

Healthwatch Greenwich



A COURSE

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Message from our Chair

Over the last year, I am proud to have been part of an organisation which dedicates itself to listening to, and improving, the experiences of health and social care users in Greenwich. I am therefore delighted to present our 2018-19 annual report, which showcases the fantastic achievements Healthwatch Greenwich has made this year.

There have been many highlights over the last twelve months. I am particularly proud of the work we have done with regards to specific minority groups in the Borough, which includes working with Greenwich's Nepalese population and our ongoing focus on Autistic Spectrum Condition services. We have seen fantastic impact from our CAMHS work with commissioners taking on board our reccommendations. Alongside this, we have kept up with our demanding Enter and View programme, and broadened our outreach and signposting services.

I would like to thank our volunteers and the public who have trusted us with their views and experiences over the last year. Without you, none of our impact this year would have been possible. I would also like to thank our former CEO Rikki Garcia for all he has achieved over the last three years with Healthwatch Greenwich, I know he will be missed. However, I am delighted to welcome our new CEO Joy Beishon to the team. I have no doubt her experience, expertise and passion for participatory research will help lift Healthwatch Greenwich to a new level of scope and impact this year.

Finally, it is thanks to the strong relationships Healthwatch Greenwich have around the Borough with key partner voluntary and statutory organisations that we can work towards the improvement of services. This includes the Royal Borough of Greenwich, NHS Greenwich Clinical Commissioning Group, Public Health Greenwich, Greenwich Inclusion Project and the Migrant Hub, amongst others. We look forward to further collaboration over the coming year.



Over the next year, I am looking forward to working with the team to strengthen our volunteer base, ensure our methods reflect wholeheartedly service user involvement, and explore a greater cross section of health and care services and service user experiences.

Healthwatch Greenwich provides a voice and a platform to promote experiences in a way which represents the wonderful diversity in our borough. We will continue to strive towards doing this with the most impact over the coming twelve months, thus improving services for everyone.

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Lynne Gilchrist Chair of Healthwatch Greenwich

Changes you want to see in the next twelve months

Last year we had over 2000 conversations with Greenwich residents, who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



+ Healthcare professionals should have a positive attitude and be empathetic



 Services should provide information so that people can make informed decisions about their care



+ GP Practices should be more transparent about their registration processes and follow these fairly



+ Make it easier to see a doctor or nurse quickly, especially out of hours or on the weekends

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

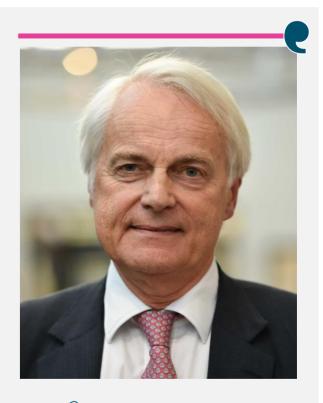
As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Greenwich, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



Sir Robert Francis QC Healthwatch England Chair

Meet the team



Lynne Gilchrist Chair



David Thompson Board member



Karen Wint Board member



Lola Kehinde Board member



Dmytro Chupryna Board member



Amanda Adegboye Board member

Healthwatch Greenwich staff 2018-19



Joy Beishon



Steve Wheeler



Clive Mardner

Joy Beishon

Rikki Garcia CEO (to March 2019)

Steve Wheeler Communications Officer

Clive Mardner Volunteer and Outreach Officer

Anna Jones Community Research Officer (to June 2019)

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 a Greenwich with high quality services, consistent levels of public engagement and an excellent service user experience.

Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you. Over the next year, our approach will include an even greater focus on participatory research methods.

Our purpose



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



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. This year, we gathered important information via:

- + Our extensive Enter and View program
- + Proactive outreach in libraries and at local events such as the Plumstead Make Merry and the Great Get Together
- + Attending service user and community groups such as the Greenwich Migrants Hub
- Playing a key role in strategic and partnership meetings such as the Greenwich Health and Wellbeing Board, the CCG Governing Body and Primary Care Commissioning Committee, the Greenwich BME Mental Health steering group, and the CCG's Patient Reference Group

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

"Healthwatch Greenwich are an important part of the fabric of Health and Social Care in Greenwich. They enable local people to have a voice; promote engagement and involving people in the development of services. Their work supports the development and improvement of services for local people." Simon Pearce; Director, Health and Adult services, Royal Borough of Greenwich

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Highlights from

our year

This year, we have focused our attention on gathering feedback from a broader audience, and having the biggest impact. Here are some examples of how we have achieved this:



We had over 10,500 visits to our new website



We attended over 50 local events and outreach sessions



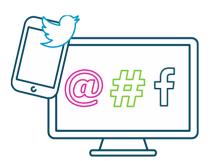
We published 21 Enter and View reports looking at GP surgeries, urgent care centres, hospices and nursing and care home



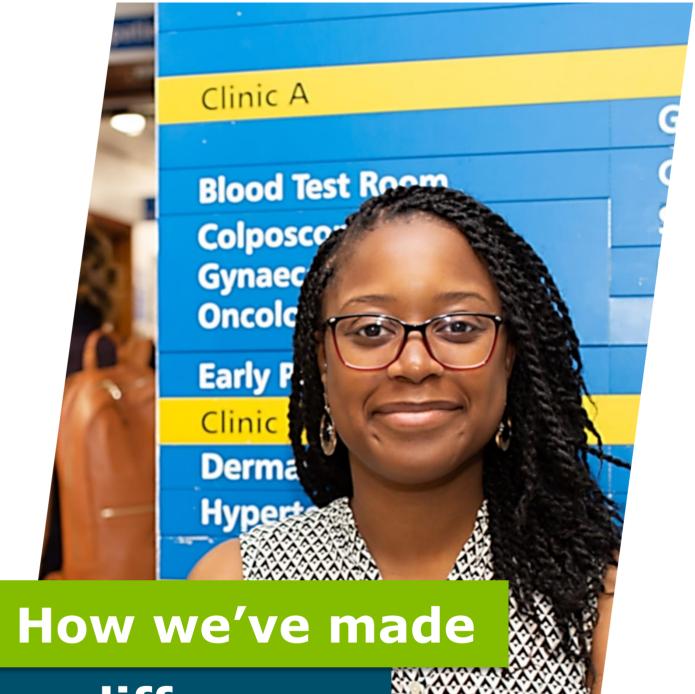
We had over 2000 conversations with Greenwich service users



We attended nearly 150 strategic and partnership meetings



We reached 1.1K more people through social media twitter than last year



a difference



Changes to Greenwich health and social care

"Healthwatch Greenwich is an invaluable source of insight into patient experience and needs and has been integral to the Greenwich commissioning strategy development and implementation. In 2018 and 2019 we've continued to develop our valued partnership and some highlights include:

- Supporting engagement around the Long Term Plan with a survey, and focus groups on mental health and learning disabilities.
- Working together on a new approach to patient involvement in commissioning, by training a group of patient volunteers to visit services, gather

feedback and input directly into regular CCG contract monitoring meetings with service providers.

- Collaborating to produce a new patient registration leaflet and targeted communications.
- Collaborative partnership at strategic meetings including Greenwich Health and Wellbeing Board, the CCG Governing Body and Primary Care Commissioning Committee and our Patient Reference Group."

Pamela Froggatt, Associate Director, Strategic Communications and Engagement at NHS Greenwich CCG



Our priorities this year

Alongside our ongoing engagement with the community, targeted outreach and participation in strategic and partnership meetings in Greenwich, we also focussed our engagement work on these key areas of impact:

- + Our greatly expanded Enter and View programme
- Understanding the quality and service-user experience of Autistic
 Spectrum Condition services in the borough
- Exploring the quality of healthcare offered to Greenwich's Nepalese community
- + Findings from our MSK work

Expanding our Enter and View programme

In June 2018, we published our report into GP access and quality of service in the borough. Within this, we made a series of recommendations to both NHS Greenwich CCG and GP surgeries.

This year, we wanted to build on our earlier findings, and we therefore decided to ambitiously expand our Enter and View programme. With a team of nine dedicated volunteers, this year we:

- We visited ten GP surgeries, ten nursing and care homes and one hospice - a total of 21 Enter and Views
- + Spoke to over 100 patients and their family members at the point of service delivery
- Published a total of 94 recommendations for improvements as well as shared the good practice we found

 Brought the CQC's attention to a care home that they later inspected as 'requiring improvement' across all areas

We saw examples of fantastic work being done, as well as areas for improvement. These were some of our common recommendations:

- + Improving signposting and information around services
- Improving service user involvement and building patient awareness of all the ways they can contribute their ideas and experiences to improve services
- + Improving the general layout of services to afford patients more privacy and dignity

'We are extremely grateful to Healthwatch Greenwich for making the time to come and talk to [our] patients about the service they receive' Greenwich and Bexley Hospice



Improving care for our Nepalese population

In 2014, Healthwatch Greenwich conducted an extensive piece of engagement work into the experiences of health and social care services of our local Nepalese population. This year, we revisited this work in a major project which looked to assess what has changed in the four years since.

We were pleased to note some key improvements since our original recommendations. These included additional support offered primarily by community projects, as well as further training for professionals organised by Public Health Greenwich.

However, some of our original recommendations have not been addressed, the impact of which was evidenced by both the GP audit we did as part of this year's work and the focus groups we ran.

Our audit looked at which GP surgeries in Greenwich are using translation services, either face to face or online. Although responses from practice managers were limited, our key findings included:

- Some surgeries found the CCG commissioned 'Language Line' complicated to use and that it often had long waiting times

+ GP surgeries also told us face-to-face translation services tended to work much more effectively for them, in part because patients often felt more at ease with their translator being physically present

We also spoke directly to the Nepalese community via focus groups which we held in partnership with local organisation GRIP (Greenwich Inclusion Project), who told us:

- + Interpreters' skills were often basic and not helpful with complex cases
- They often have difficulty accessing translation services in GP surgeries, but less so in local hospitals
- Many did not know they had the right to request a translation service, and were therefore commonly still bringing friends or family members with them to appointments to translate
- + Many would prefer to liaise with a community translation service
- They often found practice booking systems difficult to navigate
- Many had not had full health check-ups on registration with a GP

We are continuing to work with NHS Greenwich CCG, Royal Borough of Greenwich and Public Health on addressing these issues and to find ways of supporting this community. Furthermore, we will be revisiting this work in November 2019, to assess uptake and impact of our most recent set of recommendations.

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'Healthwatch Greenwich is a valued partner in improving local health and care services by seeking residents' views and working with providers of services to make improvements. Were it not for Healthwatch Greenwich the health and care experiences of many, particularly within our diverse communities, would go unheard.' Cllr Danny Thorpe, Leader of Greenwich Council.

Greenwich Autistic Spectrum Condition services

We've been speaking to autistic service users and their families about their experiences of using the SEND services in Greenwich, and the impact that access to services has on their health and quality of life. Our staff and volunteers have collected survey feedback and held focus groups with service users, and we've collected information from schools and service providers to build up a clearer picture of how local SEND services work.

Early findings include lack of information on what support is available and how to access it. For those who do not speak English as a first language, information is even harder to access.

We look forward to publishing our report later in the year.

Not enough parents and carers are aware of the local offer and other services such as the local independent information, advice and support service and Greenwich Parent Voice. A number of parents say that they do not know what support is available to them. Some parents think that the location of some services prevents them from accessing assessments or support because they live too far away from where this is provided. Some parents who speak English as an additional language say that there is little support or information for them to access in their first or second language. Interim finding from our Autistic Spectrum Conditions research.



Evaluating Greenwich's new MSK service

Circle Health took over the contract to run Greenwich's musculoskeletal (MSK) service in April 2017. This year, we published our report exploring how well the service is working for Greenwich residents.

We engaged with 65 Greenwich service users via:

- An online survey
- Five enter and view visits
- Three focus groups

Broadly, experiences of the new MSK service were highly positive. 65% of people we spoke to said the service was satisfactory or better.

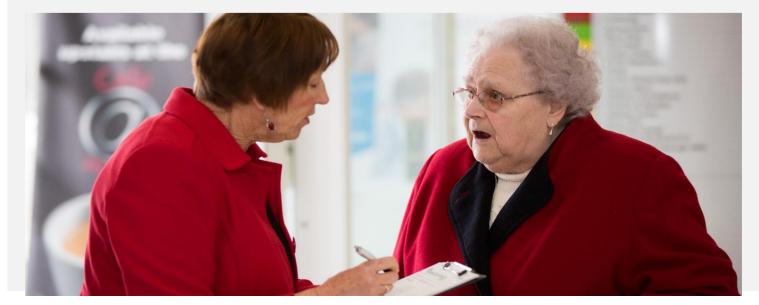
However, we did make some recommendations for improvement. These were concerning:

- How the premises could be made more inclusive of children and to respect service user privacy and dignity
- Improving methods of communication with regards to appointments
- Improving the experiences for those with disabilities and more complex needs
- Offer basic, interim advice on how to manage conditions in between appointments
- Collect feedback at various stages of the patient's journey and be more transparent about performance data, for example by
- publishing it online

We were pleased to see that Circle MSK took on board many of our recommendations and changed various aspects of their service, for instance by installing extra signage, improving privacy at reception, expanding the information on their website and improving visibility of their complaint procedure.



'Healthwatch Greenwich has continued to be a valuable partner helping us improve services by being the independent voice of Greenwich. Healthwatch's help to build resilience in our population and community is going to be very important in the future collaborative ways of working . We look forward to working together.' Dr Krishna Subbarayan, Chair of NHS Greenwich CCG



Your voice

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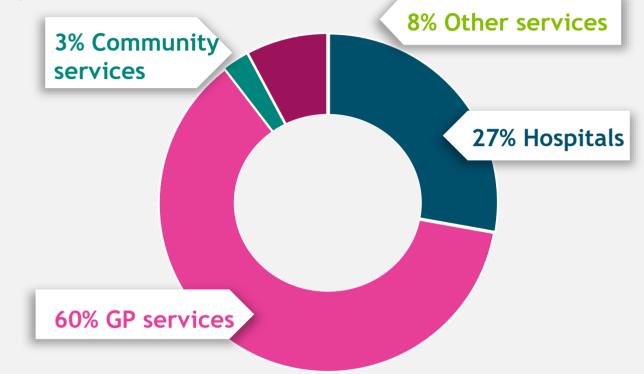
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Our guidance

What have you told us?

This year, we received feedback from Greenwich residents through a variety of means. We successfully launched our new website including a feedback centre which makes it even easier for residents to get in touch and review local services.

We've listed below the most common health and care services that people have told us about:





How Healthwatch Greenwich help people get the information they need

Finding the right care or support can be worrying and stressful. You can come to us for advice and information in a number of ways including:

- + Looking at the Healthwatch Greenwich website
- + Our contact us form, on our website
- + Approaching us at community events
- + Via our social media channels
- + Over the phone or via email.

We will listen to you, record your experience or feedback so we can represent it at a strategic level, and signpost you in the right direction for further help.

Below are some examples of how we have supported Greenwich service users this year.

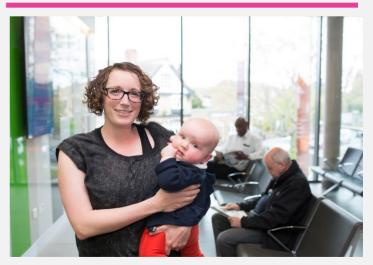


Inappropriate prescription of medication

Whilst a patient on a Greenwich dialysis unit, Mr Abdallah was administered a drug which he had previously refused and did not consent to this time. We gave Mr Abdallah signposting and information on how to pursue his complaint with the trust, which he did. Following the Trust's response, Mr Abdallah has now raised his concerns to the Nursing and Midwifery Council as well as the CQC. We have also signposted him on to work with a local advocacy service, who will support him further.

Accessing mental health support

When Kathy was having difficulties communicating with her mental health provider this year, she contacted us. With our guidance and information, Kathy was able to address the problems which eventually resulted in her having an individualized support plan put in place, and ultimately improvements in her care. Additionally, the provider conducted an internal review of what had gone wrong and effected policy changes which will support other service users as well.





Unfair access due to refugee status

Malleah had been referred to Greenwich Healthwise (a gym membership) to help with pain she was experiencing. She is a refugee and therefore did not have a bank account, and instead uses a pre-paid debit card. However, this meant that Malleah was unable to take advantage of the significant direct debit reduction available to people with bank accounts. On hearing this, we directed Malleah to get further support from GRIP (Greenwich Inclusion Project), on the grounds of possible indirect discrimination.





Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you. w: www.healthwatchgreenwich.co.uk t: 020 8301 8340 e: info@healthwatchgreenwich.co.uk

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Our volunteers



How do our volunteers help us?

At Healthwatch Greenwich we couldn't make these significant improvements without the support of our volunteers who worked with us last year, to help make care better for their communities.

Volunteers are crucial to our impact, as they:

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



Patient involvement at a strategic level

This year, we have been working collaboratively with NHS Greenwich CCG to insert service user feedback at contract monitoring meetings, including those for:

- + The GP Access Hubs
- + Urgent care centres
- + NHS Foundation Trust Oxleas

Our volunteers have had an invaluable influence, and we are excited about strengthening this programme over the coming year. With special thanks to our volunteers:

Ann-Marie Cousins Arunima Strestha Daphne Barnett Esther Tucker Eve Oldham Glynnis Akers Jane Hopkins Julie Grimble Kelli Rush Manisha Shrestha Mike Thomas Nomusa Muhlwa Tida Mendy Zoe Moteband

Why volunteer for Healthwatch Greenwich?

We caught up with one of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area, as well as benefits the volunteers themselves.

My experience with Healthwatch Greenwich was highly productive and allowed me to gain invaluable skills, such as an increased ability to communicate and empathise with various members of a community.

I personally joined Healthwatch Greenwich to combine the knowledge I had gained in my various modules at University, within a local setting. Volunteering allowed me to do this, and also allowed me to feel as if I was making practical changes to the lives of the residents in Greenwich, as Healthwatch Greenwich truly aims to represent the voices of all healthcare service users through effective communication strategies and care.

I particularly enjoyed being able to connect with a diverse range of patients and service users, and truly believe in the necessity of charities and services like Healthwatch Greenwich."

Arunima Shrestha, Healthwatch Greenwich volunteer





We are actively recruiting volunteers

Are you feeling inspired? This year, we are hoping to actively involve service users in more aspects of our work than ever before - from project design right through to face to face information collection and report writing. If you are interested in volunteering, get in touch.

w: www.healthwatchgreenwich.co.ukt: 020 8301 8340e: info@healthwatchgreenwich.co.uk

'Healthwatch Greenwich is a unique organisation making a real difference to the health and wellbeing of Greenwich Borough residents.' David Thompson, Healthwatch Greenwich Board Member.

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our finances

How we use our money

To help us carry out our work, we are funded by the Royal Borough of Greenwich to the value of £129,000.

We also received an additional £2,500 from Healthwatch England.

In 2018-19 we spent £116,920.

We will be re-investing the surplus in broadening our reach and impact in the year ahead.





Our Plans for Next Year

I am delighted to join Healthwatch Greenwich at such an exciting time. As we begin to see system changes and implementation of the NHS Long Term Plan, I look forward to working with our partners to ensure the voice and experience of local people is central to the way services are planned and delivered.

Looking back

A huge thank you to Rikki Garcia who stepped down in March. All the fantastic work delivered by Healthwatch Greenwich in 2018-19 is a testament to his drive and leadership.

Looking ahead

- + Based on feedback from residents, intelligence from partners and reflecting on local, regional and national priorities, our focus for 2019/20 will be:
- + Cancer
- + Mental Health
- + Prevention and Well-Being
- + Quality of Services (using our Enter and View process)

Wider NHS system changes will touch on all aspects of health and care over the coming year and we will address them as part of our work where they impact on service quality and patient experience.

We are also revising how we work. We will:

- Raise greater awareness of Healthwatch Greenwich by expanding our marketing, and communications
- + Deliver a larger number of smaller, focused, pieces of investigation
- Highlight good practice as well as shining a light at where improvements can be made
- + Increase the volume of feedback we receive by extending our outreach activities and digital approaches
- Develop our use of participatory and peer/expert patient research methodologies
- Raise our profile by increasing opportunities to work in partnership with partners and stakeholders

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

Contact us

Healthwatch Greenwich

- + Telephone number: 0208 301 8340
- + Email: info@healthwatchgreenwich.co.uk
- + Social media: @HWGreenwich
- + Website: www.healthwatchgreenwich.co.uk
- + Company number: 09891557

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 license agreement.

If you need this in an alternative format, please contact us.





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Healthwatch Greenwich Ltd9-11 Gunnery TerraceGunnery HouseW:Londont: CSE18 6SWe: itwitter

w: www.healthwatchgreenwich
t: 020 8301 8340
e: info@healthwatchgreenwich.co.uk
tw: @HWGreenwich
fb: facebook.com/Healthwatchgreenwich