

From Voices to Action

healthwatch
Greenwich

**We are making health
and social care better**

Annual Report 2022–23



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“In the last 10 years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn’t. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better.”

Louise Ansari, Healthwatch National Director

Message from our Chairs

We are pleased to present the annual report for Healthwatch Greenwich, providing a comprehensive overview of our work in 2022–23.

In Greenwich, some people face greater challenges in their daily lives due to a lack of power, finances and resources, which can negatively impact their health. The most vulnerable in our communities not only have shorter lifespans but also experience more years of poor health. But without truly grasping the experiences of individuals and communities, the term “health inequality” becomes superficial, lacking the opportunity to drive any meaningful improvement.

People and communities have the best understanding of their own needs. By listening to those who experience poorer health outcomes and gaining an understanding of their life contexts, we can identify and address the barriers to better health. In this annual report, you will learn more about our in-depth investigations, in partnership with people and communities, into a range of healthcare and social support services. Our focus is on what people truly want, need and value, as we believe this is the most effective approach to tackle health inequalities and to ensure that strategies aimed at improving population health genuinely make a difference in people’s lives.

At Healthwatch Greenwich, we reject the notion that anyone is “hard to reach”. Our monthly feedback reports reveal that some face challenges accessing health and social care services. Difficulties can vary among different communities, making it harder for them to receive the help they need. That’s why we embed ourselves in communities, earning trust through our independent status, actively seeking out personal experiences and feedback on services. We prioritise meeting people where they are, instead of asking them to come to us.

Healthwatch Greenwich remains committed to promoting equity and fairness in health and care for everyone in our community. We will keep supporting those who experience health inequalities, highlighting the value of inclusive language, meaningful involvement, and collaboration. By working together, we can create a healthier and more equitable future for all.

Anu Massey and David Thompson

Co-Chairs of Healthwatch Greenwich Board



Anu Massey
Healthwatch Greenwich
co-Chair



David Thompson
Healthwatch Greenwich
co-Chair

About us

Healthwatch Greenwich is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

We want a Greenwich where high-quality services, consistent public engagement, and exceptional patient/service user experiences are the norm.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

Listening We listen to people, especially the most vulnerable, to understand their experiences and what matters most to them.

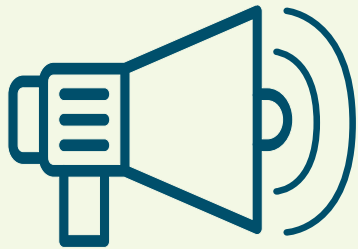
Empowering We empower and inform people to get the most from their health and social care services and encourage other organisations to do the same.

Influencing We influence those who have the power to change services so that they better meet people's needs now and in the future.

Partnering We partner with people and communities, care providers, commissioners and regulators – serving as the consumer champion for anyone who uses the NHS or publicly funded health or social care services in Greenwich.

Year in review

Reaching out



3,749 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

22,180 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

Making a difference to care

We published **53 reports** about the improvements people would like to see to health and social care services. Our most popular report was:

The Joint Emergency Team (JET) report which highlighted the importance of helping people access treatment at home, avoiding unnecessary hospital admissions.



Health and care that works for you



We're lucky to have worked with **51** outstanding volunteers who gave up **222 days** donating the equivalent of **£18,570** of their time at the rate of the London living wage.

We're funded by our local authority. In 2022-23 we received **£140,000**.

We currently employ **6 people** who help us carry out our work.

How we've made a difference this year



Volunteer drivers were organised to help carers get their loved ones to appointments.



We made sure clearer information about pathways to dementia care was provided.



After we spoke to people in outpatient departments in Lewisham and Greenwich NHS Trust, improvements were made to call waiting times.



Communication and signposting about sexual health services for young people will be improved because of our work.



London Ambulance Service (LAS) was encouraged to better support deaf people to access LAS services.



People received more information about their outpatient appointments and what to expect.



We urged health providers to work with schools to better inform young people about their sexual health.



We advocated for maternity services to provide information about pregnancy, birth and postnatal topics in different languages.

10 years of improving care

This year marks a special milestone for Healthwatch nationally. Over the past 10 years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes who have stepped up and inspired change. Here are a few of our highlights.

How we have made care better – together

Vaccine confidence

We gave advice and information on Covid-19 vaccinations and addressed concerns and misinformation, so Greenwich residents felt confident to come forward for their vaccine.



A&E waiting times

Service users reported long waits at A&E. We worked with Lewisham and Greenwich NHS Trust to communicate with service users how busy A&E was and to signpost to 111 and other appropriate services.

Mental Health carers

We identified and flagged to service providers that there was a gap in support for mental health carers (often unrecognised and unpaid).



GP websites

We worked with GPs to improve the accessibility and quality of information for patients using their websites.

SEND services

We produced an in-depth report on the experiences of users of special educational needs and disabilities (SEND) services in Greenwich.





Healthwatch Heroes



Celebrating our heroes in our local community

This year, we've had the incredible support of 51 volunteers who have made a big contribution to our work. Our volunteer programme is inclusive, welcoming individuals of different ages, backgrounds, ethnicities and identities. By bringing together people with diverse life experiences, ideas and perspectives, our volunteers enrich Healthwatch Greenwich with a wide range of skills and talents that go beyond what our small staff team can provide. With our work covering many populations, our volunteers from diverse communities bring an understanding and appreciation of different cultures, traditions and viewpoints, expanding our outreach and impact.

Our Healthwatch Greenwich volunteers are true heroes. They gather feedback from people and communities who use health and social care services throughout the year. Their work is invaluable in providing insights into the accessibility, equity and quality of these services. Through their work we highlight and praise successful approaches that can be learned from, and identify areas where improvements are needed, leading to better care for all. Thank you to our Healthwatch Heroes and the difference you have made.



Listening to your experiences

Over the past year, we have placed top priority on listening to feedback from all parts of our community. We are here to understand the full picture, capturing your thoughts, experiences and suggestions, so we can channel them back to services and help them improve.

Your voice matters, and together, we're transforming the way things work for the better.

Our monthly feedback report

At Healthwatch Greenwich, our mission is to make sure that the voices and experiences of people and communities are heard and taken into account when shaping local health and social care services. We believe that everyone's feedback matters, and that is why we compile a monthly feedback report to provide a timely snapshot of the valuable insights we gather from those who use health and care services.

We make decision makers aware of the experiences shared with us and we use your feedback to advocate for change and improvement.



3,128 people shared their experiences of health and care services with us in our monthly feedback reports in 2022-23.

What difference will this make?

We work with health and care providers and decision makers to address the issues and concerns you have shared with us. Your feedback drives positive change, improving health and care services for everyone.

Gina's feedback

Gina came to Healthwatch Greenwich for help and shared her experience with us. Gina's story shows the impact your feedback has.

Gina, who is deaf, faced many challenges during her hospital visits. Despite informing staff about her deafness, they did not provide a British Sign Language (BSL) interpreter, so her son had to take time off work to act as her translator. Gina's communication difficulties were made worse with some nurses wearing face masks, making lip-reading impossible. Without proper communication support, Gina was frightened and struggled to understand her treatment.

We highlighted Gina's experience and the importance of having BSL interpreters available and also deaf awareness training in health and care settings. As a result, hospital staff have been instructed and reminded to offer BSL interpreters to deaf patients and staff in GP services have been provided with basic sign language training.



No one offered me a sign language translator. I just wanted someone to talk to me.

Young people and contraceptive use

Young people's sexual health and wellbeing, and knowledge of their contraceptive options, needs improvement as there is a high teenage pregnancy rate in Greenwich.

As part of a co-produced piece of research, we recruited a talented group of young people to gather insight into the attitudes and beliefs that inform young people's contraceptive choices, particularly their low uptake of long-acting reversible contraception (LARC) methods.

Our findings show that young people are motivated by more than just avoiding pregnancy. They also want protection against sexually transmitted infections (STIs) and control over their contraceptive choices. LARC methods are seen as less appealing because they are perceived to limit control and independence for young people who menstruate. On the other hand, methods such as the pill and condoms offer more privacy and independence, which young people value.



- 60% of young people would prefer to use the pill or a condom rather than other methods.
- Over half (57%) stated they would not want to use LARC methods because they didn't know enough to make an informed choice.
- Over half of young people had negative misconceptions about the effect of LARC methods on fertility.

What difference will this make?

We're asking service providers to improve sexual health education, support personal, social, health and economic (PSHE) educators, enhance communication strategies, use our research findings for targeted messaging, and foster supportive environments to empower young people to make informed decisions about their sexual health.



When you think about it, it's more or less a foreign object being put into you, so I feel that it's much more appealing to just get a pill and take that every day, than actually have to go to a sexual health clinic or like your GP to get something actually put in you.

Experience of outpatients

Over 6 weeks we spoke to nearly 1,000 patients using outpatient services run by Lewisham and Greenwich NHS Trust (LGT).

With a focus on access and communication, our findings reveal that staff working in these settings are kind and helpful, but that booking and information about appointments could be improved and that face-to-face appointments would be preferred.

The patient feedback collected as part of this project will be used to help LGT inform service improvement in the outpatient departments.



- Outpatients prefer written letters for notifications, but often find them lacking in sufficient or accurate information, and confirmations are not always received.
- While outpatient staff are praised for their kindness and helpfulness, booking, rescheduling or cancelling appointments are challenging due to poor telephone access and administrative errors.
- While face-to-face appointments are preferred, long waiting times often lead to missed or cancelled appointments.
- Clinical and diagnostic information given at the appointment by healthcare professionals is usually good, but outpatients want more detailed information and greater opportunities to ask questions.

What difference will this make?

Our report has led to improvements in the way information is communicated to outpatients. LGT has created a comprehensive general information letter, providing clear guidance on what to expect during outpatient appointments, how to locate the appointment venue, and where to seek additional information. Moreover, action has been taken to enhance the call centre with an increase in the rate of answered calls, and a reduction in the average wait time.



I spent 30 minutes on the phone being passed on to other departments until someone found out what happened.

There was confusion as to if it was an in-person or a telephone appointment. I was given the wrong information.

Maternity care at Queen Elizabeth Hospital (QEH)

Following feedback gathered from case studies, conversations with service users, concerns raised by community groups, and discussions with stakeholders, Healthwatch Greenwich examined the experience of maternity care in Greenwich among English-speaking women of colour from a migrant or refugee background.



- In contrast to much of the literature on poor experience of maternity care by migrant and refugee women of colour, the women we spoke with had experienced fewer challenges and barriers to accessing maternity care. As a result of our analysis, we identified two key reasons for this: women's level of proficiency in English and their previous experience of giving birth.
- However, we identified key differences in the level of satisfaction and perception of the quality of maternity care between community based care and hospital services at QEH. Overall, the women we spoke to had positive experiences with their midwifery and community based care and poorer experiences with hospital based (inpatient and outpatient) maternity care at QEH.

What difference will this make?

Maternity services at QEH have taken steps to improve the experience of women accessing care. To raise awareness about how and when appointments with midwives are booked, they are transitioning to an electronic patient record system called iCare, where women receive appointment letters by post as well as text reminders, and a patient portal app is on the way. To support women in managing their postnatal care, QEH has launched the Mum and Baby app, which provides information on pregnancy, birth and postnatal topics.

QEH is working on reviewing the effectiveness of current models of team-based continuity of care and aims to reintroduce caseload midwifery once staffing levels allow. Sensitivity in communication is encouraged, with efforts to avoid jargon, offer translation services, and ensure that women feel listened to and involved in their maternity care.



I was thinking, I don't even know who to contact now because I don't even know who my health visitor is... So right now even if I have issues I don't know who to go to, because I'm so confused.

Joint Emergency Team

Healthwatch Greenwich carried out a “deep dive” on the experience of people living with a cognitive impairment who use Joint Emergency Team (JET) services and their carers. We spoke to the relatives – the sons, daughters, partners and grandchildren of JET service users.



- JET is effective in delivering vital and time-sensitive assistance to individuals with cognitive impairments. JET’s services are person-centred, ensuring that the needs and preferences of service users are met.
- However, while JET excels in crisis intervention, there is a gap in addressing broader needs that impact on health and care such as finance and housing. In addition, carers received insufficient support in managing the ongoing demands of their caregiving role.

What difference will this make?

Actions taken to improve the JET service include designing and providing leaflets and postcards detailing the team’s remit and contact information. Staff also explain JET’s role within the wider health and social care system to patients and carers during introductions.

Efforts have been made to enhance support for dementia patients and their carers. Dementia training is provided to JET staff, covering the role of carers, and providing information on organisations supporting dementia patients and carers that can be signposted to.



I think what I liked more than anything is, although I was communicating on dad’s behalf, they were actually talking to dad.

There is no clarity between JET team, social services – who’s doing what?

Women's views of cervical screening in Greenwich

We supported Greenwich public health team to better understand the views and experiences of cervical screening among women who had not attended their cervical screening tests.

We facilitated two focus groups in community spaces in Greenwich. In thinking of how to encourage more women to attend cervical screening appointments, we sought to understand existing awareness and knowledge of cervical screening, the assumptions women had about the procedure and what barriers to attending women might experience.

Based on insights from two focus groups, the following factors could encourage more women to get tested:

- Improved communication: Women expressed a preference for receiving a phone call from a female staff member who can provide information about the appointment, answer questions and provide encouragement to attend. This personalised approach was seen as more effective than letters or texts.
- Transparent Information: Women emphasised the importance of receiving honest and detailed information about potential pain or discomfort associated with the procedure. They also wanted to know what options were available to minimise discomfort, either through medical interventions or self-care techniques. Additionally, they sought information about the procedure itself, including its timing within the menstrual cycle, who would perform it, the tools used, expected result timelines, and any choices they could make, such as having a chaperone present or requesting a smaller speculum, with consideration for the impact on virginity.
- Other considerations include the preference for a female healthcare professional to conduct the test, as women felt more comfortable and understood by someone who shared their experiences. Providing weekend and out-of-hours appointments was highlighted as important for those whose work or education commitments were outside the borough, making it challenging to attend appointments during regular office hours.



*There must be something wrong with me. Why me? Why now?
Response to receiving a letter asking to come for a smear test.*

London Ambulance Service

As part of a London wide consultation, we were commissioned by the London Ambulance Service (LAS) to speak to Greenwich residents about their experience of using the service over the past 12 months. We found out what LAS is getting right, what could be improved and ways that LAS could contribute to life in London.

We surveyed people at hospitals and libraries, and online. We also carried out in-depth interviews, focusing on people from an ethnic minority background, those living with a disability or long-term condition, and informal carers.



- Greenwich residents are generally satisfied with the care received from the London Ambulance Service. They report feeling well-informed about the decisions made regarding their medical situation, which indicates effective communication between LAS staff and patients.
- However, our study also identified areas for improvement, particularly in addressing the needs of individuals with additional linguistic or communication needs. It was evident that certain groups faced challenges in fully accessing and understanding information provided by LAS staff, posing a barrier to effective healthcare delivery and impacting patient outcomes and experiences.

What difference will this make?

Summary of response from the LAS: The valuable insights gained from this report will play a crucial role in shaping our 5 year strategy and guiding our actions. We are committed to ensuring that the people we serve are at the forefront of everything we do. By integrating the learnings from Healthwatch, we can further improve our services and ensure they align with the needs and expectations of our diverse community. We remain dedicated to listening, learning and continuously improving to provide the highest standards of care for everyone we serve.



Everyone treated me with care but not having a BSL [British Sign Language] interpreter impacted on how involved I could be with my care.

Usability testing: Oxleas children's integrated therapies

We worked with Oxleas NHS Foundation Trust to conduct usability testing on its website for the Greenwich children's integrated therapies service, to better support parents and carers of children who use occupational therapists, physiotherapists, and speech and language therapists.



- We found that most parents and carers were unaware of the integrated therapies website despite their children being regular users of some or all the therapies. Many struggled to find the website and found it confusing and frustrating to navigate. Key information, such as contact details, was not easily accessible, and accessibility options were limited.
- Despite these issues, the testing also revealed that parents felt the information on the site could be useful to them if presented in a more condensed or accessible way, such as using plain English and less clinical language.

What difference will this make?

We will continue to work in partnership with Oxleas NHS Foundation Trust to address our recommendations to enhance its website for parents and carers. We've asked for the language used on the website to be simplified, and for improved accessibility to make it easier for users to find what they need quickly. We'd like Oxleas to review the content to better meet the specific needs of parents and carers, and to minimise duplication across pages. More representative photographs on the website would also be welcome. Internally, we'd like to see staff made aware of the process to update and amend website information, enabling timely and accurate updates.



It is important that NHS websites are easy to find, easy to navigate and meet the needs of users and this project demonstrates Oxleas NHS Foundation Trust's commitment to that. The results of usability testing will help to improve the website, making it more accessible and user-friendly and we look forward to seeing the improvements that will be made to the children's integrated therapies website as a result of our feedback.

Joy Beishon, CEO, Healthwatch Greenwich



Hearing from all communities

Over the past year, we've been working hard to ensure inclusivity and address health inequalities. We recognise the importance of engaging with communities that may be underrepresented or heard from less frequently. It's our priority to gather feedback from these communities, amplifying their voices and ensuring that our health and social care services are equitable and accessible for all.

Our commitment to inclusivity and addressing health inequalities extends beyond gathering feedback. It involves taking action based on the insights we gain, championing equitable access to health and social care, and working with system partners, community organisations and leaders to effect lasting change.



We've reached different communities by:

Community outreach: We engage with local community organisations, cultural centres, and grassroots groups that represent underrepresented communities in Greenwich. We work with them to gather feedback and insights directly from community members.

Community forums: We take part in regular community forums where community members are invited to share their perspectives, voice concerns and provide input on health and social care services.

Partnerships: We foster collaborations with community leaders, faith-based organisations and community centres to establish trust and build relationships within communities. These partnerships help us facilitate engagement, address barriers and promote awareness of health and care services.

Representation and diversity: We actively encourage and promote diversity in our staff team, volunteer pool and board membership, striving to create an organisation that reflects the ethnic, cultural and linguistic diversity of Greenwich.

BSL provision for deaf service users in hospital

Although NHS hospitals are required to provide British Sign Language (BSL) interpreting services, deaf service users told us they still have difficulty accessing them when they go to hospital.

One service user told us that although the hospital has BSL interpreting services, the staff never offered them to her. Healthwatch Greenwich shared her story as a case study to highlight the importance of continuing to ensuring all staff receive deaf awareness training and offer BSL interpreters to all deaf service users.



“ They really should provide a translator as soon as they realise they have a deaf patient. Hospitals need more deaf awareness training and there needs to be more BSL interpreters or communication support workers.



GP appointments for children with special needs

We spoke to parents of children with autism and special needs about their experience of visiting the GP. Parents told us about a lack of support and empathy to meet the needs of those with autism and other disabilities. Not all practices are equipped with specialist training and tools to provide personalised care and support for families with special needs children. Parents said they wanted better communication, including health professionals seeking their advice on how to make appointments less frightening and anxiety provoking for children with autism and special needs.

“ If only the GP had taken a bit more time and been patient with him or asked me how to make the situation less frightening for Luke. To me, it felt like as soon as I mentioned autism, her temperament completely changed.

New mothers' experiences of maternity care

We spoke to new mums about their experiences of using maternity services in Greenwich before, during and after giving birth. Many women, especially those from an ethnic minority background, often described their experience as confusing and overwhelming.

They didn't always have consistent support from a dedicated midwife prior to giving birth, and many women told us they struggled after giving birth because they didn't have access to support or know where to find it. In contrast, they felt overwhelmed by the volume of information given to them while in hospital. When they went to the GP or hospital with their worries, many women found staff unsympathetic and dismissive and felt their concerns weren't taken seriously.

“No one did anything. They just kept telling me, ‘Maybe he is a fussy eater, maybe it's the formula, maybe it's the bottle.’ I sent a recording of him in distress, crying, but they still wouldn't take me seriously. I knew something wasn't right but as a new mother I didn't know what was wrong.”



Support for carers

Carers told us that poor communication between the GP and other services made caring for their loved ones more stressful. Many described how lack of information sharing between GP, pharmacy and hospital services led to lengthy delays in accessing treatment and support for their loved ones and themselves.

It had a significant impact on their mental health and made it difficult to enjoy life. They told us they felt stressed and isolated and had not been given information on where or how to find support. One carer told us she no longer trusted healthcare services, as no one seemed to want to help her or cared that she was struggling.

“It's like no one is listening to me. It feels like people don't want to help you and that is extremely depressing.”



Advice and information

In times of uncertainty and distress, knowing where to turn for reliable guidance and support can make all the difference. That's where Healthwatch Greenwich comes in - we're dedicated to giving you the information and assistance you need to make informed decisions about your health and wellbeing. From finding your nearest GP and choosing the right care home for a loved one or understanding how to make a complaint, Healthwatch Greenwich is here to lend a helping hand.

No matter the situation, you can count on Healthwatch Greenwich to be there for you.



We've helped people by:

- **Keeping information up-to-date and reliable:** We provide residents with accurate and trustworthy information. This includes sharing important updates about health and care services, local resources, and public health initiatives. By providing information that people can rely on, we empower them to make informed decisions about their health and wellbeing.
- **Facilitating access to services:** We understand the importance of connecting individuals with the right services. Healthwatch Greenwich works closely with local health and care providers to help residents navigate the health and care system. Whether it's finding an NHS dentist or accessing specialised care, we work to make the process easier and more accessible for all.
- **Supporting health and wellbeing during the cost-of-living crisis:** We recognise the difficulties people face during times of financial strain. We support people to maintain their health and wellbeing in tough times by connecting with support organisations, and providing information on resources that can aid health and wellbeing during times of financial hardship.



Volunteering

Our incredible volunteers are the heart of Healthwatch Greenwich. They speak to people and communities, listen to their experiences and gather valuable feedback about health and care services. Our volunteers advocate for the community's needs and make sure that all voices are heard. Their efforts help us understand what is working well and what needs improvement.

We are immensely grateful for the passion, time and energy our volunteers give to Healthwatch Greenwich. Their dedication inspires us and reminds us of the power of collective action. Together, we work towards creating a stronger and healthier community for all.

Habiba

I'm a mom of two and a Greenwich resident. Volunteering after an 8 year career break gave me a chance to build back my confidence, learn new skills and get back to a work-like routine. Healthwatch Greenwich helped me to help myself and to help the community I live in. The chance to help others is the most important thing for me.



Charlotte

I've really enjoyed being part of a team of like-minded volunteers from all walks of life who all want to make a difference. I've taken part in a wide range of activities from gathering feedback from local people to getting involved in the design and analysis of research projects and I've been able to attend community events. I'm grateful to be part of an organisation that values and supports volunteers, and I'm excited to continue.






Afifah

Hello, my name is Afifah. I'm 23 years old, and I'm a teaching assistant. I volunteer at Healthwatch Greenwich because I love the work they do! I help behind the scenes, organising admin and making sure records and information are complete and up-to-date before outreach visits, engagement or project activity starts.



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

-  www.healthwatchgreenwich.co.uk
-  **020 8301 8340**
-  kiki@healthwatchgreenwich.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual contract from Royal Borough of Greenwich	£140,000	Pay and related costs	£227,000
Additional income	£145,000	Office and admin	£27,000
Total income	£285,000	Total expenditure	£254,000

Top three priorities for 2023–24

Enhancing access to primary care: opportunities for improvement

Much of what we hear from local people is about primary care and this will be at the forefront of our priorities this year; we will place a special focus on these vital services. As the South East London Integrated Care System (SEL ICS) takes on broader responsibility, particularly in primary care services, we recognise the opportunities that lie ahead. Our focus on primary care will include GP services, community pharmacy, dentistry and ophthalmology.

Expanding our Enter and View programme: amplifying voices, driving change

Our Enter and View programme is an invaluable tool for capturing the experiences and perspectives of service users within health and care settings and for driving positive change. In the coming year, we are committed to expanding this programme to include a wider range of care homes and hospital settings.

Empowering Health in Greenwich: joining forces to champion health and wellbeing

Cancer and heart disease are the biggest causes of premature death in Greenwich, and we will support our partners in preventing ill health, promoting good health, and improving the early detection and management of these illnesses. We will advocate for public health initiatives to create supportive environments that make healthy choices accessible and affordable for all, rather than placing the sole responsibility on individual behaviour change that may inadvertently stigmatise and marginalise people and communities, exacerbating health inequalities.

The way we work

Co-production

Healthwatch Greenwich is committed to using participatory approaches, in particular co-production, when we speak to people about their experiences with health and social care.

We use the principles of co-production, such as reciprocity, building relationships and recognising the expertise and knowledge of the people in our communities, to ensure they are meaningfully included and involved in a decision or service.

Those that have joined us as “co-researchers” have supported and added value to our work in so many ways, whether by contributing to the design, development and analysis of a project or sharing their insight into how best to reach different communities. Our co-researchers have taken part in training, gained new skills, and added experience to include in their CV, while contributing to making a difference to the services they use.

Our work with young people on their sexual health and their awareness of their contraceptive options demonstrated the value of using co-production to engage with, learn from and support people and communities in Greenwich.

We believe that drawing on the features of co-production allows researchers, practitioners, people, and communities to share power and decision-making processes to develop more effective services.

Taking people’s experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us by taking information to multiple, meetings, committees, boards and steering groups. For example:

- Healthier Greenwich Partnership (SEL ICS)
- Greenwich Joint Commissioning Board (SEL ICS)
- Health Inclusion Steering Group (SEL ICS)
- Safeguarding Adults Board (Royal Borough of Greenwich)
- Carers Partnership Board (Royal Borough of Greenwich)
- Health Inequalities Steering Group (Lewisham and Greenwich NHS Trust)
- Patient Experience Committee Meeting (Lewisham and Greenwich NHS Trust)
- Greenwich Home First Operational Project Group (Oxleas NHS Foundation Trust)
- Quality Update (Oxleas NHS Foundation Trust)

We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and View

This year, we made 21 Enter and View visits. All the care homes listed (with one exception) were visited twice. We made 68 recommendations as a result of this activity.

Location	Action taken as a result of our recommendations
<p>Ashgreen House Residential and Nursing Home, Sandbach Place, Woolwich, London SE18 7EX</p>	<ul style="list-style-type: none"> • A Sanctuary Care representative visits every 2 weeks to provide support with the Kradle care planning app. • The online platform Oomph! Is used for activities, including dementia friendly activities. • The activity room has become significantly tidier. • Staff offer weekly exercises to all residents. Those who can't attend in communal areas have staff support in their own room. • Noticeboards are up to date. Information is clear and well-presented. Important information for residents and relatives is highlighted in the reception area. • Armchairs and tables have been placed in corridors where space allows. • Residents with cognitive impairment are offered a show plate sample to make their choice of meal, giving them a visual of the food being served.
<p>Charlton Park Care Home, Park Farm, 21 Cemetery Lane, London SE7 8DZ</p>	<ul style="list-style-type: none"> • Visits from a local school have started and a hairdresser is scheduled. • Contact with faith leaders is planned to meet the spiritual needs of residents. • Information displayed in the reception area has been reviewed, and only relevant or regulatory required information is presented.
<p>The Oaks Care Home, 904 Sidcup Road, London SE9 3PW</p>	<p>The Oaks did not respond to our six recommendations.</p>
<p>Cullum Welch Court Care Home, 19 St German's Place, London SE3 0PW</p>	<ul style="list-style-type: none"> • Staff are identified on each shift to lead activities that are based on residents' interests and hobbies.
<p>Brook House Care Home, 20 Meadowford Close, London SE28 8GA</p>	<ul style="list-style-type: none"> • A display of photographs and names of key staff members in communal areas to assist residents and visitors is planned. • Second floor and the dining/lounge areas have been redecorated and refurbished. • Menu board and menu pictures have been updated.

<p>Westcombe Park Care Home, Westcombe Park Road, London SE3 7RZ</p>	<ul style="list-style-type: none"> • Areas of the garden have been tidied up. • Photographs and names of key staff members are displayed in reception. • All handrails painted a contrasting colour to the walls to assist residents with dementia or sight impairments. • Memory boxes available for all residents.
<p>Time Court Residential and Nursing Home, Woodland Terrace, Charlton, London SE7 8EX</p>	<ul style="list-style-type: none"> • Memory boxes reviewed and updated to include residents' interests or backgrounds. • Inclusive food menus. • Lighting upgraded to LED to brighten lounges.
<p>Meadows House Residential and Nursing Home, 95 Tudway Road, London SE3 9YG</p>	<ul style="list-style-type: none"> • Dental review column added to yearly medication and health review spreadsheets. Dates of all planned/regular checks and reviews are recorded and monitored. • Photographs and names of key staff displayed in reception.
<p>Puddingstone Grange Care, Home 82 Plumstead Common Road, London SE18 3RD</p>	<ul style="list-style-type: none"> • Photographs and names of key staff displayed in reception. • Dining experience project initiated. Menus reviewed with residents' involvement. New pictorial display of menus on noticeboards, dining room tables and kitchenettes. Show plates for staff to use to improve meal presentation.
<p>Riverlee Residential and Nursing Home, Franklin Place, London SE13 7NJ</p>	<ul style="list-style-type: none"> • 'Shine for dementia' provides additional stimulation for residents. • Online activity platform Oomph! on trial. • Bathroom maintenance initiated. • Contact made with local religious groups to meet spiritual needs of residents.
<p>Weybourne Care Home, 1 Finchale Road, Abbey Wood, London SE2 9AH</p>	<p>Photographs and names of key staff displayed in reception.</p>

Healthwatch representatives

Healthwatch Greenwich is represented on the Royal Borough of Greenwich Health and Wellbeing Board by Joy Beishon, CEO.

Healthwatch Greenwich is represented on the Healthier Greenwich Partnership (our integrated care partnership in Greenwich) by Joy Beishon, CEO.

During 2022–23 our representative has carried out these roles by:

- Ensuring that the voices and experiences of Greenwich residents are heard and considered during board discussions and decision-making processes.
- Contributing to the development of strategies, policies and plans that aim to improve health and wellbeing outcomes for Greenwich residents.
- Holding commissioners and providers to account by monitoring the implementation of decisions made, scrutinising the delivery of services, and advocating for improvements based on residents' experiences and feedback.
- Collaborating with other stakeholders on the Health and Wellbeing Board, including public health, acute trusts, social care providers and community organisations.

Healthwatch Greenwich is represented in the South East London Integrated Care System by Folake Segun, director. This includes representation on a wide variety of boards and committees in SEL ICS including:

- Integrated Care Board (ICB) planning and finance committee
- ICB quality and performance committee
- Interim digital governance group
- ICS system quality group
- ICB engagement assurance committee
- ICS population health and equity partnership advisory group
- ICB equalities committee
- SEL local care record governance board
- Data usage committee
- ICS information governance group



Statutory statements

Healthwatch Greenwich, 9-11 Gunnery Terrace,
Woolwich Arsenal, London SE18 6SW

Healthwatch Greenwich uses the Healthwatch trademark when undertaking our statutory activities as covered by the licence agreement.



healthwatch Greenwich

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