



Annual report 2019-20

Guided by you

Contents

Message from our chair	3
Our priorities	4
About us	5
Highlights from our year	7
How we've made a difference	9
Helping you find the answers	15
Our volunteers	19
Our finances	22
Our plans for next year	24
Thank you	26
Contact us	27

Message from our chair



Healthwatch Ealing strives to hear from under represented and difficult to reach residents to ensure voices from all sections of our community are heard. Everyone is important and should never feel excluded. Healthwatch is here to help you.

A handwritten signature in black ink, appearing to read 'Peter Cleary'.

Peter Cleary
Healthwatch Ealing Chair

During the past year Healthwatch Ealing has continued to develop its presence and influence within the community with an increased level of awareness of the valuable work it carries out. The main cornerstones of our work are the quarterly Patient Experience Reports which measure satisfaction levels of local health and social care services. While our focus has been on GPs and Hospitals, our reports also cover dentists, opticians, pharmacies, mental health, community services and emergency care.

Many other activities were undertaken including enter and view visits to community health services, and research into various services including domiciliary care which is still ongoing.

Our plans had to be drastically revised during the final quarter of the year due to the Covid-19 crisis which brought our community engagement activities to a halt but a Covid-19 Information and Support page was added to our website along with a survey asking for peoples' experiences, the results of which will be shared with commissioners and providers to help make sure their responses to the pandemic reflect the needs of local people. We continue to provide information and guidance to members of the public during this time via telephone, email and WhatsApp.

Credit must be given to the staff and volunteers in the way they have been able to adapt to this unexpected change of circumstance. Committee meetings also had to be suspended temporarily but the committee has continued to scrutinise, advise and offer guidance remotely, and I am most grateful for their invaluable input.

There is no doubt our work in the year ahead will continue to be influenced by the Covid-19 crisis but whatever the circumstances, we will continue to represent the views of patients and the public to ensure their views are heard and that the delivery of local services are of the highest possible standard.

Our priorities

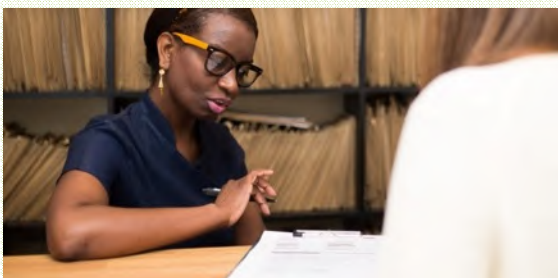
In 2018-19, 4,900 people told us about their experience of a number of different areas of health and social care. These were our priorities for 2019-20 based on what they told us.




We committed to develop our engagement programme with a primary focus on children, young people and families and mental health service users and a secondary focus on social care and Southall residents.



We committed to work with service commissioners and providers to realise improvements based on recurring themes and trends found in our quarterly Patient Experience Reports. This would include supporting Ealing Hospital's improvement journey.



We committed to gather feedback on experiences of social care assessments or reviews.

 Healthwatch continue to be valuable partners working with the local authority and others to represent the views of health and social care users. Their approach to working in partnership is excellent and they provide valuable feedback to help inform how we improve our services.

About us

Here to make care better

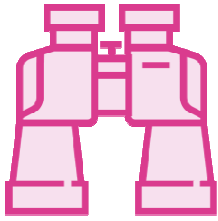
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

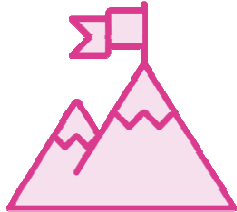
Sir Robert Francis
Healthwatch England Chair





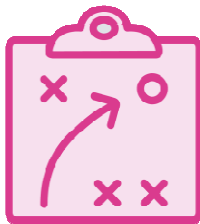
Our vision is simple

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 who 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.



How we find out what matters to you

People are at the heart of everything we do. 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



Find out more about us and the work we do

Website: www.healthwatchealing.org.uk

Twitter: @HW_Ealing

Email: info@healthwatchealing.org.uk

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



67 volunteers

helping to carry out our work. In total, they gave up 3089 hours or 129 days.

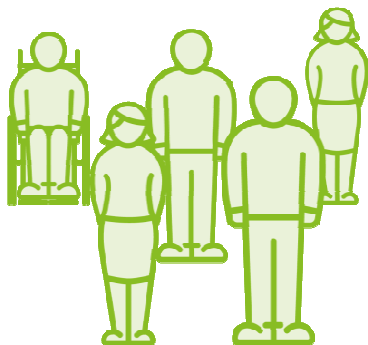
We employed
5 staff

equivalent to 3 FTEs.

We received
£140,000 in funding

from our local authority in 2019-20.

Providing support



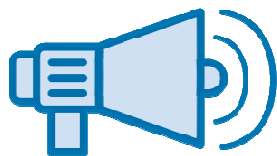
3,922 people

shared their health and social care story with us.

52 people

contacted Healthwatch Ealing by telephone or email, seeking advice, information or support.

Reaching out



64 engagement events

were attended across all areas of the community. We also grew our Twitter following by 32% and increased the number of subscribers to our newsletter by 52%.

Making a difference to care



12 reports

were published about the improvements people would like to see with their health and social care and from these, we made 29 recommendations for improvement.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Ealing.

The Story of our Better Lives Survey

In April 2019 Healthwatch Ealing launched a borough-wide research project aimed at gaining feedback from service users and carers on their experience of social care reviews and reassessments, as carried out under a new framework – Future Ealing: Better Lives.

Over a five-month period, we interviewed 128 individuals who had received an assessment or review within the last 12-month period.

75% of respondents gave positive feedback of the overall process with many commenting on staff attitude and communication around appointments and follow-up:

- “Social services are good at keeping me updated and chasing other people whom I need. They are very patient as well.”

Participants were also asked about the support they received with 88% of people saying that they were able to talk about what they wanted help with and the best ways they could be supported:

- “I discussed my problem with the social worker and told her that I need a carer who can speak my language and she agreed to that.”



The final report put forward seven recommendations themed around communication and information, services provided by care agencies, understanding of services and language.

In their formal response, without exception, the Adults Social Care team acknowledged the recommendations and outlined clear plans for implementation.

At the time of writing, Healthwatch Ealing has scheduled a meeting to review the team’s progress with implementing the recommendations.

We are grateful to the Healthwatch Ealing team for undertaking the work, providing such a clear report and well considered recommendations.



Expanding our Patient Experience Programme

One of our main roles is to gather patient views and experiences from Ealing residents.

In November 2019, as part of our efforts to engage with additional services, we began visiting the Urgent Care Centre at Ealing Hospital on a regular basis to gather patient feedback.

By the end of the reporting year, feedback had been obtained from 100 patients, with Treatment & Care being commented upon most positively and Access to Services most negatively. Healthwatch Ealing will continue with these visits in order to monitor improvements and in due course will publish an equivalent to our Improving Access to GPs report for the Urgent Care Centre.

Our first Improving Access to GPs report

was published in late 2019. Using quarterly data collected from July 2017 – June 2019, the report took four themes and analysed whether residents viewed them more positively or negatively over the two-year period. The outcomes were:

- Booking appointments; this had risen from 34% positivity in the first quarter to a new high in the last quarter of 65%.
- Appointment availability; from 17% in the first quarter, this theme consistently had a positive rating of >50% for the last year.
- Waiting times; although the majority of feedback continued to be negative, there had been a steady decrease from the first quarter when it was 92%.
- Access to Services; negative patient experience continued to outweigh positive experience, however there had been a significant narrowing of the gap to less than 10% by the end of the two-year period.



Expanding our community engagement activity

In April 2019 we appointed a dedicated Engagement Officer to help develop our relationships with key community organisations and support the gathering of informal and in-depth feedback that may not be captured by the Patient Experience Programme.

Activity was expanded to include social care settings as well as clinical care and relationships established with day centres and charities. We gathered feedback through older peoples' community groups and forums as well as joining the Ealing Parent and Carers Forum.

Engaging with organisations providing mental health services also featured in our work this year and you can read more

about this in the case study on page 17.

In January 2020, we began implementing a long-term plan to engage with children and young people and explore the issues faced by those aged 0 – 24 years.

Initial activity focussed on new mothers and their experiences of pregnancy, pre- and post-natal services, as well as children's paediatrics. The next phase to be implemented will see direct engagement with young adults to obtain their views on accessing health services.

To support our increased community activity, we launched a quarterly report to showcase the feedback that is captured across all our community engagement activity as well as direct feedback via phone and email. This report is shared with key stakeholders as an additional means to monitor emerging themes.



Share your views with us

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.

Website: www.healthwatchealing.org.uk

Telephone: 0203 886 0830

Email: info@healthwatchealing.org.uk

Long Term Plan

#WhatWouldYouDo

Highlights



254 Ealing residents participated in two surveys conducted in the eight boroughs that make up the North West London region. This was 22% of all participants.



To achieve this Healthwatch Ealing delivered 30 pop-up events at GP surgeries across the borough and at Ealing Hospital.



We also delivered two of the 18 dedicated regional events designed to obtain feedback. These events engaged more than 250 people.

NHS Long Term Plan


Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Working with the Healthwatch in Brent, Hammersmith & Fulham, Harrow, Hillingdon, Kensington & Chelsea, Hounslow and Westminster, we asked people #WhatWouldYouDo to improve the NHS locally.

The top issues that people told us they wanted services to focus on were:

- Communication
- Staffing, Training and Continuity
- Access to Services
- Co-ordination & Consistency

The full report was submitted in May 2019 and can be found on the [Healthwatch Ealing website](#).

 Services need to engage with the wider community – clients and residents.

Helping you find the answers

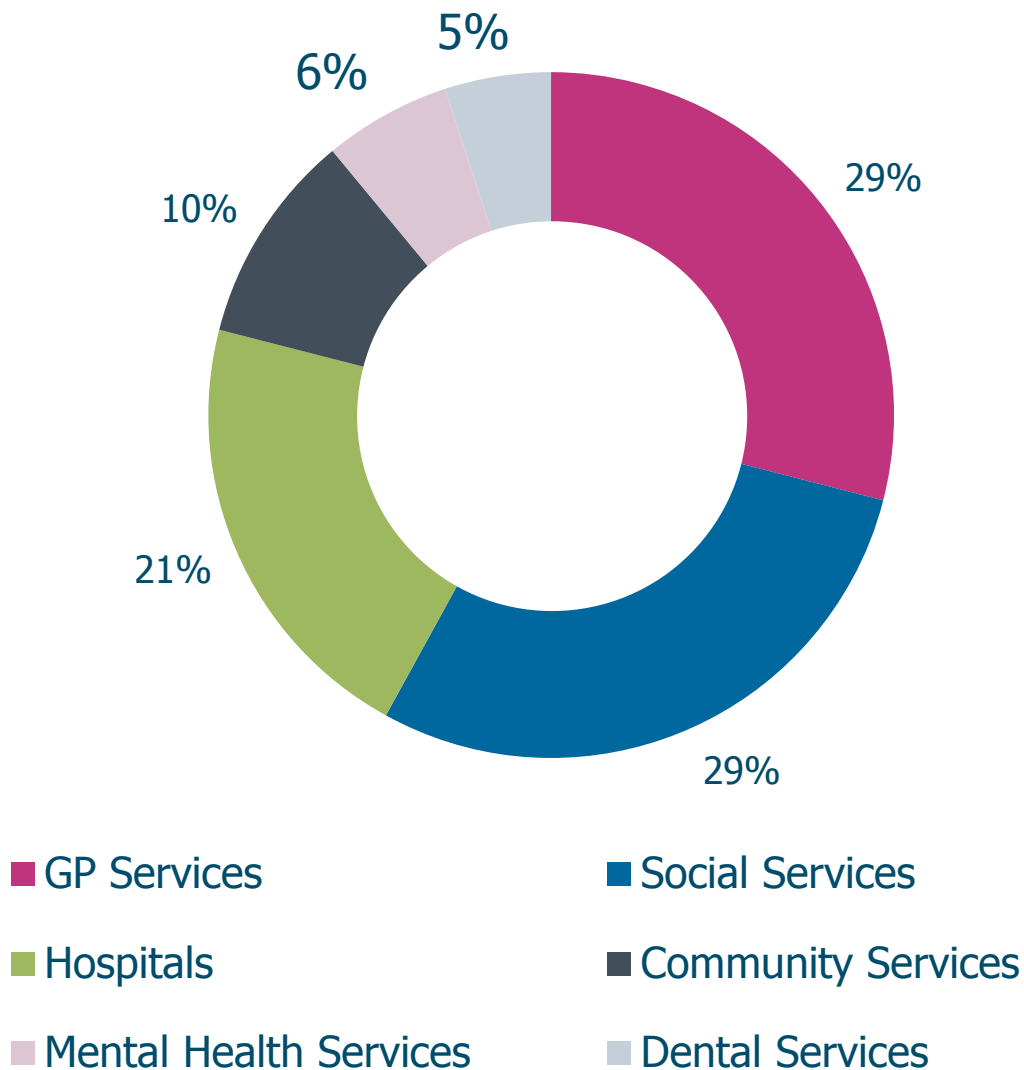


Finding the right service can be worrying and stressful. Healthwatch Ealing plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped people get the advice and information they need by:

- Providing 18 news, advice and information articles on our website.
- Answering 52 queries about services over the phone and by email.
- Launching a WhatsApp service as an additional means of providing information and advice.
- Talking to people at more than 60 community events.
- Using our social media accounts to help promote community and voluntary organisations offering health and social care services.

Here are the areas that people asked about.



Case study: Engaging with organisations offering mental health and wellbeing provision.

In the first part of the year, we held focus groups and workshop events with The Solace Centre, an organisation that supports mental health social inclusion. As well as being attended by their clients, other voluntary organisations, Ealing CCG and West London NHS Trust were also represented.

These events provided a platform for individuals and organisations to share best practice, as well as highlighting where improvements could be made.

These workshops introduced Healthwatch Ealing to a new audience and we have gone on to provide information and signposting advice for a number of Solace and C.A.P.E. clients, helping them engage with service managers.

Building these relationships and understanding better the services that were on offer meant that when we were contacted by a mother seeking mental health and carer support for her son we were able to easily identify who might be best placed to meet her needs and signpost accordingly. She remains in regular contact with the Carers Trust.

Everyone at Solace was delighted Healthwatch's mental health forum was such a success, showing how true co-production can be such a positive and encouraging experience. Our team felt uplifted, valued and included at every stage. The service user participants said it was a great feeling to be able to voice their opinions and feel listened to.





Accessing Community Nurses

Over the course of a week, we received multiple phone calls from healthcare professionals and members of the public, trying to reach the Community Nurses by telephone.

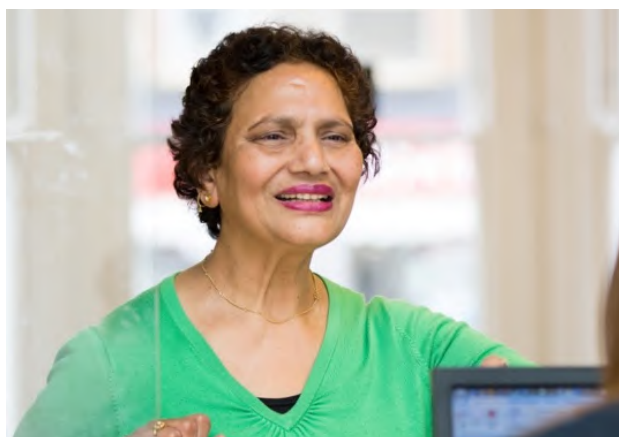
We brought this to the attention of the Head of Service, who was able to establish that call-forwarding to a new telephone number was not working and rectify the matter.



Linking organisations

Last summer, we were contacted by our local Hestia office. They were supporting a disabled client and were looking for a service to assist her with her paperwork and communications.

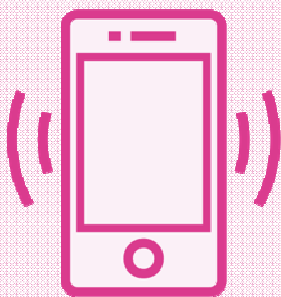
They had already spoken to several organisations without success and we were able to signpost them to three alternative organisations for possible support.



Registering for dental services

We were contacted by a new resident to the borough who required an emergency dentist's appointment. She wasn't registered with a dental practice and didn't understand NHS provision for dental services.

We provided her with contact information for several local dentists, who offered NHS treatment, as well as providing links for the NHS website.



Contact us to get the information you need

If you have a query about a health or 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.

Website: www.healthwatchealing.org.uk

Telephone: 0203 886 0830

Email: info@healthwatchealing.org.uk

WhatsApp: 07735 549847

Volunteers



At Healthwatch Ealing we are supported by 67 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

Volunteer support for monitoring community health services.

Thanks to the hard work and support of a group of volunteers, a series of recommendations are being considered for implementation by Ealing's community health services provider.

In July 2019, provision of these services was moved to a new provider. As part of its Enter & View programme, Healthwatch Ealing chose to visit two of the services in order to understand how they were functioning under the new provider.

Six visits were made to four sites to assess different services, allowing us to produce a series of reports. These highlighted best practice, but also raised concerns about:

- Insufficient staffing levels at one service, impacting on the level of care offered.
- Limited space at some sites to deliver services.



- Service users being informed how they make suggestions about or provide feedback on a service.
- Accessibility at one site for less mobile service users.

With our volunteers' help, we're able to keep an eye on what people think of local community health services and work with those in charge to make sure people's views inform changes.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in supporting our work, please visit our website or get in touch.

Website: www.healthwatchealing.org.uk

Telephone: 0203 886 0830

Email: vip@yvhsc.org.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers, some of whom we are proud to say go on to become members of the team. Meet two of them and hear what they get up to.



Stuart, 23

I began volunteering with Healthwatch in early 2019. I had recently gone through a tough time and needed a break to help me re-charge.

About five months after I started volunteering I was offered a part-time role, helping with social prescribing and was then offered the opportunity to lead the Patient Experience programme in Ealing.

I will forever be grateful to Healthwatch, as it has allowed me to be part of something I care about, as well as helping me to grow as an individual, gain confidence in myself and develop new skills.



Raj, 24

I heard about Healthwatch through the Do-it volunteering website.

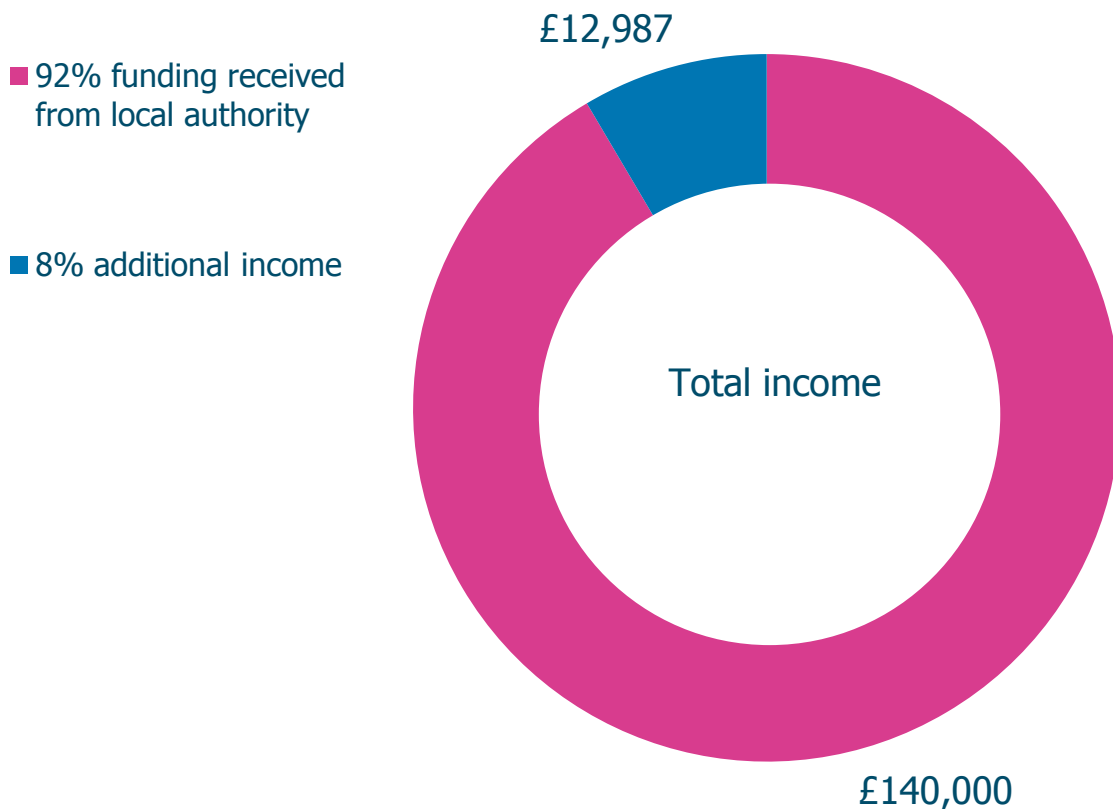
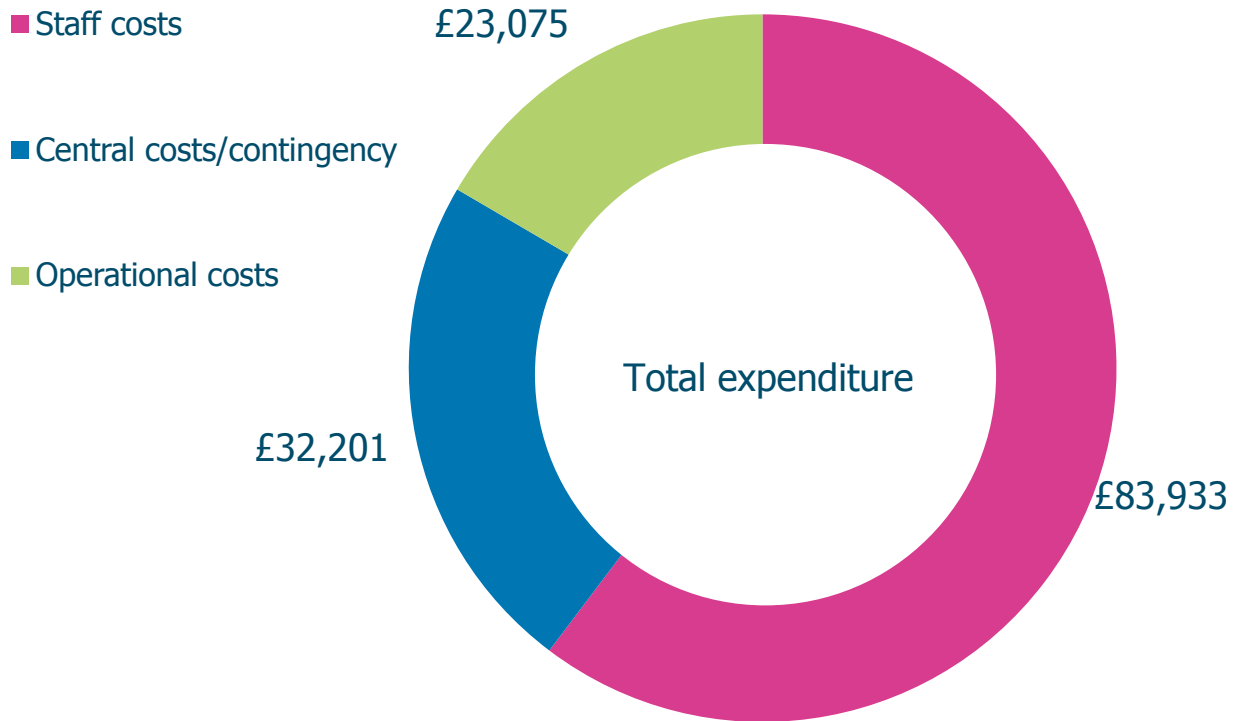
I wanted to help in community health and social care services in my free time and Healthwatch is one of the organisations that provide volunteering opportunities to make a difference.

I volunteer in the office supporting the team wherever they need help, which is great, as it means I gain experience across all areas of Healthwatch's work.

Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £139,209.



Our plans for next year



Healthwatch Ealing Director, Jaime Walsh looks ahead to 2020 - 2021.

I am delighted to share the third annual report for Healthwatch Ealing under Your Voice in Health and Social Care. It has been a successful but ultimately challenging year, one that has seen health and social care services respond magnificently to extreme circumstances with the onset of Covid-19 and voluntary sector services work together to achieve the best possible outcome to support local efforts.

This coming year, Healthwatch Ealing will continue to focus on its core principles to represent the community voice, inform strategic thinking in health and social care and remain the independent critical friend for our local authority and Clinical Commissioning Group.

At the time of writing, the Covid-19 pandemic continues to impact on our community and therefore, we anticipate that our priorities for 2020/2021 will be shaped by this:

- Assessing the impact of Covid-19 on the resilience of our diverse communities and on the services they rely on for support across health and social care.
- Ascertaining the more prevalent secondary effects of Covid-19 and their impact on our community, such as social isolation and mental health.
- Reviewing access to GP surgeries and Urgent Care Centres, including utilisation and changes to visiting behaviour as well as type of access, for example the move from physical to online consultations and the effect of this.




Jaime Walsh
Director

- Reviewing mental health and wellbeing across communities adversely affected by Covid-19.
- Understanding the impact of local Clinical Commissioning Groups forming into one North West London collaborative, the local communities awareness of this and potential for continued collaborative working and merged service provision.

Jaime Walsh

Jaime Walsh
Director - Healthwatch Ealing

 We will continue to support our partners whilst ensuring the local voice is represented and heard to ensure positive service growth and development across Ealing.

Thank you

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

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- Colleagues at London Borough of Ealing, Ealing CCG, West London NHS Trust and London North West University Healthcare NHS Trust.
- The numerous voluntary organisations that have contributed to our work.



Contact us

Your Voice in Health and Social Care are the contract holding organisation for Healthwatch Ealing as of 31/03/2020.

YVHSC
45 St Mary's Road
London
W5 5RG

Contact number: 0203 886 0839
Email address: info@yvhsc.org.uk
Website: www.yvhsc.org.uk

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.

Company Number: 08397315
Charity Number: 1154672

© Copyright Healthwatch Ealing 2020



Healthwatch Ealing
45 St. Mary's Road
Ealing
W5 5RG

www.healthwatchealing.org.uk

t: 0203 886 0830

e: info@healthwatchealing.org.uk

 [@HW_Ealing](https://twitter.com/HW_Ealing)

 [Facebook.com/Healthwatch Ealing](https://www.facebook.com/Healthwatch-Ealing)
