

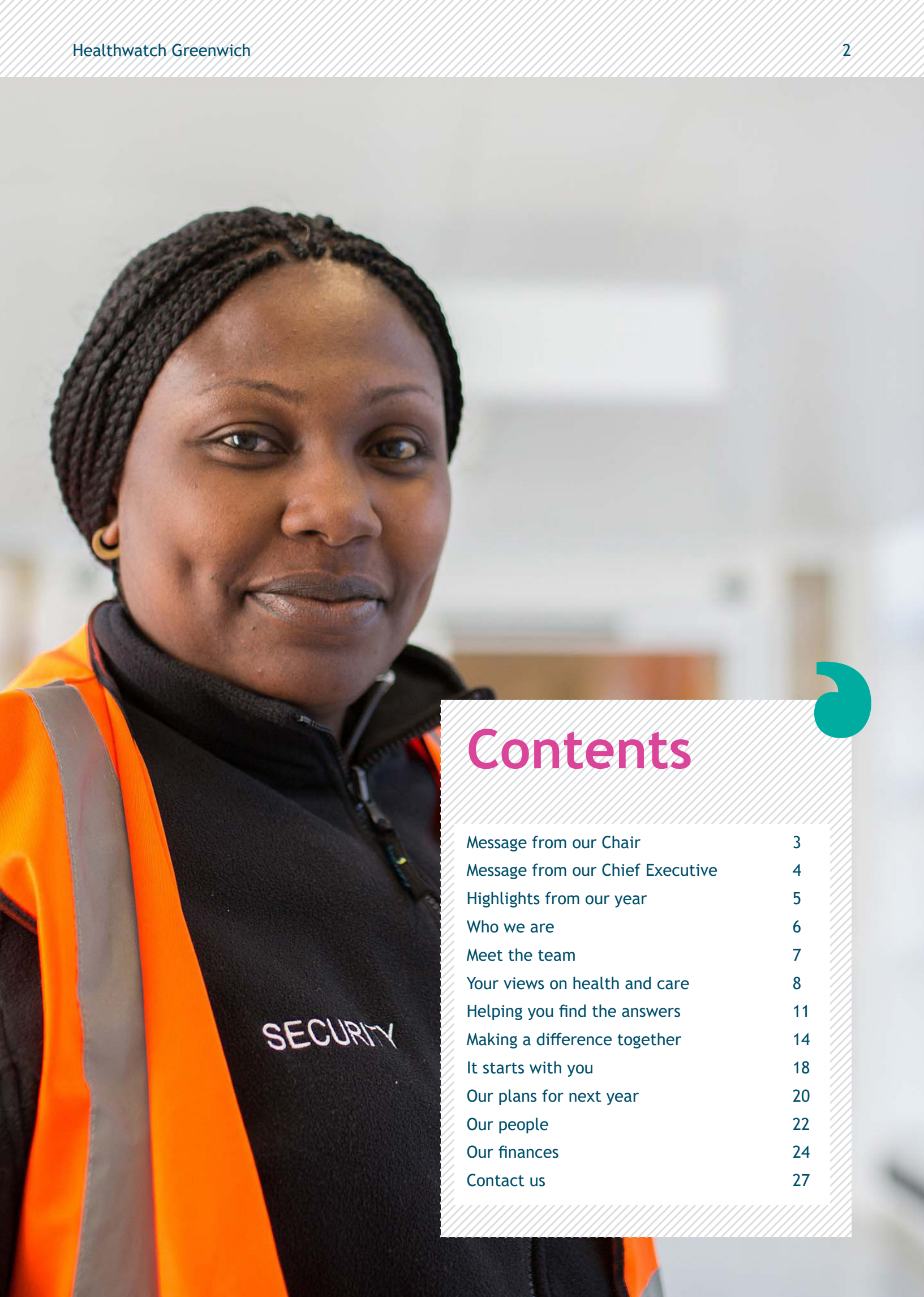
Queen Elizabeth Hospital

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**Healthwatch Greenwich**

**Annual Report 2017/18**





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# Message from our Chair

As the new Chair of Healthwatch Greenwich, I'm delighted to present the 2017/18 Annual Report.

I joined Healthwatch Greenwich in September 2017 and was appointed Chair on 16 March 2018. Since joining, I have been impressed with the dedication of the team and the impact we have on local health and social care services.

During a time of ever increasing pressure on health and social care services across the country, with funding stretched, services at capacity and vacancy rates going up, Healthwatch Greenwich provides an essential service. We help to ensure that commissioners and providers don't lose sight of the service user. We provide a conduit between patients and the public, and the people funding, designing and delivering services.

"The insight generated from speaking to just one person and discovering their experience of using a service is invaluable. It enables commissioners and providers to adapt services, learn from best practice and identify otherwise unknown problems. Over the last year, Healthwatch Greenwich has spoken to at least 500 people."



Over the next year, I will be working closely with the team to take the organisation to the next level, building on the great work already undertaken, identifying new issues, and increasing our reach across the Borough. We will be raising awareness of what we do, how we can help the people of Greenwich, and having a positive impact.

Lynne Gilchrist - Chair of Healthwatch Greenwich Ltd.



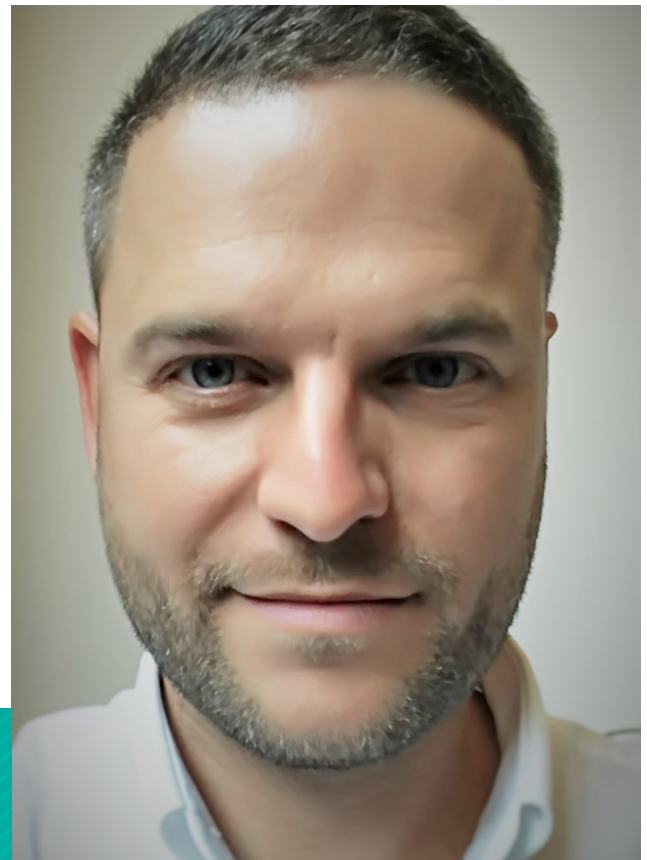
# Message from our Chief Executive

Welcome to the fifth Healthwatch Greenwich Annual Report, highlighting the work we've undertaken over the last 12 months and our plans for the next 12.

2017/18 has been a year of both consolidation and change for Healthwatch Greenwich. We have worked hard to consolidate our position in Greenwich, building on strategic relationships and increasing awareness of Healthwatch amongst local residents and service users.

Change has come with new members of staff and several new board members, all helping to take us forward and continue improving our service for the people of Greenwich

“Healthwatch Greenwich works for you. We want to hear your experiences of using health and social care services in the Borough. We use these experiences to work with commissioners and providers to improve services.”



Over the last year, we've heard a huge range of issues and experiences presented to us by local patients, service users, carers and their families. From problems accessing GP services, through concern over the quality of adult social care services, to positive feedback about individual doctors, nurses and the full range of amazing health and social care professionals.

Some of these experiences are highlighted in this report, along with information about our plans for the coming year and detail about how Healthwatch Greenwich is structured and financed.

**Rikki Garcia - Chief Executive of Healthwatch Greenwich Ltd.**




# Highlights from our year

“Healthwatch Greenwich are a trusted and valued partner to the NHS in Greenwich. They offer insight and context into how local services are accessed and experienced and play an important role in the NHS Greenwich CCG Patient Reference Group.”

Pamela Froggatt - Head of Comms and Engagement at Greenwich Clinical Commissioning Group

477,389

This year we’ve reached nearly half a million people on social media



76 outreach sessions held and public events attended



34 local services visited and reviewed



165 strategic and partnership meetings attended



1,538 different people spoken to



692 surveys completed



# Who we are



Healthwatch Greenwich works for the residents and service users of Greenwich.

You need services that work for you, your friends and family. That’s why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share them with Healthwatch England who make sure that the government put people at the heart of care nationally.

## Health and care that works for you

People want health and social care support that works; helping them to stay well, get

the best out of services and manage any conditions they face.

## Our purpose

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

People’s views come first, and we listen to those who find it hardest to be heard We champion what matters to you and work with others to find solutions that work. We are independent and committed to making the biggest difference to you.

## Our vision

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

## To achieve our vision

We listen. We act. We influence.



# Meet the team



Lynne Gilchrist  
Chair



Lola Kehinde  
Board Member



David Thompson  
Board Member



Dmytro Chupryna  
Board Member



Karen Wint  
Board Member



Amanda Adegboye  
Board Member



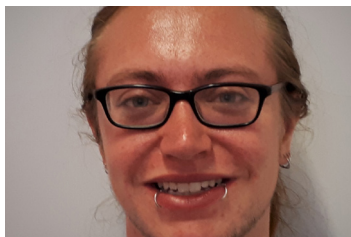
Rikki Garcia  
Chief Executive



Clive Mardner  
Engagement Officer



Anna Jones  
Community Research Officer



Steve Wheeler  
Research Support Assistant

# Your views on health and care







### Difficulties accessing GP services are regularly raised with Healthwatch Greenwich

#### Listening to local people's views

Over the course of the last 12 months, we have:

- + Held regular outreach and engagement sessions in Eltham, Greenwich, Thamesmead and Woolwich libraries.
- + Attended community events including Plumstead Make Merry, The Great Get Together and Quaggy Carnival.
- + Continued to increase our reach through social media, including almost half a million views of our tweets.
- + Carried out Enter and View visits to 34 local services.
- + Continued with our monthly outreach and support session at Greenwich Migrant Hub.
- + Engaged with the local Nepalese community to follow up our 2014 report into access issues.
- + Spoken to children and young people in care about their experiences of child and adolescent mental health services.
- + Worked with the Royal Borough of Greenwich (RBG) to speak to people who access and receive adult social care services, including older people and adults with disabilities.
- + Through our engagement activities, specifically tried to gather views from people who are seldom heard or have other protected characteristics including people from black and minority ethnic communities, adults with disabilities, and looked after children.
- + Worked with Greenwich Clinical Commissioning Group (CCG) to develop 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.
- + Continued to attend strategic meetings including Greenwich Health and Wellbeing Board, the CCG Governing Body and Primary Care Commissioning Committee, the Healthier Communities and Adult Social Care Scrutiny Committee and the CCG's Patient Reference Group.



“Enter and View visits to services give us a unique perspective on how services operate and the impact on the user experience. Our recommendations can help to improve experiences for others.”

Making sure services work for you

One of the primary ways in which we gather feedback and experiences of services is by carrying out Enter and View visits. Healthwatch Greenwich staff and volunteers attend a service for around two hours, carry out an observation exercise and speak to patients, service users, friends, family and staff. This year we have carried out 34 Enter and View visits, specifically aimed at making recommendations, identifying good practice and, if necessary, notifying regulators. These have included:

- + Care homes
- + GP surgeries
- + Greenwich Urgent Care Centres
- + Greenwich Musculoskeletal Service

Over the year, our trained and experienced Authorised Representatives have included:

Staff:

- + Rikki Garcia
- + Clive Mardner
- + Anna Jones
- + Sophie Patterson
- + Steve Wheeler

Volunteers:

- + Manisha Shrestha
- + Arunima Shrestha
- + Julie Grimble
- + Glynnis Akers
- + Eve Oldham
- + Nomusa Muhlwa
- + Daphne Barnett

“Healthwatch Greenwich provide an essential role within the Borough, speaking to patients and service users, gathering people’s experiences and holding commissioners and service providers to account. Their recent work with people who use adult social care services has helped to ensure that the user voice is heard and acted on during the Council’s transformation of adult social care, making services more efficient and better able to meet the needs of Greenwich residents.””

Cllr Denise Hyland, Cabinet Member for Economy Skills and Apprenticeships, former Leader of the Council and Chair of Greenwich Health and Wellbeing Board





# Helping you find the answers





How we have helped the community get the information they need

In addition to our priority projects, we offer assistance, support and advocacy to people on a case by case basis. This year has seen a large increase in the number of people needing help to receive the services they are entitled to. Specific cases we've worked on have included:

- + Sally contacted us when she was informed she would be removed from her dental practice list for failing to attend a number of appointments. Sally has mental health conditions that sometimes make her forgetful. The owners were of the view that the failure to attend costs them money, and as a result she would have to de-registered. We contacted the surgery on Sally's behalf and they agreed to keep Sally registered.
- + We were contacted via Facebook by Jane, whose mother had recently had a stroke. Jane was very concerned by the poor level of treatment she felt her mother was receiving. We contacted the NHS Trust, who immediately sent the head of

nursing and clinical director to speak to Jane and her mother to review the situation. As a result, her mother was moved to a specialist stroke rehabilitation unit and started to make good progress.

- + Mrs J had been using a specific pain medication for several years, when the GP appeared to withdraw the prescription and try to change the medication, without fully explaining why. We liaised with Greenwich CCG's medicine management team, who helped us to provide Mrs J with a clearer explanation of why the medicine had been withdrawn and some advice on the next steps she should take with her GP.
- + We supported Talia, who has severe autism and has developed a condition that significantly reduces her mobility. We have been liaising on Talia's behalf with her housing provider, the hospital discharge team, occupational therapists and Greenwich adult social services to get her the support and adjustments she needs to be able to function and thrive despite her restricted mobility.

People can access Healthwatch Greenwich online, by post, phone or in person.





### GP access and registration

An issue which is consistently raised with us is GP registration. There is a small but persistent set of GP surgeries in the Borough who do not follow NHS guidance and refuse to register people who do not have formal ID or proof of address. This disproportionately affects potentially vulnerable people, including young people in supported accommodation, women fleeing domestic abuse, homeless people, recent migrants and asylum seekers, and people with mental health concerns.

We have undertaken two audits of GP practices, which has led to the CCG sending out revised guidance and delivering specific training during GP protected learning time events to raise awareness and change behaviours.

In 2018/19, we will be building on this work and carrying out a campaign designed to raise awareness amongst the public and GP practice staff regarding an individual's right to access primary health care services.

### Translation services

Through our work with the Nepalese community, we discovered that one of the main barriers to accessing primary health care for some residents of Greenwich is

language, with many older members of the community speaking very little English. In 2014, we identified that many members of the Nepalese community were relying on friends and family to attend GP appointment with them and translate.

In particular, older members of the community were regularly relying on their children to help them with GP appointments. In some cases, strangers were being called into appointments to assist.

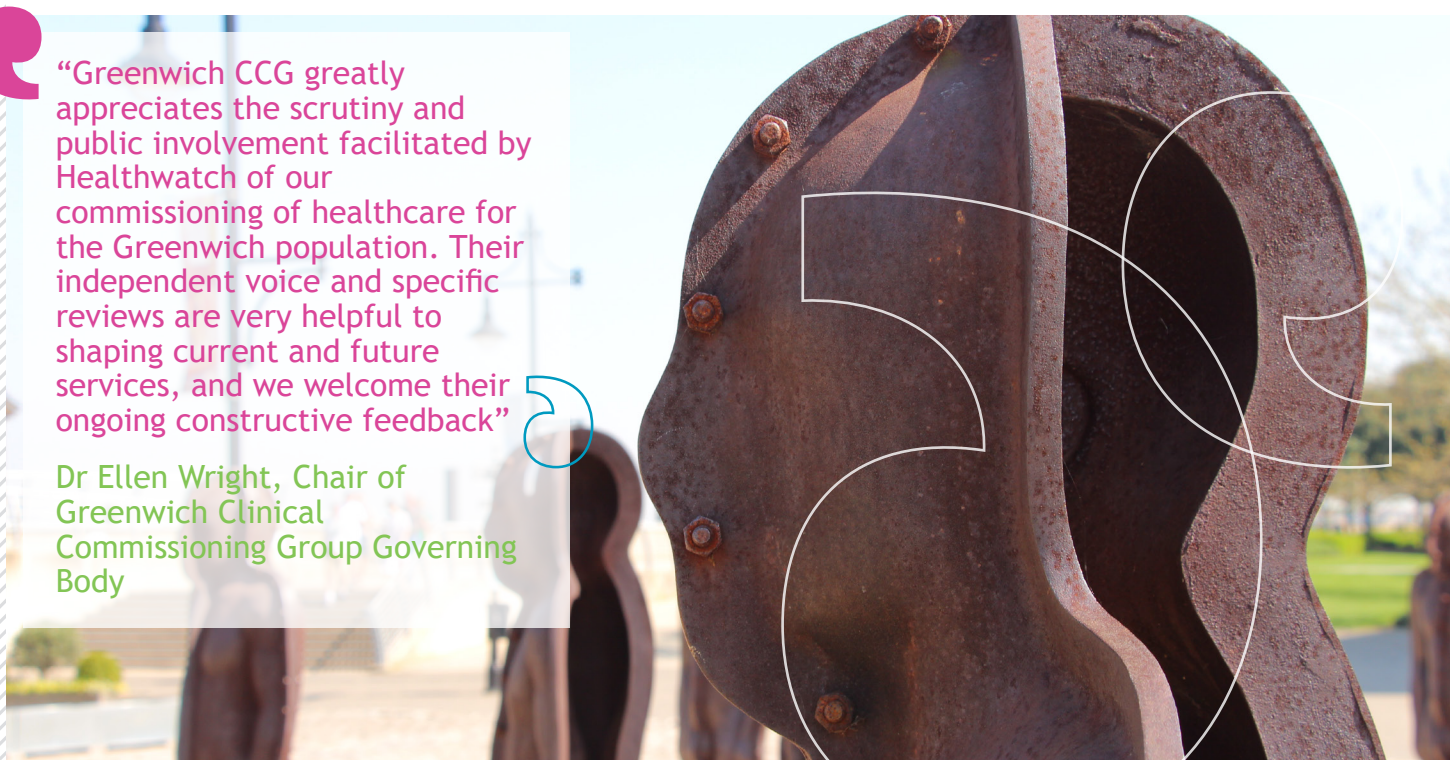
This is despite a translation service being commissioned by Greenwich CCG and available free of charge to all GP practices in the Borough. Telephone translation services are available without the need to book, and face to face interpreters are available with some notice.

Through our revisit to the Nepalese report, we identified a number of practices that are not using the services for a variety of reasons, including incompatible telephone systems and a general lack of awareness of the services.

Our updated report on health access in the Nepalese community and our 2017 and 2018 GP access reports are available through our website: <https://healthwatchgreenwich.co.uk/what-we-do/our-reports/>

“Greenwich CCG greatly appreciates the scrutiny and public involvement facilitated by Healthwatch of our commissioning of healthcare for the Greenwich population. Their independent voice and specific reviews are very helpful to shaping current and future services, and we welcome their ongoing constructive feedback”

Dr Ellen Wright, Chair of Greenwich Clinical Commissioning Group Governing Body





# Making a difference together





## How your experiences are helping to influence change

In addition to our outreach and one to one support, this year we have carried out four major pieces of work:

### GP access

We carried out a number of information gathering processes to build up a picture of people's experiences of accessing and using GP service in the borough. These included:

- + 13 Enter and View visits
- + An online survey completed by more than 200 people
- + A telephone and website audit of all 43 practices' registration requirements
- + A review of translation services available to GP practices

Overall, we discovered that most people are happy with their GP once they are registered and manage to get an appointment and there are pockets of good practice. However, there are six GP practices who, in spite of NHS guidance, still refuse to register patients without formal ID or proof of address.

Some practices have stated that they need to check immigration status before a patient can register, and at least one used safeguarding as a reason to refuse to register a mum with two children.

We also found that responses to requests for information from Healthwatch Greenwich were very poor from a large number of GPs, with only around eight out of 35 practices tending to respond to our emailed questions or surveys.

### Nepalese community access

In 2014, we published a report into the difficulties faced by some members of the local Nepalese community in accessing services. Of particular concern at the time

was the lack of translation and interpreting service available, meaning that patients with no English frequently had to rely on family members, friends or occasionally a stranger to assist with translation during GP appointments.

Over the last few months we have revisited the recommendations from our original report, speaking to Public Health and the CCG, and going back to the community to see what's changed. Whilst there have been improvements, there are still significant inconsistencies with the way language services are used. Although the CCG commissions and provides a language line (telephone based) and interpreting service (face to face) free of charge to GPs, the uptake is patchy and specifically seems to be poor in areas with a high concentration of the Nepalese community.

### Greenwich CAMHS

This year we have carried out a preliminary investigation into child and adolescent mental health services (CAMHS). It is a national priority and having had direct contact from parents of young people accessing young people's mental health services, we spoke to commissioners, service providers, social workers, foster carers, and children in care to get a feel for how well CAMHS are delivered in Greenwich. Through this we have identified three key areas for further investigation, which we will be looking at in 2018/19:

- + The transition from children to adult mental health services.
- + Improving access to services, especially from under-represented groups.
- + Support for young people who either have to wait for CAMHS or don't meet the thresholds for treatment but still have mental health concerns.

## Working with other organisations

Over the last 12 months we have worked with a number of different organisations on a regular basis, including Greenwich CCG, Greenwich Council, service providers, other local Healthwatch and the voluntary sector. Most of our work is derived from the issues raised with us by the public, however we sometimes take on specific pieces of work on behalf of providers or commissioners to monitor and improve their services. This year we have also been commissioned by Circle MSK and Greenwich Council.

### Circle MSK

Circle Health took over the new musculoskeletal service in April 2017. We were commissioned by them to help monitor their ongoing service implementation. Over the last year we have carried out five Enter and View visits, three focus groups and an online survey aimed at discovering people's experiences of the new services. Overall, aside from some administrative problems, the response has been very positive towards the new service, and especially with regards to the treatment and care provided by clinical staff.

### Royal Borough of Greenwich Adult Transformation team

We were commissioned by Greenwich Council to gather service user experiences of adult social care in the Borough. This was a great example of joint working between us

and the Council and our findings are feeding directly into the Council's adult services transformation programme. The report was large and wide ranging, and common issues we discovered included the poor experience people receiving services have during annual reviews and the anxiety the reviews cause when they are directly linked to potential funding cuts. The full report can be read here: <https://healthwatchgreenwich.co.uk/what-we-do/our-reports/>

"I found it very difficult to find out practically everything, you cannot just go to one person/department and they give out information, i.e. services available, financial help, carers allowance, higher rate of DLA etc. At times I felt that I was getting nowhere."

Adult social care service user

### GAIN

This year we have worked closely with Greenwich Area Involvement Network (GAIN), a small local organisation made up of mental health service users. We supported GAIN members and the local authority to develop a specification to procure an organisation that can help GAIN grow and develop, and their volunteers have undertaken Enter and View training and visits. We have also trained and supported GAIN's members to attend CCG contract monitoring meetings to represent the patient voice.







## How we've worked with our community

### Volunteers

We now have a core group of 12 volunteers who support us with everything from administration, to service visits and outreach sessions, to contract monitoring meetings. Our volunteers are an essential part of the Healthwatch team, significantly increasing our capacity as a small organisation and widening our impact in the Borough. All of our volunteers receive training and ongoing support.

We are always looking for more volunteers and have placed our volunteer application form onto our website, to make it easier to access and complete. For more information, visit: <https://healthwatchgreenwich.co.uk/get-involved/volunteering/>

“Volunteering with Healthwatch is extremely meaningful, as we are able to directly collate information gathered from patients and service users, which accentuates the need for patient voices to be heard, in important healthcare services”

Arunima Shrestha, Healthwatch volunteer

### Enter and View training and CCG contract monitoring

Over the last few months, we have been developing a new way for patients and

service users to be involved in service monitoring and development. Working with Greenwich CCG we have recruited and trained a core group of volunteers, who are now attending CCG contract monitoring meetings. These volunteers will also be undertaking regular Enter and View visits to the services to gather up to date feedback from patients and service users, and feeding this information directly into the contract monitoring meetings, to ensure action is taken where needed.

Over the last year we have carried out 22 Enter and View visits, with at least one volunteer attending the majority of them. We have over 50 Enter and View visits booked for 2018/19, and volunteers will be playing an even greater part in the process, gathering patient and service user experiences, feeding these back to commissioners and providers and helping to improve services across the board.

“Healthwatch Greenwich has been pivotal in my development and inspired me to pursue an MBA in Hospital and Health Services Management. Being part of the various opportunities available allowed me to realize just how much one can contribute to improving health service quality and has also allowed for the development of the PhD topic I would like to undertake shortly, to contribute to this area of interest.”

Nomusa Muhlwa, Healthwatch volunteer

it starts with  
**YOU**





“Healthwatch Greenwich are a key organisation for ensuring that health and social care organisations deliver services that meet the needs of local people. They also help us to continue improving those services. They provide a link between large, statutory bodies like the Council and NHS providers, and local people who use services.””

Simon Pearce, Director, Health and Adult Services, Royal Borough of Greenwich

### #ItStartsWithYou

Over the last two years, Healthwatch Greenwich has had a regular slot at Greenwich Migrant Hub (<https://greenwichmigranthub.com>). This outreach led to one of our key pieces of work, following multiple concerns raised regarding difficulties people sometimes have registering with GPs

In the UK, everyone has the right to access primary health care regardless of status. Under NHS guidance, GP practices are allowed to ask for ID and proof of address, but should still register patients without ID, providing they fall within the catchment area.

Not registering patients without ID or proof of address can impact on a range of potentially vulnerable groups including recent migrants, women fleeing domestic abuse, young people in supported accommodation and homeless people. In addition, not being able to register at a GP can increase pressure on already stretched urgent and emergency care services.

Yinka contacted us after being refused registration at her local GP practice because she didn't have any ID or proof of address. This was despite the fact that her children were already registered there. We contacted the practice on her behalf who told us that their policy was to not register people without ID. They also told us they had a safeguarding duty to the children and needed to prove the children were Yinka's before they registered her (although there were no safeguarding concerns, and the practice hadn't reported any to the local

authority or the police). We reminded them of NHS guidance, and they agreed to register Yinka, on condition that she could provide a letter from the people she was staying with to confirm she lived there.

In April 2017, we carried out a full audit of all Greenwich's GP practices' registration requirements by calling each practice and branch and reviewing their websites. We discovered that six practices refused to accept patients and a further 15 practices either weren't sure or required the patient to speak to the practice manager (potentially delaying access to health care). We published our findings in August 2017 and presented it to the Council's Healthier Communities and Adult Social Care scrutiny panel.

Greenwich CCG took notice of our report and provided all the practices in Greenwich with the NHS guidance and best practice for registering patients. In addition, Greenwich CCG used a protected learning time event (time set aside for practice staff training) to raise the issue and encourage practices to change their policies.

We repeated the audit in March 2018 and were disappointed to see that whilst there had been some progress, there is still a persistent core group of practices refusing to register patients. We are now raising the issue at Greenwich CCG's Primary Care Commissioning Committee and will be running our No ID Needed campaign this year, designed to raise awareness amongst the public of their rights and to pressure non-compliant GP practices to amend their policies.

# Our plans for next year





What next?

In 2018/19 we will be continuing with our access and engagement priorities. We will continue to look at the barriers people face when accessing and influencing services in Greenwich. We will also be developing our approach to feeding the patient and service user experience into the commissioning, contracting and service improvement process, with the CCG and the Council.

“I greatly value the work of Healthwatch Greenwich, both as a key partner bringing patient and service user perspectives to work on strategic priorities, but also as an effective reviewer of health and care services in the Borough. Healthwatch Greenwich succeeds in marrying constructive challenge with an effective collaborative approach.””

Steve Whiteman, Director of Public Health

In addition, we will be working closely with Greenwich CCG and ensuring that our work contributes to their developing commissioning strategy and their four key priorities:

- Prevention
- Mental health and CAMHS
- Older people and frailty
- Cancer



Our new website contains a TripAdvisor style feedback centre

Our top priorities for the next year

1. **Improving access to primary care:** This will include a No ID Needed awareness campaign to encourage GP practices to follow NHS England guidance and allow people to register even if they don't have formal ID and proof of address.
2. **CAMHS:** Following our recent preliminary report, we'll be delving deeper into some of the issues facing young people accessing mental health services.
3. **Social care revisited:** We'll be following our adult social care report, reviewing the recommendations and identifying changes.
4. **Expanded Enter and View programme:** This year we will be significantly increasing the number of Enter and View visits to get a better picture of what's happening in the Borough.
5. **Follow up and review:** We will be improving our recommendation and follow up processes, ensuring our recommendations are more specific, measurable, time constrained and regularly reviewed.

# Our people





### Decision making

Healthwatch Greenwich Ltd. is a company limited by guarantee with an asset lock. It is led by a board of directors who are responsible for the legal, financial, and strategic direction of the organisation. Operational responsibility is delegated to the Chief Executive and staff team who are responsible for the long-term outcomes and day to day delivery of the organisation.

### How we involve the public and volunteers

- + Our Volunteer Development and Engagement Officer maintains regular contact with our core group of around 12 operational volunteers and Enter and View authorised representatives.
- + All of our board members are volunteers.
- + Strategic decisions about Healthwatch Greenwich activities are made by the board following advice and recommendations from the staff team.
- + Operational decisions are made by the staff team with advice and input from staff, service users and other stakeholders.
- + Priority areas are decided following ongoing feedback throughout engagement activities, direct consultation with the local community, and information from local providers, Council scrutiny, the Care Quality Commission and Healthwatch England.





# Our finances





This year has been the second full year of Healthwatch Greenwich Ltd. operating as an independent organisation. Healthwatch Greenwich operates under contract to the local authority.

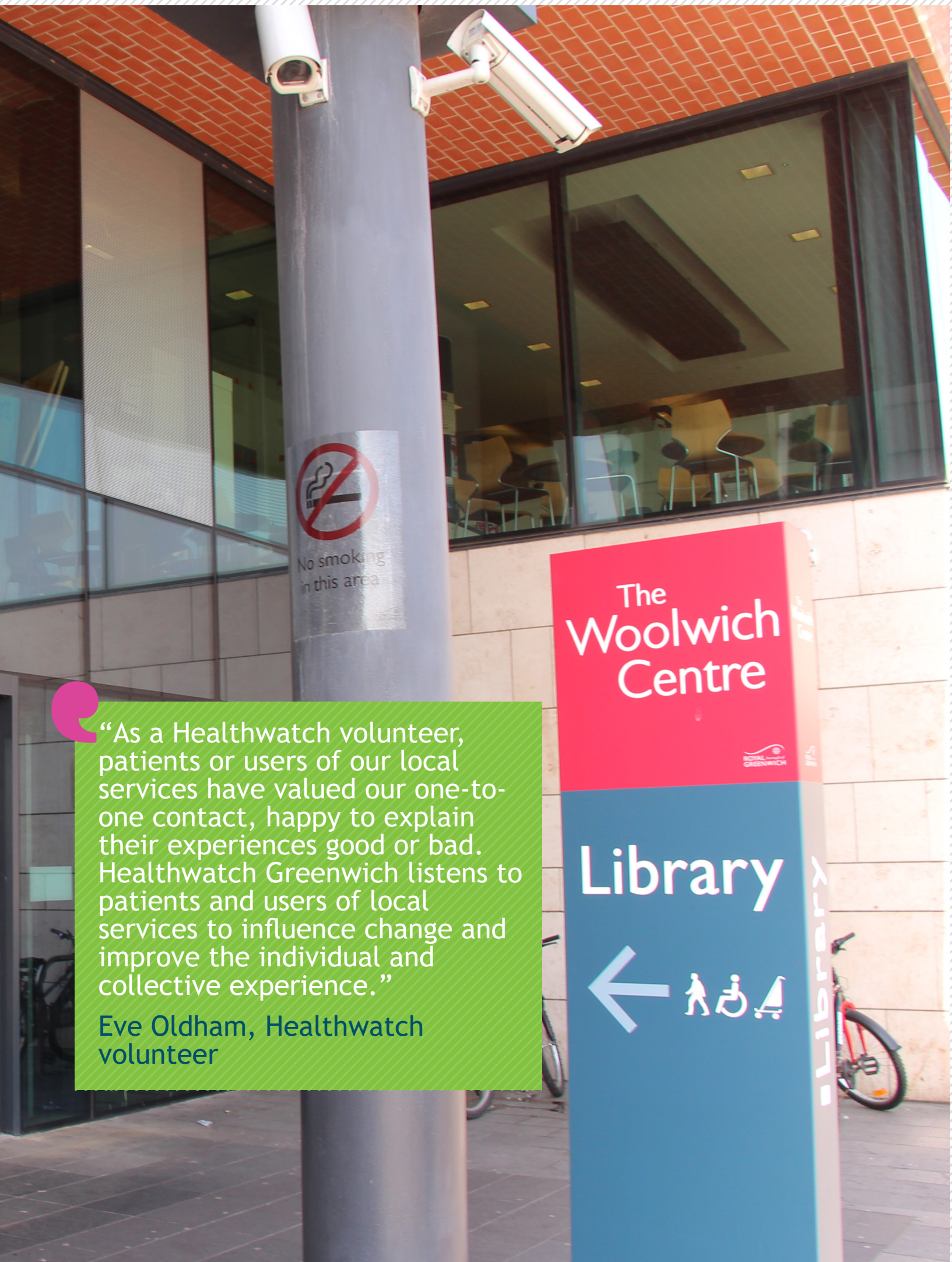
The contract currently has a value of £129,000 per year and initially ran from 1 April 2016 to 31 March 2018, with an extension into a third year, taking us up to 31 March 2019.

Over the year we have supplemented our income with various extra commissioned pieces of work from Circle MSK, Royal Borough of Greenwich and NHS England.

We have received amazing support from the Royal Borough of Greenwich (financially, contractually and operationally) to help us achieve this, for which we are very grateful.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	129,000
Additional Income	38,040
Total income	167,040
Expenditure	£
Operational costs	29,014
Staffing costs	91,550
Office costs	21,138
Total expenditure	141,702
Balance brought forward	25,338

All surplus is reinvested back into the organisation to improve and support our ongoing work.



“As a Healthwatch volunteer, patients or users of our local services have valued our one-to-one contact, happy to explain their experiences good or bad. Healthwatch Greenwich listens to patients and users of local services to influence change and improve the individual and collective experience.”

Eve Oldham, Healthwatch volunteer



# Contact us

## Get in touch

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in: [linkedin.com/company/healthwatch-greenwich](https://linkedin.com/company/healthwatch-greenwich)

## Address of contractors

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, Care Quality Commission, NHS England, Greenwich Clinical Commissioning Group, Royal Borough of Greenwich, and the Healthier Communities and Adult Social Care Overview and Scrutiny Committee.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format, please contact us at the address above.

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