included:

- + Older people
- + Mental health service users
- + People with dementia and their carers
- + Parents of children with learning disabilities
- + People with disabilities and long-term conditions

This project was part of a wider piece involving partners across the health and social care sector working together to ensure people receive the help and support they need in the community and reduce the pressure on hospital services.

“Working in partnership is vital to ensuring that key information really reaches communities and those individuals that need it”





The story of our Falls Study.

In March 2018 Healthwatch Ealing launched the Falls Research Project in order to gain feedback from service users on the NHS Falls Clinic and Strength & Balance exercise classes, which are available to people who have experienced a fall or are at risk. Over a 12-month period, we conducted 668 interviews with Ealing residents.

The feedback was overwhelmingly positive, with 91% of participants rating the services as 'Excellent' and 'Good' and 73% of participants reporting improvements in their confidence. For many the impact was lifechanging:

- + "I find the classes better for my balance than my medication"
- + "I wasn't able to dress myself before, but now I can!"

Participants also highlighted the social aspect of the classes, giving people an opportunity to get out and meet other people in a similar condition to themselves. This had a positive impact on service users motivation and outlook, and new friendships were forged in many cases. This also had mental health benefits, particularly for those at risk of isolation.

At the time of writing the final report is in progress, and due for publication in late June 2019. A review of Falls services across North West London is currently underway and we are hopeful the voices of 668 Ealing residents will have a big impact!

"The strength and balance classes are a cure for loneliness"



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchealing.org.uk

t: 0203 886 0830

e: info@healthwatchealing.org.uk



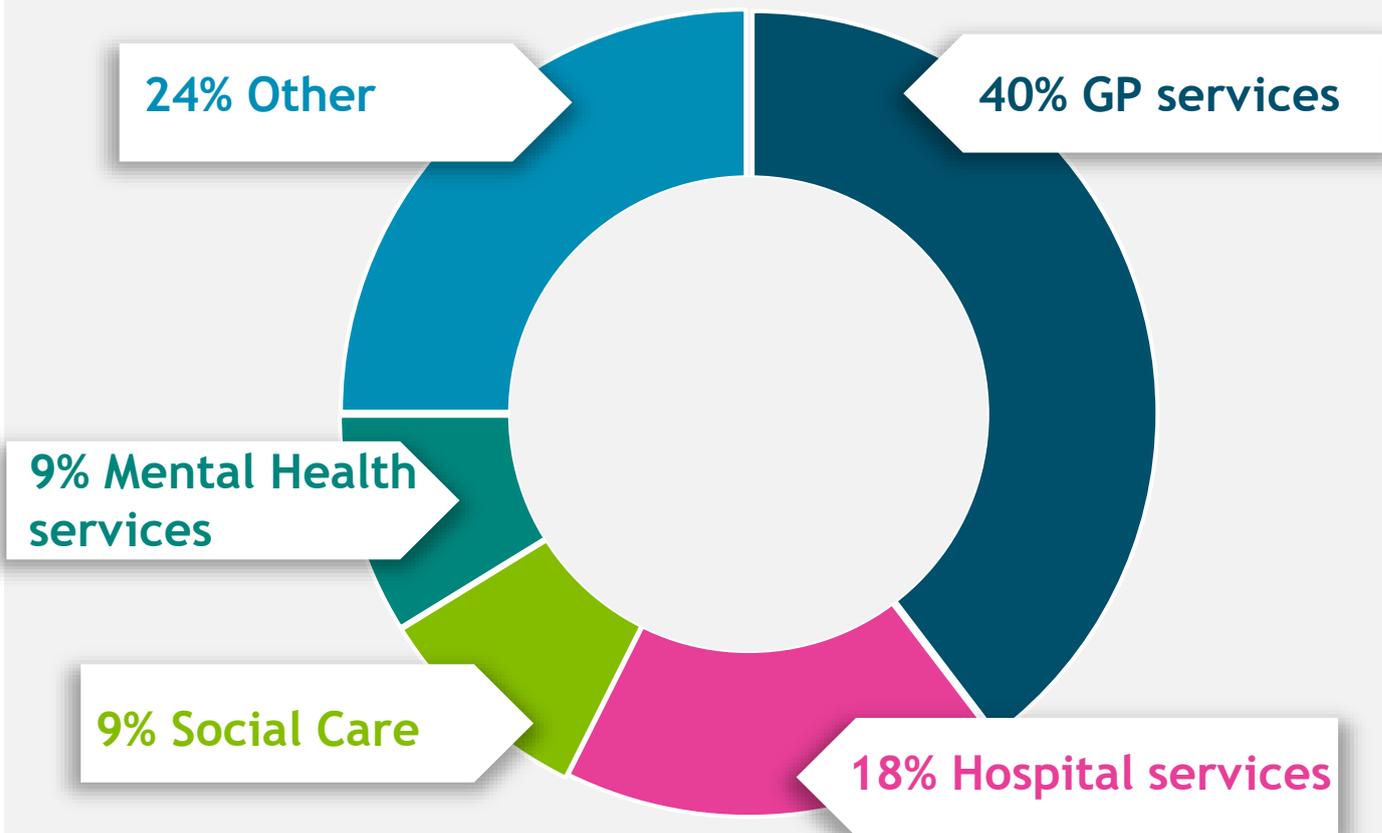
Helping you find

the answers

What services do people want to know about?

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

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There a number of organisations that can provide help, but people don't know where to look. Last year we helped 68 people access the advice and information they need through one-to-one support

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

- + Specific advice and information online
- + Our contact us form
- + At community events and information stalls
- + Promoting helpful services across our social media channels
- + Over the phone



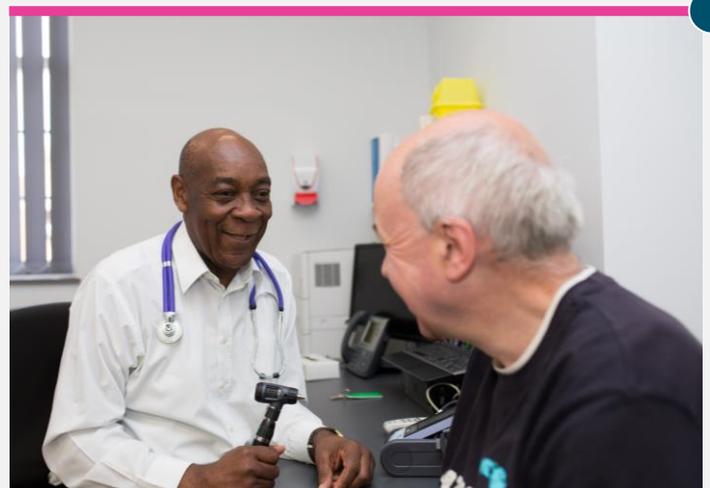
Fatima's story:

I was struggling to understand how best to support my elderly mother, as her health deteriorated, and she was no longer able to look after herself. Healthwatch helped me get the right information about adult social care support and know what to expect.

'Thank to their help, I have been able to support my mum to stay at home, where she is most comfortable'.

Dave's story

Being homeless I had no fixed address and when I tried to register at a few different GP surgeries, they had all turned me away. A local Homeless charity put me in touch with Healthwatch Ealing and they told me what my rights were and gave me the information I needed to question and query the surgery's decision. Once I knew what I was entitled to I was confident to not just take no for an answer. Sometimes the reception staff just don't know what's allowed!





Listening and giving advice

Providing a friendly ear and making sure that people are supported to make their own decision about what to do

The health and social care landscape is complex and confusing with lots of different organisations involved. When people have received poor care or just have a feeling that something is not quite right, they often don't know where to turn. When health and ongoing care is at stake, people are often also wary of making formal complaints, and don't have confidence that the system works properly.

This is where Healthwatch Ealing's Information & Signposting Service steps in.

We are at the end of the phone to provide a friendly ear and listen to your story. Often people just need to talk things through and this process in itself can be therapeutic and allow people to think clearly about what they want to do next.

The majority of our Information & Signposting calls are of this nature. It's simple, we take the time to listen and make sure that people know their rights and where to go if they want to take things further.

'Feeding back to health and social care services can help them understand where things have gone wrong and improve services for everybody'



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatchealing.org.uk

t: 0203 886 0830

e: info@healthwatchealing.org.uk



Our volunteers



How do our volunteers help us?

At Healthwatch Ealing we couldn't make all of these improvements without the support of our 57 volunteers that work with us to help make care better for their communities.

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



Volunteers ensure the voices of all communities are heard

Thanks to our 15 volunteers fluent in additional languages we have been able to reach and interact with people from all communities in Ealing.

'I am part of a team of volunteers fluent in other languages. Without us, the voices of those with little or no English would go unheard'

Maim āpaṇē bhāṭcārē dī āvāza dī madada karadā hām

Our volunteers visit health and social care services every day to talk to and hear from patients, service users, carers and relatives about their experiences of local services. During the year our volunteers helped gather 4,900 patient experience comments.

From these voices we produce a Quarterly Patient Experience Report highlighting themes and trends. We use this report to work with our partners - both those that buy services and those that deliver services for the people of Ealing - to share your views and push for change where it is most needed. Throughout the course of this year we saw some strong reoccurring trends around access and administration issues for both GP and hospital outpatient services.

For more information and to see our reports visit the reports section on our website.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how volunteering can truly make a difference to the lives of people in Ealing.



Jon, 29

I started volunteering for Healthwatch after a troublesome time in the Mental health system. I had been “out of the game” for a few years and needed a stepping stone towards full employment. I started inputting data from patient experience surveys and before I knew it 6 months had passed. The people at the office make all the difference and with their support I slowly built my confidence and soon started to take on other tasks and expanding my skill set.

Terence, 52

Having been in recovery since March 2016, volunteering with Healthwatch is part of my recovery journey. It’s helping to build my confidence and address low self-esteem and it’s a safe and progressive way for me to get ready for work again one day. I started doing social media and website work and am now delving into more and more different areas, gaining experience of working within a team and all that comes from a busy office with a big job to do!



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.
 w: www.healthwatchealing.org.uk
 t: 0203 886 0830
 e: info@healthwatchealing.org.uk



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

Rouksana
Healthwatch Volunteer



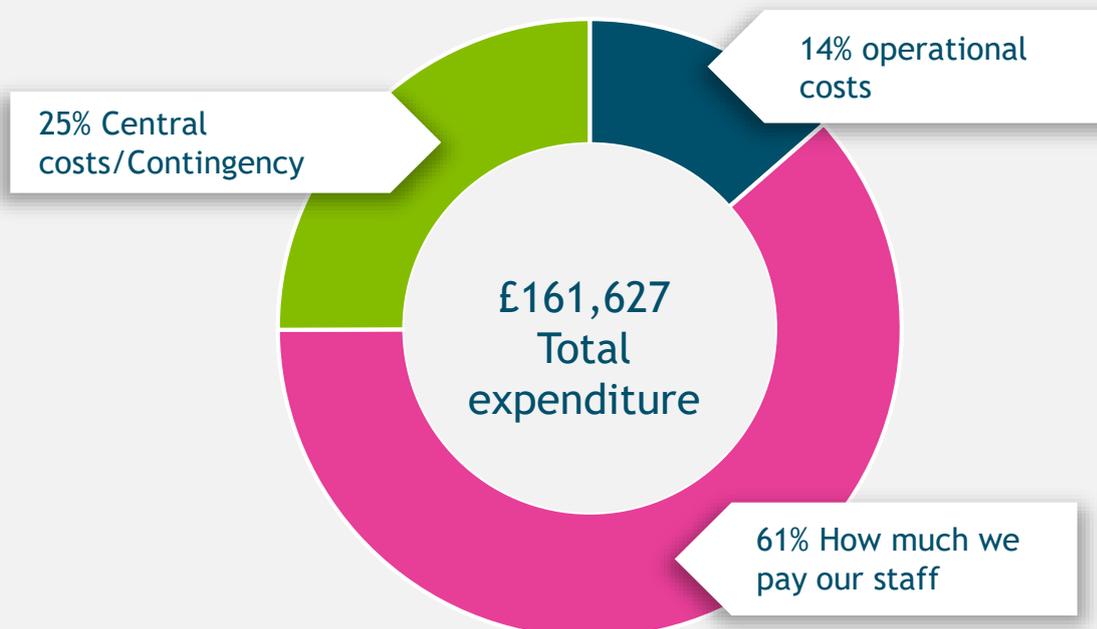
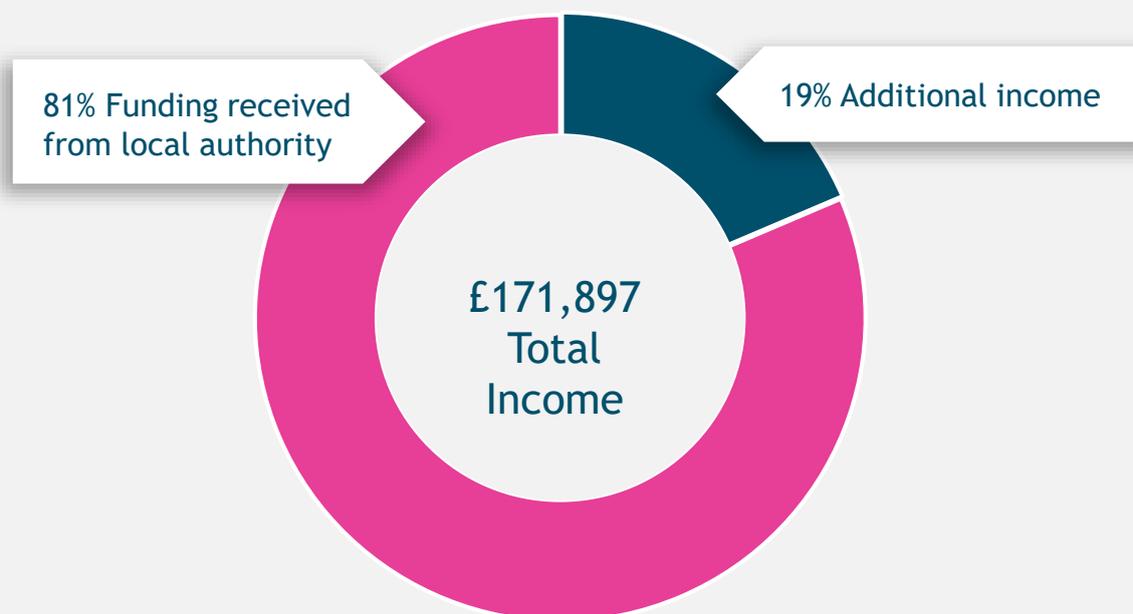
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £161,627.

We also received £31,897 of additional income from Ealing CCG.





**Our plans for
next year**

Message from our Director

Thank you for taking the time to read Healthwatch Ealing's annual report. It's been another busy, challenging and rewarding year.

This year we gathered over 4,900 comments on health and social care services, visited over 100 different services, carried out 17 Enter & View visits and worked with 30 community and voluntary sector organisations.

We look forward to building on this picture, forging new relationships and hearing from more and more people in the coming year.

During 2019-20 our priorities include:

- + Developing our engagement programme with focuses on social care; children, young people and families; Southall residents; mental health service users.
- + Reaching out to people who are unable to leave the house to find out about their experiences of health and care services.
- + Working with commissioning and provider partners to realise improvements based on the reoccurring themes and trends found in our Quarterly Patient Experience Reports.
- + Gathering feedback on experiences of Social Care assessments or reviews
- + Supporting Ealing Hospital's improvement journey

We operate in challenging times for communities and the health and social care sector. We will make sure, amongst all the change and uncertainty, that the voices of the most vulnerable can be heard and that by working together, opportunities for improvement can be realised.

In addition to the thousands of you who have shared your experiences with us I would like to say a big thank you to our staff, committee and volunteers for all your time and energy ensuring that users of Ealing's health and social care services have a strong voice.



'Have your say, contact Healthwatch Ealing today!'

Jaime Walsh

Jaime Walsh
Healthwatch Ealing Director

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Our commissioning partners at Ealing CCG and Ealing Council who have supported us and opened doors for us to have your voices heard at the right places
- + Our provider partners who have given access to their services for our staff and volunteers, enabling us to reach patients and hear their experiences

'Our service users really felt listened to and understood by Healthwatch staff. We are excited for what lies ahead and how our voices will impact'.



Contact us



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- + info@healthwatchealing.org.uk
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- + www.healthwatchealing.org.uk

Your Voice in Health and Social Care are the contract holding organisation for Healthwatch Ealing as of 31/03/2019

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- + info@yvpsc.org.uk
- + Company Number - 08397315
- + Reg Charity Number - 1154672

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 need this in an alternative format please contact us.

Photos contained within this report have been sourced from Healthwatch England.



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