



Healthwatch Greenwich

Annual Report 2019-20

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Message from our chair

Over the past few months, our National Health Service and the social care sector have been in our minds and media more than ever. As such, there is an ever-increasing need to have an independent spotlight on these services, which will ultimately support and strengthen them. I am proud to say that Healthwatch Greenwich has significantly broadened its scope and deepened its impact over the past year, allowing us to rise to this challenge. We have achieved a lot, as this annual report demonstrates. Above all, we are proud to have been in a position to support the community through these incredibly difficult times and will continue to do so.

This report showcases our highlights from the past 12 months and demonstrates how much we have achieved. I am particularly proud of the diversity of our work and how many communities within Greenwich we have reached. From exploring the experiences of those with autistic spectrum conditions and their families and carers, to looking at residents' views of GP websites and the health impacts of the proposed Silvertown Tunnel, we have covered a wide variety of topics which have meaning for thousands of residents. We have done this using a multitude of methodologies, including door to door surveys, focus groups, online surveys and individual interviews, reaching Greenwich's diverse communities in a way which is accessible for them.



We were delighted to welcome Joy Beishon as our new CEO at the start of the year. Joy has brought new ideas and incredible energy to the organisation and has built a small but talented team with a renewed focus on the impact we can bring through our work. This year we have made dozens of recommendations to service providers within health and social care. We have also worked hard to represent service users at the newly formed NHS South East London Clinical Commissioning Group and are pleased to announce we are now members of the governing body and hold a place on the borough-based board. Folake Segun joined us in April in this capacity as director of South East London Healthwatch. As a result of these changes, we have a much stronger working relationship with key health and social care commissioners in the borough, making our representation of service user experience increasingly effective and timely.

None of this would have been possible without the trust and time of local people. This includes local residents and service users, our incredibly skilled staff and dedicated volunteers and the organisations who work with us. Particular thanks go to the Royal Borough of Greenwich, NHS South East London Clinical Commissioning Group - Greenwich, and Public Health Greenwich for their collaboration and partnership.

Over the coming year, we will be seeking to deepen our understanding of the impact of Covid-19 on individuals. We are well-placed to explore some of the nuanced effects this disease is having on particular communities, including those from black, Asian and minority ethnic backgrounds. We will also focus on cancer and mental health services, while of course continuing to assess the quality of services and promote system change. This year is sure to be full of challenges and accomplishments for the health and social care sector, and for our Greenwich community. We are proud to be part of such a vibrant and resilient borough and, in the face of Covid-19 and the hardships it brings, we are committed to supporting and working with Greenwich residents over the next 12 months.

Lynne Gilchrist

Chair of Healthwatch Greenwich

Healthwatch Greenwich volunteers: Prisca Namukonda, Nnamdi Onwura and Evelyn Odame



Meet the team



Lynne Gilchrist
Chair of the board



Karen Wint
Board member



Lola Kehinde
Board member



Amanda Adegboye
Board member



Dmytro Chupryna
Board member



David Thompson
Board member



Joy Beishon
Chief executive



Jummy Alabi
Insight and
analytics officer



Sam Greaves
Insight and
analytics officer

About us

Here to make care better

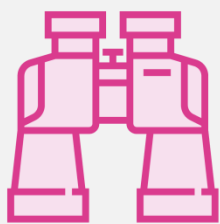
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people who find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan 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. We want Greenwich to have high quality services which meet the needs of our entire community.



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
- Working with other organisations across Greenwich
- Operating an online and telephone signposting and information service
- Collecting and recording your experiences via our website and digital media channels



Find out more about us and the work we do

Website: www.healthwatchgreenwich.co.uk

Twitter: @HWGreenwich

Facebook: facebook.com/Healthwatchgreenwich

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



Over 20 volunteers

helping to carry out our work

We employed

2.6 FTE staff (full-time equivalent)

We received

£129,000 in funding

from the Royal Borough of Greenwich in 2019-20

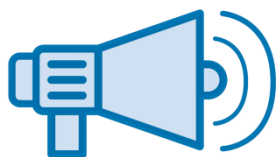
Providing support



3,210 people

contacted us for information, signposting and guidance on the phone, via email, in person or received information and leaflets from us this year

Reaching out



67 events and visits

We attended 67 events this year to gather service user views, including outreach sessions at libraries and at health services, and visits to public places such as shopping areas and transport hubs.

113,061 digital engagements

We generated 99,312 impressions through our Twitter account and 13,749 people visited our website

Making a difference to care



We published

17 reports

about the improvements people would like to see with their health and social care services

This year we attended over 175 partnership and strategic meetings, including monitoring of health and care services and patient user groups. This included:

40 meetings with the Royal Borough of Greenwich	30 meetings with the NHS Greenwich Clinical Commissioning Group	17 meetings with secondary care providers including Lewisham and Greenwich NHS Trust, Oxleas NHS Foundation Trust and Circle MSK
11 meetings with Our Healthier South East London	20 meetings with voluntary sector organisations and community groups	



We have continued to work in close partnership with Healthwatch Greenwich throughout 2019-20. Healthwatch Greenwich has successfully gathered patient feedback this year in a number of key areas, such as awareness of GP access hubs, GP websites, care homes and the impact of Covid-19, allowing us deeper insight into the views of Greenwich residents. This directly influences how we commission and monitor services and gives us an understanding of what is working well and where we can improve.

We have been particularly pleased with Healthwatch Greenwich's input to the NHS Long Term Plan and for informing our new clinical commissioning group structure in South East London. We welcome the key role Healthwatch Greenwich played, and continues to play, in the creation and development of the South-East London Healthwatch role, which will allow us to work more closely than ever over the coming year.

Pamela Froggatt, associate director of strategic communications and engagement at NHS South East London CCG and Our Healthier South East London



How we've made a difference



Our achievements this year

We are immensely proud of the work we have done this year. Over the past 12 months, we have strived to understand service users' experiences across the borough, and used this knowledge to promote change and improvement to services.

We are particularly proud of our following workstreams:

- Improving the quality of information on Greenwich GP websites
- Understanding how residents want GPs to collect feedback
- Looking at service users' experiences of autistic spectrum condition services in Greenwich
- Our Enter and View programme, looking at care homes
- Exploring what Greenwich residents would like to see addressed in the NHS Long Term Plan
- Our ongoing outreach, signposting and information service.

Responding to Covid-19

We have also been heavily involved in supporting Greenwich through the Covid-19 pandemic. We sit on the steering group of Greenwich Mutual Aid, a community network established to help vulnerable people through this very difficult time. We responded quickly to the crisis in our communities by redirecting our staff and resources to help screen volunteers for Greenwich Mutual Aid, and triaging and signposting community members towards help and support. We will continue to do this for as long as needed.

Partnership working

Finally, we have made consistent effort to collaborate with others across the borough, including statutory and community organisations. We have aligned ourselves more strategically with other organisations to deepen the impact and breadth of our work. From gaining a seat on the NHS South East London Clinical Commissioning Group governing body and our role on the new borough-based board, to establishing partnership with Macmillan Cancer Care to build a new programme of joint activity.



GP websites: accessibility and quality of online information

Thanks to our extensive GP website audit earlier this year, we were able to highlight inconsistencies among Greenwich GP websites and recommend changes to improve the quality of online information and ease of access for patients.

We consistently heard from Greenwich residents that accessing information online about their GP surgery was difficult, particularly for those who do not speak English as a first language. We decided to look into this.

Between November and December 2019, our team of dedicated staff and volunteers audited all available Greenwich GP surgery websites (31 websites).

We found lots of examples of good practice, for example most websites included information on how to make a complaint, and information about where to get medical help outside of the practice's hours. We found the majority of websites easy to navigate and included a website translation function.

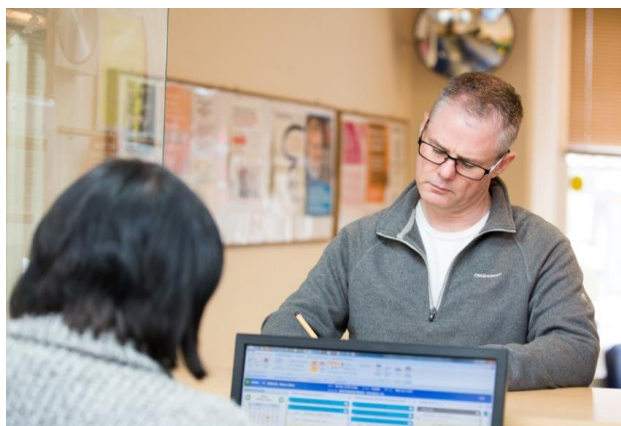
However, we were disappointed to see some surprising omissions. For example, while most websites mentioned their patient participation group (PPG), very few explain their function, how to join or when they meet. Less than half included their latest GP patient survey results, information on how to access telephone translation services or how to access advocacy support. We found that most websites were not mobile friendly

for form completion, and only a third allowed patients to leave feedback and comments online.

As a result of these findings, we made nine recommendations for Greenwich Clinical Commissioning Group (CCG) and GP surgeries across the borough. These included:

- Making information clearer and more accessible
- Allowing patients to leave feedback and comments online and access complaints procedures
- Increasing information about registration procedures, translation and advocacy services, PPGs, GP access hubs and GP patient surveys
- Sharing information on Care Quality Commission ratings and reports.

We continue to work with NHS South East London Clinical Commissioning Group – Greenwich, to improve information and signposting on Greenwich GP websites.



How should GPs collect feedback? A consultation with the General Medical Council and Healthwatch Greenwich



Participants at our GMC consultation event

This year, we worked with the General Medical Council (GMC) to ensure the views of Greenwich residents were considered in the development of the standards the GMC set for how GP surgeries should collect patient feedback.

In July 2019 we held a feedback event on GMC proposals. The GMC proposed that GP surgeries begin to collect patient feedback every year rather than every 5 years, and that unsolicited feedback should be incorporated. It was also proposed that GPs no longer need to use a structured feedback questionnaire.

We invited local residents to share their views on these proposals; 14 residents and representatives from patient groups and organisations representing black, Asian and minority ethnic (BAME) groups shared their views with us.

Our participants made innovative suggestions for how feedback could be collected and recorded so that it represents the views of Greenwich's diverse population.

Overall, people felt that feedback should be

collected yearly. There were concerns about not having a structured feedback questionnaire, as it was felt that this might lead to people not sharing negative experiences in case it affected future treatment. This might particularly affect patients from more vulnerable backgrounds.

We also heard that greater flexibility in collecting feedback could make it less representative and reliable.

Our participants preferred to see an independent body like Healthwatch collect the feedback in a more systematic way. Suggestions also included that doctors should collect a minimum percentage of feedback based on number of patients seen, and that they should pay attention to demographic trends in feedback to understand the experiences of different groups.

I was delighted to participate in the Healthwatch Greenwich event during which we collected some valuable feedback from those who attended. The feedback we collected was used to inform the GMC's consultation on our guidance for doctors about using patient feedback for revalidation.

Jane MacPherson, General Medical Council

Autism services in Greenwich: how well are they supporting local people?

This year we explored the experiences of those who use autistic spectrum condition (ASC) services in Greenwich. We spoke to many people in the borough who identify as being autistic, as well as their parents and carers, and the professionals who work with them.

Over the past year, Healthwatch Greenwich heard from numerous Greenwich residents who were dissatisfied with their experience of specialist ASC services before, during and after assessment. Building on work we did in 2018-19, we wanted to understand the experiences of adults and children who were service users of Greenwich's ASC pathways.

We used a mixed-method approach to look into this further. An online survey was publicised to understand the experiences of people who use autistic spectrum condition (ASC) services. This ran between October-December 2018 and April-June 2019, and received 65 responses from service users and their parents and carers. We also conducted four focus groups; three with service users and parents and carers of people with autistic spectrum conditions, and one was with school special educational needs professionals. Finally, we conducted a small number of individual interviews via phone and email, with parents of children with ASC and adult service users. We also

spoke to groups representing large numbers of users of ASC services.

Two-thirds of our online respondents were dissatisfied or very dissatisfied with the service they received. Issues raised included a lack of support before diagnosis; long waiting times to access services; inconsistent service experiences; poor communication between services; a lack of services for adults; and a lack of understanding of autistic spectrum conditions within some services.

As a result of these findings, we put forward six recommendations to providers of ASC services and commissioners. These included that pre and post-diagnostic support should be increased for children and young people and adults in Greenwich. We also suggested that information and signposting towards resources should be strengthened across the borough, and awareness of ASC should be increased across all health, social and education services. Finally, we recommended that information sharing between services should be improved, and there should be improved support for families with children with education, health and care plans (EHCP) and additional support for home-schooled children.

Healthwatch Greenwich provides us with essential insight into community needs and experiences for those using local health and care services, particularly for seldom heard groups. Working with Healthwatch has added real value to our work to improve outcomes for all.

Danny Thorpe, leader of Greenwich Council



Our Enter and View programme in Greenwich care homes



2019-20 saw our Enter and View programme move ahead with a greater focus on care homes. Our 10 Enter and View visits this year resulted in a total of 30 recommendations to service providers. We saw examples of fantastic practice and care, as well as areas for improvement.

We are proud of the direct impact we had through these visits. For example, our visit and feedback to one care home triggered it to conduct a full health and safety audit highlighting areas of improvement.

Our Enter and View programme is designed to give us in-depth understanding of how well health and social care is performing, from a service user perspective. This year, our team of three staff and six Enter and View volunteers:

- Observed nearly 300 residents in their care homes
- Spoke to 40 residents
- Spoke to six family members
- Spoke to 32 members of staff

We made recommendations on issues including the hygiene and maintenance of homes and their layout and decoration. We also prompted homes to think about how dementia friendly they are, and whether they were catering adequately for their diverse communities. We recommended that homes improve awareness of their complaints policy, and ensure they preserve and encourage their service users' autonomy.

In the coming year, our Enter and View visits will look at primary care services, with a particular focus on digital access and inclusion.

Understanding the needs and experiences of young carers

Young carers face additional challenges and pressures and may have different needs and experiences of using health and social care services than non-carers. Understanding these experiences, and promoting them within services and to commissioners, has been one of our biggest accomplishments this year.

In January 2020, we were fortunate to visit a Greenwich secondary school to speak to 12 of their young carers. We discussed the issues which affect their health and wellbeing and their experiences of using health and social care services in the borough. These young carers moved us with their honesty and resilience, as they explained the impact of being a carer on their lives. We heard about the additional responsibilities and pressures they experience, and the impact this has on their relationships, engagement with services and emotional wellbeing. Our young carers also described difficulties in making health appointments and getting to school on time.

As a result, we made recommendations to commissioners and services on how they could be better involved and supported. We suggested that services consider the needs of young carers more proactively, for example visiting them at school or offering flexible after-school appointment times. We also recommended that the borough invest in a young carer's parliament or ambassador scheme so that young carers have a clear and efficient way of commenting on health and social care services in Greenwich.

We also recommended that NHS South East London CCG and the Royal Borough of Greenwich be more explicit about how they incorporate the experiences and needs of young carers in their commissioning processes, thereby encouraging other services to do the same. Finally, we suggested that more training be designed and delivered across the borough, that includes the challenges young carers face and the effects of this.



The Silvertown Tunnel proposal: exploration of the health and wellbeing concerns of Greenwich residents

Our Silvertown Tunnel report highlighted significant health and wellbeing concerns among local residents regarding the planned 1.4km road tunnel, scheduled to open in 2025. Surprisingly, 80% of people we spoke to were unaware of the tunnel, despite many expressing concerns about the impact of air pollution, noise and environmental damage on their health.

Our team of staff and volunteers spoke to over 100 Greenwich residents to gather their views on the Silvertown Tunnel. We spoke to people at leisure centres, shopping areas and train stations, and also knocked on residents' front doors. We spoke to a large cross-section of the community from across the borough.

Many people told us they had concerns about the possible impact of the tunnel on air quality; over 60% were concerned about the possible impact of increased traffic, and nearly 40% were concerned about noise levels. Many were passionate about the issues of road safety for children, lack of cycling and walking routes and the impact

on people with respiratory conditions.

As a result of these findings, we recommended that Transport for London and Greenwich council strengthen their information for and engagement with local residents on developments which are likely to impact on traffic and air quality in the borough. As part of this, we would like to see local residents more actively involved in forming the council's air quality strategy. We also recommended that children and young people be consulted, given the impact these issues have on them now and in their future.



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.healthwatchgreenwich.co.uk

Telephone: 020 8301 8340

Email: info@healthwatchgreenwich.co.uk

NHS Long Term Plan



NHS Long Term Plan

Following a commitment from the government to increase investment in the NHS, the NHS published its Long Term Plan in 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.

Here's a summary of what we found in Greenwich.

Using the hashtag #WhatWouldYouDo, we asked people to improve the NHS locally. Through two online surveys and one focus group, we reached 155 people. The top issues that people identified were:

- Removal of barriers to accessing health and social care services
- Provision of accurate and accessible information
- Provision of services and facilities to help stay healthy.

Our recommendations were that the NHS Long Term Plan should provide:

- A wider range of digital tools to provide easier access to health advice and services
- Greater availability of 'same week' GP appointments to provide rapid access when needed
- Clearer signposting/easier access to information to help patients choose the service most appropriate for their needs
- More community-based support groups/services to help residents manage their own health and stay well
- Subsidised schemes to access activities/gyms/healthy diet choices to help people stay healthy for longer.



More than 150 people shared their views with us

Healthwatch Greenwich is a valued partner of the NHS in Greenwich and offers regular insight on how people access and experience services in Greenwich. This insight helps us to plan services for our local communities and gives us much valued reach into seldom heard communities.

We are grateful for Healthwatch Greenwich's partnership, particularly in our committees and in our Greenwich Covid-19 response. We are delighted that Healthwatch Greenwich is hosting the South East London Healthwatch role and look forward to continuing our productive partnership, particularly through the Healthier Greenwich Alliance.

Neil Kennett-Brown, managing director NHS South East London CCG, Greenwich place-based director.

Helping you find the answers

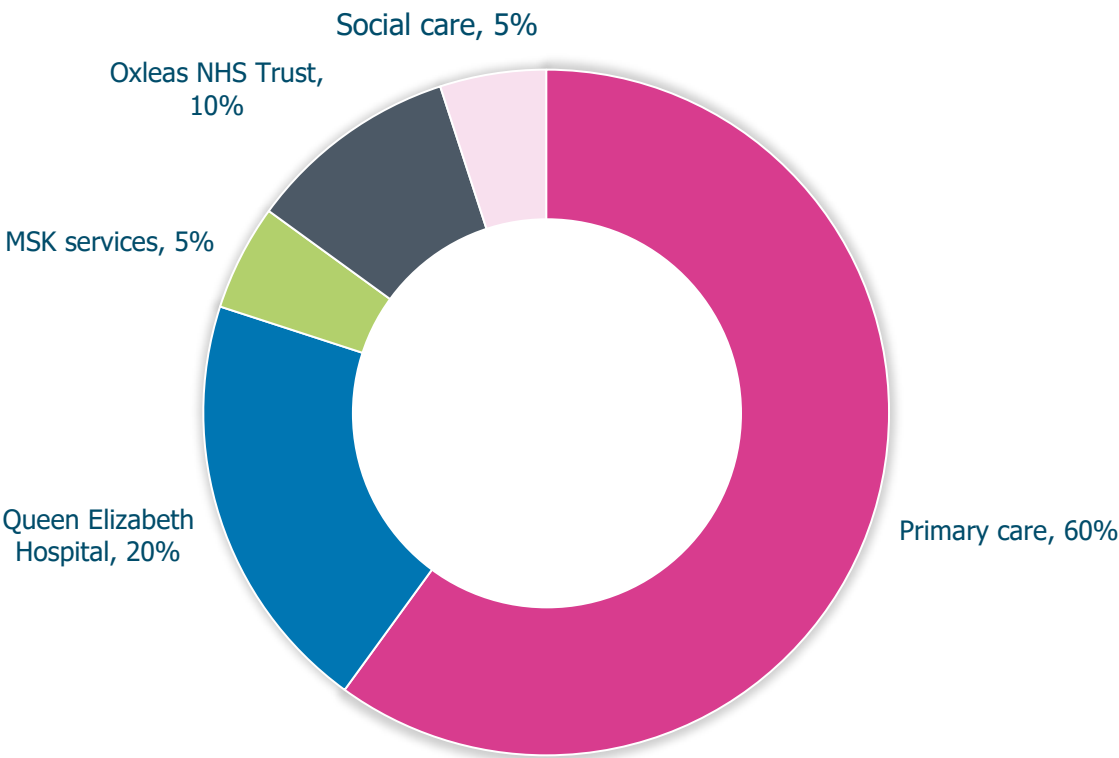


Finding the right service can be worrying and stressful. Healthwatch Greenwich plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

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

- Providing advice and information articles on our website
- Answering people’s queries about services over the phone, by email or online
- Talking to people at outreach and community events
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



Case study. Supporting Greenwich with the impact of Covid-19

Covid-19 has affected everyone in the borough, albeit in different ways. Healthwatch Greenwich is proud to be a key player in the organised effort across our community to support one another. This is why we are members of the steering group of Greenwich Mutual Aid (GMA), a network established to support vulnerable people suffering from the impact of Covid-19.

We have supported national efforts to reduce the spread of the virus by using our website, social media channels and signposting activity to direct residents to government advice and local support mechanisms for those who are vulnerable or self-isolating. For those who are lonely or lack social contact, we have offered a friendly voice over the phone.

In more practical ways, we have supported our community for example by printing leaflets for GMA. We also answered calls from members of the public requesting support. We triaged these calls and arranged for GMA volunteers to help or other agencies to step

in where possible.

Additionally, we verified the identity and carried out the induction of local volunteers who are supporting vulnerable residents across the borough. This work has not stopped. Healthwatch Greenwich will continue to help wherever possible.

It has been great to have the Healthwatch team support Greenwich Mutual Aid during this time of crisis. Their deep experience in community support has really helped GMA accelerate its reach to both volunteers and the community. Not only do we have the on-going guidance from Joy, we also had the pleasure of her team helping with verifying volunteers. It's great to have such collaboration in the Covid-19 crisis.

Cathy Wang, founder of Greenwich Mutual Aid



Mr Abdallah asked us for help using hospital complaints procedures

Mr Abdallah contacted us as he was concerned about his brother whose back support had not been correctly fitted and was causing pain. He had been in contact with the hospital but not been able to resolve the issue. Mr Abdallah wanted to complain but did not know how to. We explained to Mr Abdallah how to do this, who to complain to, and what to do if he was not satisfied with the outcome of his complaint. We directed Mr Abdallah to the patient advice and liaison service (PALS) and suggested he speak to PohWER Greenwich for advocacy support. Over the following weeks we checked in with Mr Abdallah who reported that, as a result of his complaint, his brother was now on track to getting the right treatment and care.

Mrs Afela was worried about travelling to hospital appointments during COVID-19

Mrs Afela told us she was worried about getting public transport to and from an essential hospital appointment as she's in a vulnerable group due to underlying health conditions. She had lost her job and could not afford taxi fares. We referred her to NHS volunteers who arranged for a volunteer driver to take Mrs Afela to her hospital appointment, wait for her and take her home afterwards.



Difficulties checking in at Queen Elizabeth Hospital

We noticed during our outreach sessions at Queen Elizabeth Hospital that patients were having trouble using the digital sign-in kiosks, especially older people. The absence of reception staff also made the department difficult to navigate. We worked with QEH to improve patient experience in the outpatients department, resulting in clearer signposting.



Contact us to get the information you need

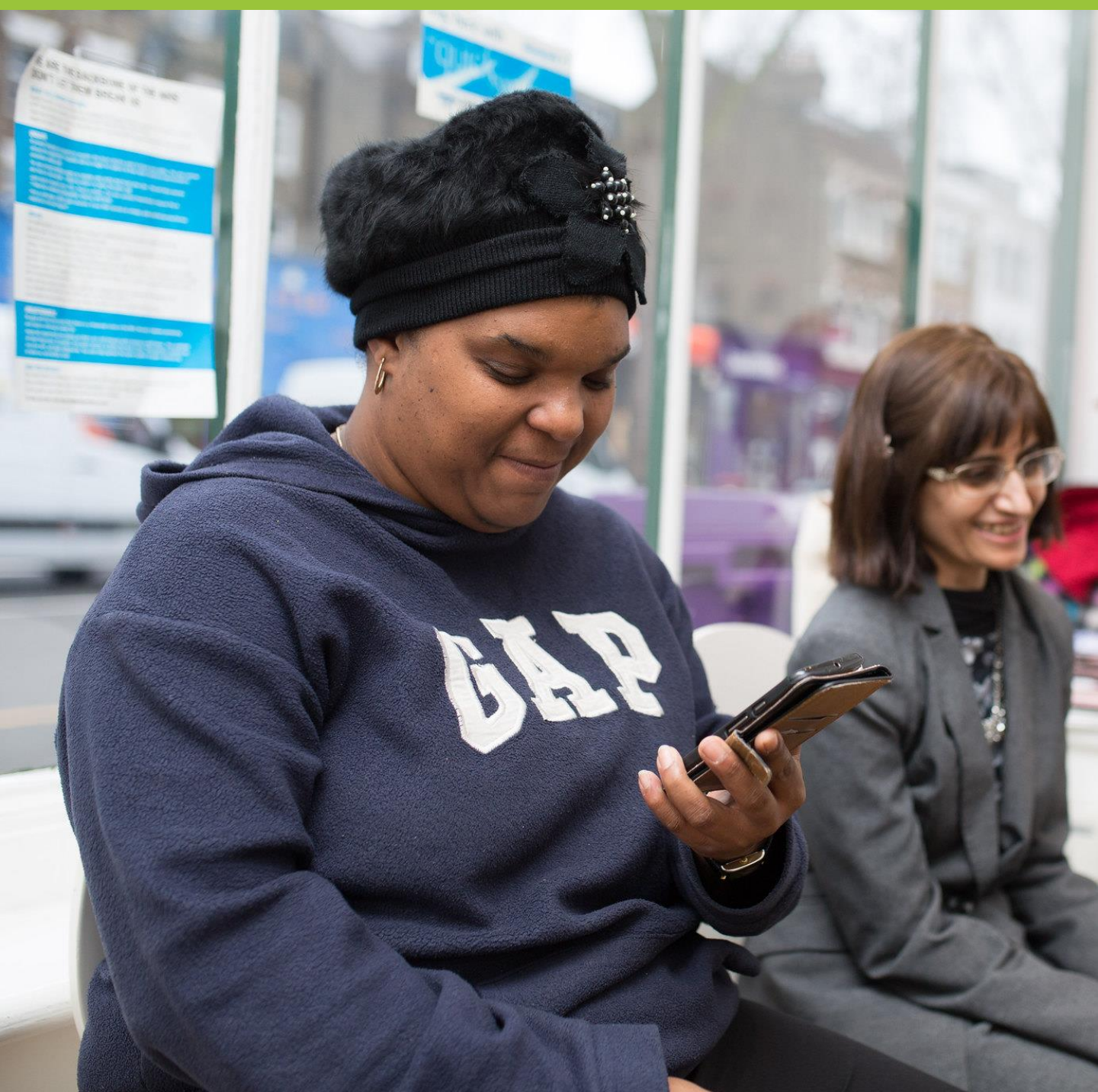
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Email: info@healthwatchgreenwich.co.uk

Our Volunteers



Our volunteers

We could not do what we do without the support of our incredible volunteers. Meet some of the team and hear what they get up to.

Our volunteers take on a number of crucial roles within Healthwatch Greenwich, including:

- Training to become authorised Enter and View representatives, visiting health and social care settings to assess the quality of service from a service user perspective
- Collecting data about individuals' experiences. This might be through individual interviews, helping to run focus groups or setting up online surveys
- Speaking to service user groups and organisations representing service users to gather feedback
- Helping to pull together reports and form recommendations for commissioners and service providers
- Representing Healthwatch Greenwich at strategic meetings such as contract monitoring of services
- Taking part in events to raise awareness of consultation exercises and specific health issues
- Organising and running outreach events to provide the public with information and gather feedback
- Contributing to our newsletters and social media to raise awareness of our work.

Pooja Tewari

I help conduct Enter and View visits, summarise briefing reports, expand Healthwatch's mailing list and potential partnership list, and do community outreach in the form of focus groups and individual interviews with service users.

Being an American university student, I am grateful to have met and gotten to know the staff, and I am grateful to hear the experiences of UK service users. I learned that a critical part of volunteering for Healthwatch is making sure that service users' voices are heard. A lot of the people I spoke to mentioned they had never shared their opinions before Healthwatch Greenwich asked them to, and they were appreciative because their thoughts and feelings could finally be shared.

Not only did I get to learn more about healthcare in the UK, but I could also share my own experiences of healthcare in the United States. I also enjoyed our community outreach because it gave me a chance to directly interact with service users.



Joyce Munthali

Since volunteering for Healthwatch Greenwich I've been taking part in outreach activities at Queen Elizabeth Hospital and at GPs across the borough and I've now switched to speaking to people on the telephone. I have a huge passion for people and love to help and volunteering at Healthwatch Greenwich means I can make a real difference. There is a lot we can all do to help out in our communities - there are a lot of people who need help, and volunteering is very fulfilling. I love people and I enjoy what I do.



Pamela Winders

As a volunteer I represent residents on the panel to evaluate and agree urgent care procurement in Greenwich. I am a strong believer that our NHS should continue as originally set up by Aneurin Bevan to provide medical care free at point of need to all, regardless of wealth. From volunteering at Healthwatch Greenwich, I've learned a lot more about the diversity of the Greenwich population. I've been mostly surprised by the large range of organisations run by committed groups of highly professional individuals, often on a voluntary basis. To date I have enjoyed meeting people, and hopefully the outcome will be a top rate urgent treatment centre which fully meets residents' requirements.

Sharon Keys

I have been volunteering since December 2019 and to date have assisted with Enter and View visits and distributed leaflets about Healthwatch around the Thamesmead and Plumstead areas.

I enjoy volunteering as I have the time and want to help those in need and make a difference.

I have met some lovely people who are working in the healthcare sector, and also lovely patients and their families, which has been a humbling experience. I have enjoyed trying to make people's lives better and making people aware that they can get help when needed.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with Healthwatch Greenwich.

Website: www.healthwatchgreenwich.co.uk

Telephone: 020 8301 8340

Email: info@healthwatchgreenwich.co.uk

With special thanks to all our fantastic volunteers:

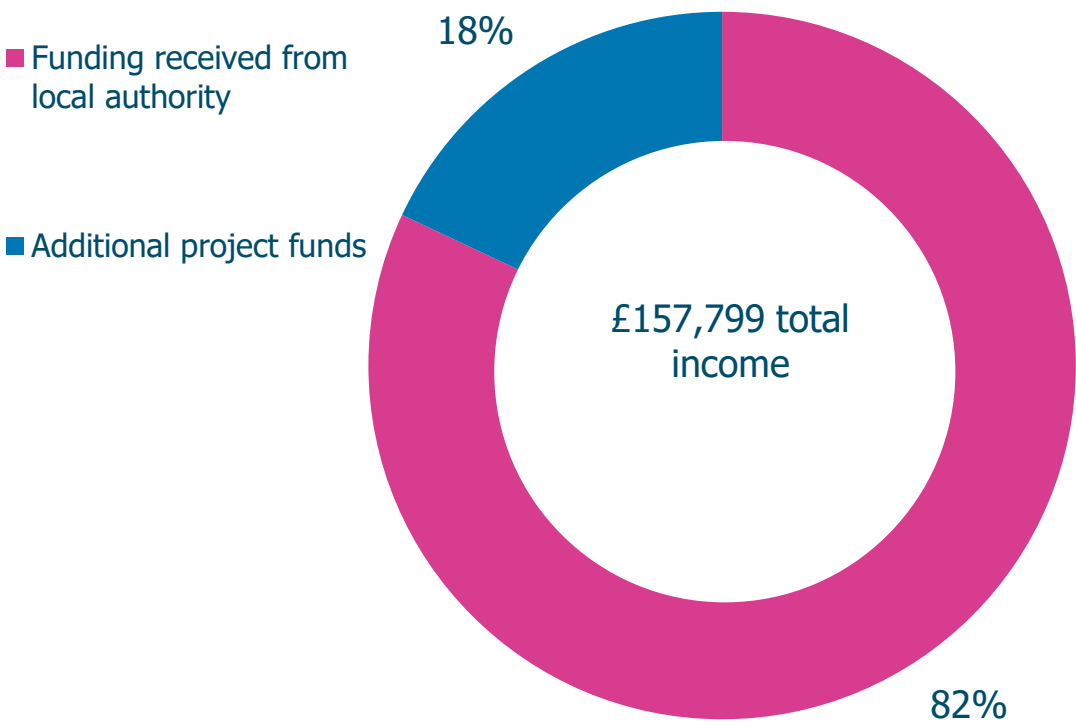
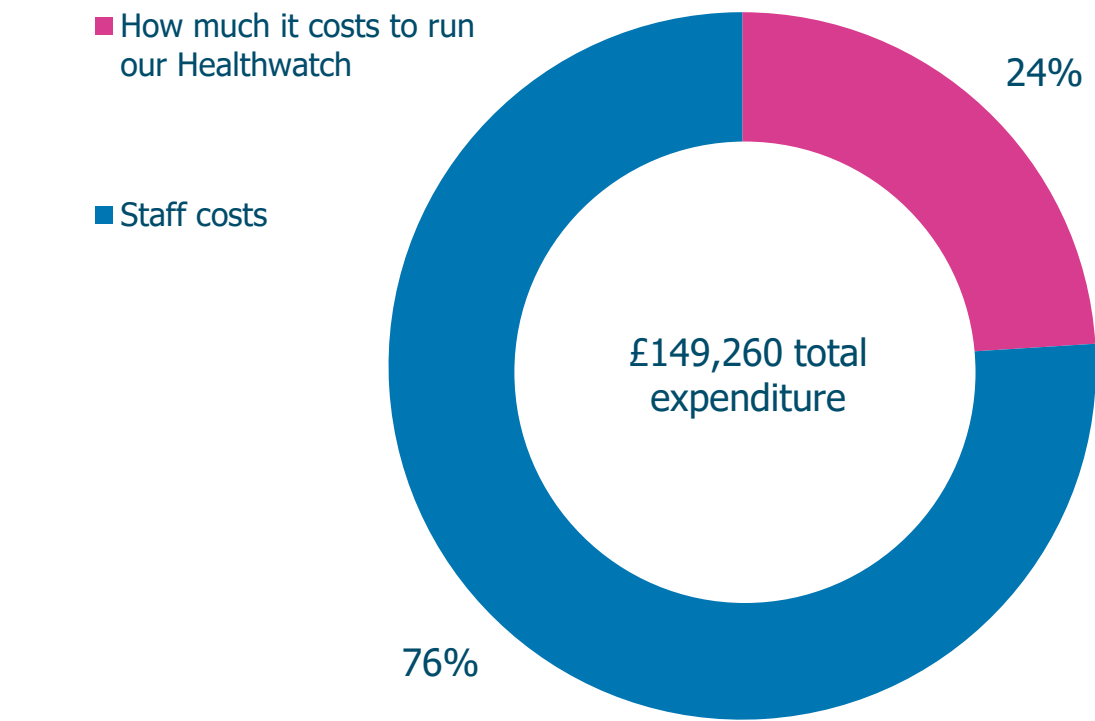
Josephine Ero, Evelyn Odame, Daphne Barnett, Jane Hopkins, Mike Thomas, Hibbi Racs, Alasdair Kite, Pooja Tewari, Vanessa Carollo, Joyce Munthali, Sharon Keys, Tracey Young, Teri Turner, Julie White, Pamela Winders, Prisca Namukonda, Nnamdi Onwura, Alyssa Miranda, Matthew McKenzie and Arunima Shrestha.



Our Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £149,260.



Our plans for next year



Our priorities

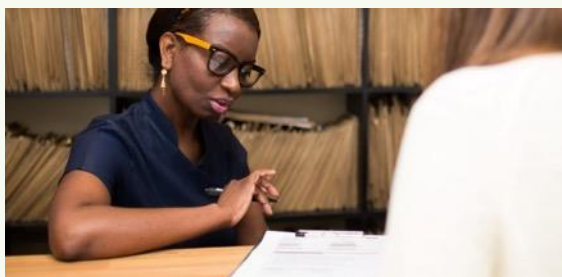
Last year, hundreds of Greenwich residents told us about the improvements they would like to see in health and social care services in 2020-21. These are our four priorities for the year ahead based on what you told us.



Prevention and wellbeing



Quality of services



System change and impact



Understanding the local impact of Covid-19

This year we are also planning to develop our research methodology to include more creative and service user designed frameworks.

We will continue to strengthen relationships with our colleagues in the NHS and local authority and work on areas of mutual concern, while being a 'critical friend' helping to develop and improve local health and care services. We are proud to be able to do this with a professional and collaborative attitude for the benefit of all.



Healthwatch Greenwich (HWG) has benefited from the strong and strategic leadership of our new chief executive. Over the past year, HWG has widened its influence, working with more partners, increasing our visibility and making an impact on the design and delivery of services on behalf of residents. The board commends the rapid shift of focus by the HWG team in response to the Covid-19 pandemic to support local communities by working with Greenwich Mutual Aid, highlighting their difficulties and needs, particularly the most vulnerable.

Karen Wint, board member of Healthwatch Greenwich



Looking ahead

Our work this year has addressed critical issues for Greenwich residents, focusing in a number of key areas: GP services and access; the needs of young carers; autism services and social care (both service users and their families).

Communication has been a common theme, both between services and departments, or with patients or service users. Much of our work has focused on identifying ways to improve communication so that it does not detract from the high standard of medical and social care residents receive.

A significant portion of our activity this year has been one of preparation, and working with partners, for structural changes within health and social care organisations. This has given us opportunities to increase our reach and impact. Of course, new approaches and new models of working across health and care boundaries brings challenges as well as opportunities. The move towards larger integrated organisations could make decision making feel more distant and less transparent. In addition, these changes often happen more quickly than we can adequately consult on, or clarify what this means for those subject to new arrangements. Our work with commissioners and providers locally and within the new South East London Clinical Commissioning Group, as a result of our new South East London Healthwatch director, a role hosted and managed by Healthwatch Greenwich, will ensure patient and public voices continue to have direct input and are at the heart of decision making.

As a small team, we've had to make some tough decisions about how and where we prioritise our limited resources. Raising our profile is a key objective and although we have made progress, there is more to do. We extended our reach to more people, representing their experience and helping them navigate the network of services available. However, changes that impact on the way we receive health and social care are increasing.

The rise of digital tools to access services can be confusing to those trying to use them and a barrier for those without the money, equipment or knowledge to do so. Even where there is access to IT equipment at home, and the ability to use it, financial difficulties (payment for broadband) or other concerns (overcrowding and a lack of private space) may make it difficult to do so. Digital exclusion is one of the inequalities which runs through our communities and an important area for us over the coming year.

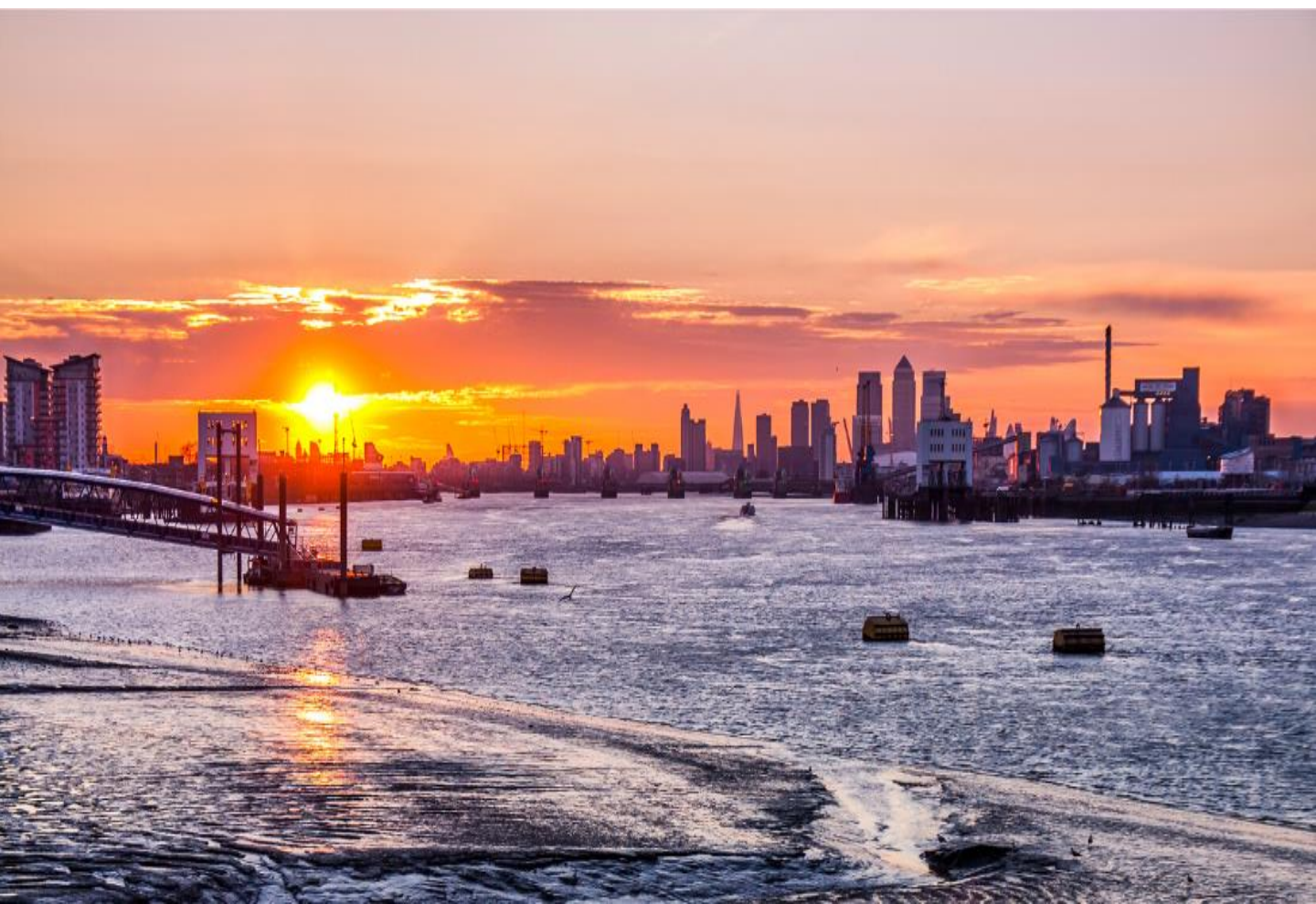
The impact of Covid-19 has changed our focus and how we work. Public engagement lies at the heart of our work and balancing effective engagement with the challenges of restrictions on movement and social distancing has not been easy. While we have embraced digital engagement and recognise the opportunity to connect with new audiences, it is only part of the solution.

It will sit alongside traditional methods of engagement such as printed copies of our reports and newsletters, one-to-one interaction over the telephone and (when possible) resuming our presence and speaking to residents at the point of service delivery and in public areas.

The Covid-19 pandemic has hit black, Asian and minority ethnic (BAME) communities hardest. The public health emergency has exacerbated broader inequalities in health, housing and employment. Our work over the coming year will focus on the needs and experiences of BAME and other seldom heard communities. We will work with commissioners and providers to improve the collection and recording of ethnicity data as part of routine NHS and social care systems, the development of culturally competent education and prevention campaigns, and institutional change to ensure that recovery strategies reduce health inequalities.

Support from our board members, staff and volunteers has been invaluable and has enabled everything we've achieved, and I thank them for their professional and collaborative approach.

Joy Beishon
CEO of Healthwatch Greenwich



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 and community organisations that have contributed to our work, including: NAS Greenwich, Greenwich Mutual Aid, Reflections Greenwich, Greenwich Carers Centre, Macmillan Cancer Care, and Greenwich Migrant Hub.



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