

Healthwatch Greenwich



Annual
Report

2015 -
2016

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Message from our Chair and Manager



I'm pleased to see our third annual report published. It's been a year of progress and building our network, and Healthwatch

Greenwich continuing to see the difference our work makes.

In the last three years Healthwatch Greenwich has gone from strength to strength, as we transition and change from a supported local Healthwatch, to a stand-alone community organisation. Our strengths are, and will be, our team, Board, volunteers and community. I hope reading the pages of our report you will feel we have made our mark, getting the voice of the public heard as we champion what matters most - putting the patient and the users of health and social care services at the very heart of our work. Through our work we help improve services, highlighting concerns and good practice.

My thanks go to our volunteers, staff, board, partners and community who have all contributed so much to our progress during this year. I look forward your continued involvement and contributions into 2016/17 and beyond.

Leceia Gordon-Mackenzie, Chair



In our third year as Healthwatch Greenwich, we have been proud of our achievements in the program of Enter and View visits we

have completed, carrying out research in to Dementia services and effecting our influence through our well- developed representation on strategic decision making committees and boards.

At a time when health and social care budgets are under pressure and difficult decisions need to be made, it has been ever more important that Healthwatch Greenwich champion the patient and service user voice to make sure services work in a way that is more efficient, effective and safe.

I would personally like to thank all staff members, Committee members and volunteers for their continued commitment in a trying year.

Rosaline Mitchell, Manager

Year at a glance

This year we have received 804 commentaries from local people about health and social care services.



639 people and organisations are subscribed to our monthly e-bulletin.



Healthwatch Greenwich share the experiences of local people with providers and commissioners through our representation on 20 boards and committees.



We carried out Enter and View visits to 6 local services.



We have produced reports on a variety of topics including dementia, integrated care and GP practices.



We've met hundreds of local people at our community events.



Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our background

Healthwatch has been established by the Health and Social Care Act 2012 to act as the community champion, supporting people to get the best out of health and social care services. We engage with the local community and support local people to be involved in the design, delivery and monitoring of services so that they best fit local needs.

We do this by:

- Listening to your views and experiences of services
- Using these views to write reports on whether services are doing well or not so well
- Making recommendations on how services can be improved
- Making your views known to the professionals who plan, commission, deliver and monitor services
- Carrying out Enter and View visits to talk to patients, services users, carers and staff
- Providing an information and signposting service about your choices

Our priorities

GP access

Following feedback from the public, Healthwatch looked into GP access as a priority by carrying out an Enter and View Program in five GP surgeries:

- Basildon Road
- Gallions Reach
- Ferryview Medical Centre
- Plumstead Medical Centre
- Eltham Palace Surgery

Enter and View visits allow us to evaluate how services are being experienced and to provide feedback to providers in real time. For instance, at the Eltham Palace Surgery

we recommended that a list of staff should be displayed in the reception area for patient information and we were pleased that this was implemented on the same day. Basildon Road Surgery also took on board our recommendation of adding a handrail to the ramp at the entrance of the surgery.



The main findings from this piece of work were that most people preferred to make their appointment by phone, yet they often found it difficult to get through. There was a lack of awareness of alternative ways to book appointments so there needs to be an increased promotion of the online booking service in particular. Most people were satisfied with the opening hours of their GP practice, although some patients wanted more access to the GP at weekends.

Finally, very few people were aware of their practice's patient participation group, even though they said they would be interested in finding out more. The groups in the practices we visited were varied in terms of the number of members and set up. GP practices in Greenwich need support to make sure they are all of a similar standard and are being publicised as well as possible.

Perinatal mental health

The mental health of expectant and new mothers is incredibly important as it not only affects the mother but the family as a whole. In order to contribute to the development of the Clinical Commissioning Group's (CCG) Perinatal Mental Health Strategy, Healthwatch Greenwich is working with Greenwich CCG, Maternity Services Liaison Group, MumsAid and Family Action Greenwich.



We are carrying out in depth interviews to assess mothers' experiences of support services. For those mothers who did not use these services we want to know why they didn't and what could have been done to help them access them.

“The presence of Healthwatch Greenwich has been hugely beneficial in the Maternity and Children Steering Group in Greenwich CCG. It provides invaluable insight into the needs of the community, representing our population and steering how important commissioning decisions are made. As a CCG, we have directly benefitted from an active and effective Healthwatch, which has represented the views of our local population.”

Eugenia Lee, Clinical Lead Children and Young People, Greenwich CCG

Structure of Healthwatch Greenwich

Management Committee

The Management Committee acts as the strategic lead for Healthwatch Greenwich. It ensures that the activities of Healthwatch Greenwich fulfil its statutory requirements and reflect the diverse population of Greenwich. The Committee is made up of local people who fulfil their role on a voluntary basis.

This year we have been pleased to have recruited a Young Person Representative to the Management Committee, Samira Hashi. This recruitment brings much needed insight and a voice for the young people of Greenwich.

In 2015/16, the members of the Management Committee were:

- Leceia Gordon-Mackenzie (Chair)
- Kate Brian
- Samira Hashi (Young Person Representative recruited in September 2015)
- Roger Hendicott
- Lola Kehinde
- Anglea Sweeney
- Mike Thomas
- Karen Wint

Staff

The staff team are paid staff members who provide the operational support for Healthwatch Greenwich. They enable, support and facilitate the activities of Healthwatch Greenwich.

In 2015/16 the team were:

Manager (full time) Julie Bristow, May-September 2015 (maternity cover) and Rosaline Mitchell, from September 2015

The manager acts as the operational lead for Healthwatch Greenwich and is responsible for overseeing all aspects of Healthwatch and the management of the team.

Community Development and Engagement Officer (part time) Clive Mardner

This role conducts outreach work in order to engage with a diverse community. The Community Development and Engagement Officer gathers the views, concerns and needs of the community relating to health and social care services.

Policy and Research Officer (part time) Jade Landers

This role carries out research and provides evidence for and promotes the impact of successful patient and public engagement. The Policy and Research Officer analyses developments in health and social care and provides briefings to support Healthwatch representation.

Communication and Involvement Officer (part time) Sharon Legae

This role promotes Healthwatch Greenwich and its work through a number of communications streams and assists in the recruitment, induction and support of volunteers.

Sessional workers

For commissioned pieces of work, to expand the capacity of the team, we have recruited staff to work on a sessional basis on particular projects.

In 2015/16, our sessional workers were:

- Leceia Gordon-Mackenzie - worked on Dementia Project
- Abdifatah Mohamoud - worked on Dementia Project
- Safal Mukhia - worked on Dementia Project
- Elly Witte - worked on Dementia Project and Eltham Test and Learn Follow Up

Volunteers

Our volunteers are a key part of the organisation and an important way of involving local people in our work.

In 2015/16, our volunteers included:

- Daphne Barnett - representative at Queen Elizabeth Patient User Group
- Rita Billingham - takes part in Environment Trust Audits (ETAs) at Queen Elizabeth Hospital
- Jane Gregory - representative on Eltham Community Hospital Steering Group
- Silvia Lombardo - takes part in Patient-led Assessment of Care Environment (PLACE)
- Zeinab Moallin - supports engagement by carrying out outreach activities
- Richard Neville - ETA Lead and takes part in PLACE
- Harry Onyenke - supports engagement by carrying out outreach activities and takes part in PLACE

- Ayo Oyengunle - takes part in ETAs at Queen Elizabeth Hospital
- Gyan Tamang - supports engagement by carrying out outreach activities
- Susie Wilson - NHS 111 Patient Experience Group

Support for volunteers

At Healthwatch Greenwich we feel it is vital to involve volunteers in our work. We believe that their contribution adds great value to Healthwatch Greenwich's engagement with the local community. Each of our volunteers has been through a comprehensive recruitment process, which allows both Healthwatch and the volunteer to have a clear understanding of the role, what is expected when carrying out that role, and the support that is provided.

Knowing the value that volunteers bring, we make sure that all volunteers are continually supported in their role. This means providing them with the right training and supervision to ensure they carry out their job successfully and gain the most benefit from their experience with us. We also place great importance on expressing our appreciation to our volunteers and to rewarding them for their time and efforts throughout the year.

“Volunteering, to me, means a selfless dedication service to the community with little or no emphasis on financial compensation. It gives me great joy to be part of Healthwatch Greenwich.”

Mr Harry M Onyekwe, volunteer



Our Healthwatch Team (L-R): Clive Mardner; Rosaline Mitchell; Jade Landers; Sharon Legae



Some members of our staff, board, volunteers and representatives (L-R): Clive Mardner; Angela Sweeney; Rodger Hendicott; Lola Kehinde; Mark Delacour; Jade Landers; Ayo Oyengunle; Leceia Gordon-Mackenzie; Harry Onyenke; Rita Billinghurst; Sharon Legae; Richard Neville

Listening to people who use health and care services



Gathering experiences and understanding people's needs

General engagement

Engagement is a key part of our work. In order to represent the community voice, we endeavour to talk to as many local people as possible through outreach activities. We engage with individuals or community and voluntary groups in a number of ways:

- Holding pop-up stalls in local venues such as hospitals and libraries
- Manning an information stall at local events
- Meeting with local community and voluntary groups
- Meeting with patient participant groups at GP surgeries
- Attending coffee mornings and social group meetings
- Visiting day centres to engage with service users

Targeted engagement

Older people

We have attended a number of meetings at our local Pensioners Forum and have been able to hear the opinions of the large number of older people who attend on a regular basis. A specific research project looking at dementia services allowed us to engage with over 100 older people and include their feedback in our work. More information on the Dementia Project can be found below.

Black and Minority Ethnic people

We have worked closely with a local organisation, Greenwich Independent Project. In particular, we have supported the Migrant Hub initiative, providing three hours of advice and support to the migrant hub based at the project on a monthly basis.

A positive way to engage with certain groups is to recruit volunteers from within these groups to work alongside us. This year we have successfully recruited a volunteer to support our engagement with the local Somali community.

The Gurkha Settlement Service (an integration project supporting the Gurkha community in London) raised concerns about difficulties accessing interpreters for GP appointments. We worked with the project to produce a factsheet to register with a GP and how to access interpreting services.



Sensory impairment

We have developed a relationship with the British Deaf Association and we were invited to South East London Vision to engage with their local users on issues that the deaf and visually impaired community face when accessing health and social care services.

In addition, we have attended:

- Plumstead Make Merry
- Great Get Together - Armed Forces Day
- Quaggy Carnival
- Men's Health Day event
- Woolwich Common Health Day
- Oxleas Members' event
- Social Isolation event
- Mental Health Week
- Pensioners Forum Annual Health Conference

And have engaged with:

- Caribbean Social Forum
- Stroke Association
- Thamesmead Health Champions
- Greenwich Health Champions
- GAD Let's Not Forget Club
- Barnsfield Estate Hub
- Researchnet

- South East London Vision Group
- Greenwich Area Involvement Network (GAIN)
- Bridge Mental Health
- Patient participation groups
- Woolwich Tenancy Association
- Freedom Arena Church, Thamesmead

Communications

In addition to our outreach work, we have developed the ways in which we engage with the public digitally. The Healthwatch Greenwich website provides the public with information on our work and is kept up to date with our activities and ways the public can get involved. Every month we produce and disseminate an eBulletin that provides an update on our work, outlines meetings we have attended as well as providing health and social care news. We currently have 639 subscribers.



We have used social media such as Twitter and Facebook to engage with those who do not necessarily get involved in community work through meetings. This has proven to be a useful way to communicate real time updates of our work and relevant news articles.



What we've learnt from visiting services

Enter and View

Healthwatch Greenwich has carried out six Enter and View visits in 2015/16. As well as the five visits to GP surgeries carried out as part of the GPs Access priority, we have also conducted an Enter and View visit to Oxleas House.

Enter and View visits are one of our statutory powers, which allows us to visit services to see and hear for ourselves

how services are being delivered. Visits involve talking to patients, service users, carers and staff about their experience of the service and making observations on the nature and quality of services.

The trained representatives are:

- Leceia Gordon-Mackenzie
- Jade Landers
- Sharon Legae
- Silvia Lombardo
- Clive Mardner
- Rosaline Mitchell
- Richard Neville
- Michael Thomas

"I would like to say it was a pleasure meeting the Healthwatch team in August and to thank them for their findings in the report as it is always good to get feedback on anything we can improve on and always great to hear positives so we know we are doing a good job in the service we provide."

Pauline Clelland, Practice Manager Basildon Road GP



Giving people advice and information



Helping people get what they need from local health and care services

One of Healthwatch's statutory functions is to provide information to people who use health and social care services to enable them to make informed choices about their care.

The key signposting queries are:

- People requiring information on the nearest GP surgery or what to do if a GP practice closes
- Complaints and how to make them
- How to get an emergency dental appointment

In relation to complaints our aim is to ensure that the person only tells their story once. We will log the details of the enquiry on our database. Depending on the severity, we can make an initial referral to the organisation, which has been complained about or make a referral to Voiceability. Voiceability provide a complaints advocacy service. For this financial year only two cases have been referred to Voiceability.

Case study - Signposting query

An individual called explaining that she wanted to access her medical records held by her GP but didn't know how to go about it. She was also very interested in joining the patient participation group (PPG) at her GP surgery but was having difficulties finding out more about it and becoming a member. We were able to provide all the information required and the individual was extremely pleased with our help.

The key issues for the individual were:

- On several occasions she found it incredibly difficult to make an appointment
- She found the receptionist rude
- She found it difficult to get any information on her surgery's PPG
- The practice manager ignored her emails or phone message enquiring about the PPG
- She has not been able to join her PPG as has been told that it is full

Quarter	Total calls	Caller satisfaction	Onward referrals	Complaints	Referral to Voiceability
APR-JUN 2015	6	100% (6)	0	0	0
JUL-SEP 2015	6	100% (6)	0	0	0
OCT-DEC 2015	12	92% (11)	1	2	1
JAN-MAR 2016	11	100% (11)	3	1	1



Overall there were concerns about the lack of diversity of the PPG, and how difficult it was to learn more about the group. The individual was also unhappy with the service provided to her husband who suffers from Asperger syndrome.

After meeting with the individual we were able to provide all the information and support required and she was extremely pleased with our help and the outcomes.



“Thank you for all your time listening to my queries and helping me solve my problems with my GP”

Signposting service user

We were able to:

- Contact the practice on her behalf
- Provide information and support on how to submit a local complaint
- Help draft the complaint
- Provide the details of an advocacy service and explain the process

We were able to help resolve the situation as Healthwatch Greenwich has a good relationship with the GP Practice.

How we have made a difference



Our reports and recommendations

In order to keep patients at the heart of policies and strategies, Healthwatch Greenwich makes efforts to contribute to the drafting of a number of policies and strategies. This year, we have submitted official comments to the development of:

- Small grants bid
- Greenwich Health and Wellbeing Strategy
- Greenwich Primary Care Strategy
- Perinatal Mental Health Strategy
- Oxleas Carers Strategy



Quality Accounts

Every year, all providers must produce a report on the quality of their services. We are working jointly with our colleagues in Healthwatch Bexley and Bromley to provide a comment on the Quality Accounts of:

- Lewisham and Greenwich NHS Trust
- Oxleas Foundation NHS Trust
- Greenwich and Bexley Community Hospice

Monitoring hospital standards

With our dedicated volunteers, Healthwatch continues to contribute to weekly cleaning audits at Queen

Elizabeth Hospital in order to improve hospital cleanliness and infection control. We have been very successful in recruiting a pool of volunteers who have experience of working in hospitals to carry out these audits and the infection rate at Queen Elizabeth continues to fall.

Some of our volunteers have carried out Patient Led Assessment of Care Environments at local NHS services to monitor different aspects of the patient experience such as cleanliness, physical access, food quality and signage.

“I’m really pleased to continue volunteering for Healthwatch Greenwich on Environmental Trust Audits at Queen Elizabeth. Our involvement has meant that progress is constantly being made and standards are constantly being improved.”

Richard Neville, volunteer

Procurement

Contributing specifically to procurements of services, Healthwatch Greenwich has taken part in the evaluation of bids or interview stage of:

- Tier 3 Specialist Weight Assessment and Management Service for Severe and Complex Morbid Obesity
- Urgent Care Centre/Out of Hours Service
- End of Life Care
- Greenwich Home Support

This has meant that Healthwatch can ensure that future services meet the needs of local people and that new specifications include engagement with service users for feedback on the care they are receiving throughout the lifetime of the contract.

Representation

Healthwatch Greenwich uses its influence on a number of Boards and Committees to ensure the views of the public are heard.

Royal Borough of Greenwich

- Health and Wellbeing Board
- Health and Wellbeing Strategy Steering Group

Greenwich Clinical Commissioning Group

- Patient Reference Group
- Children and Maternity Steering Group
- Market Management and Procurement Committee
- Quality Committee
- Cancer and End of Life Care Monthly Working Group
- Local Care Network Transformation Group

Oxleas NHS Foundation Trust

- Oxleas/Healthwatch Liaison Meetings with Chairman and Deputy CEO
- Older People's Mental Health Stakeholder Group
- BME Mental Health Steering Group

Lewisham and Greenwich NHS Trust

- Patient Experience Committee
- Nutrition Steering Group
- Queen Elizabeth Hospital Food Focus Group

Voluntary Sector

- Mental Health Forum

GAVS

- Health and Wellbeing Forum
- Health and Wellbeing Steering Group
- Children and Young People Forum

South East London

- South East London Primary Care Joint Committee
- OHSEL Patient and Public Advisory Group

Working with other organisations

Working with statutory partners

The Healthwatch Chair has continued to foster and develop good working relationships with statutory stakeholders by having regular one-to-ones with:

- CCG Chief Officer
- RBG Director of Health and Adult Services
- Director of Integrated Governance

Regular communication with our partners is important as it increases and improves knowledge and understanding of our changing health and social care service provision. It provides opportunities to view and understand issues from different perspectives and move towards more joined up thinking.

Working with other Healthwatch

We continue to work within a strong network of Healthwatch in South East London and London region and meet on a regular basis and work in collaboration in order to share good practice, resources and skill sets.



Working with Healthwatch England

Healthwatch Greenwich liaises regularly with Healthwatch England's Development Officer in order to share the intelligence and insight we receive from the public to feed into the national picture. We take part in all Healthwatch England training and regularly attend the London Network Meetings.

Working with the Care Quality Committee (CQC)

Healthwatch Greenwich has supported the CQC with its program of inspections by providing all intelligence on services prior to inspections. We have met with the Primary Care Lead Inspector to learn more about the inspection process and it has given us opportunity to build relationships with the inspection teams.

Involving local people in our work

Health and Wellbeing Board

Healthwatch Greenwich has contributed to the development of the Health and

Wellbeing Strategy, through contributions to the Health and Wellbeing away day and conference. In particular, Healthwatch Greenwich is pleased the Living Streets initiative has been adopted.

Our contributions to the Health and Wellbeing Board are grounded in what we hear from local people about what is important to them about health and social care services in Greenwich. We use this feedback as evidence to influence change. We also look at local and national policies to see how Greenwich compares to other areas and ensure our residents are not being disadvantaged.

Using this evidence, we prepare for the Board meetings by identifying areas on the agenda where we can have the greatest influence to improve services for local people. We will then support our representative to make effective contributions by producing briefings on any key issues and drafting responses where appropriate.

“The Royal Borough thanks Healthwatch Greenwich for continuing with their work to support local residents to gain the best possible experience of health and care services in the Borough.”

Cllr. David Gardner, Cabinet Member for Health and Adult Social Care

Our work in focus



Our work in focus: Eltham Test and Learn follow-up



As part of our work evaluating the Eltham Test and Learn initiative (part of the Greenwich Integrated Care programmes) we published the results of our follow-up evaluation.

Following the award of the Integration Pioneer status, partners across health and social care in Greenwich developed a 'team around the person' model, targeting adults with complex needs who have been identified as being at high risk of ill health and hospitalisation.

An individual Care Navigator was assigned to each patient to help establish their needs and to help coordinate their care. Based on the needs of the patients, the Care Navigator helped them to develop statements, which would specifically set the outcomes the patient wanted and asked them to rate how they were coping out of 10.

The first stage of the evaluation was completed in summer 2014 and found there was a positive impact on patient experience with 91% of the patients' 'I' statements being met and a mean increase in coping score of 2.1.

The follow-up interviews took place in the summer of 2015, with the aim of seeing whether the positive effect found in the first evaluation had been sustained in the long term. Although some patients' coping scores had decreased since the last evaluation, two-thirds were still higher than the baseline. Patients were in less regular contact with their Care Navigator and their experience with other healthcare services such as GPs and district nurses was varied.

Healthwatch Greenwich concluded there is a need for better clarification of the Care Navigator's role for patients and also to make better use of voluntary sector services to help improve wellbeing, particularly with regards to social isolation. This has fed back into the overall evaluation of the initiative and will be used to inform the service as it is rolled out across the borough.



Our work in focus: Dementia



Healthwatch Greenwich was commissioned by Royal Borough of Greenwich (RBG) and Greenwich CCG to gather the views and experience of individuals with dementia and their carers of support services in the borough.

Locally and nationally, dementia is one of the greatest challenges facing our population. As the size of population increases and the longer people live, the number of people with dementia grows. Because of this, improving dementia services is a national and local priority and in order to ensure services are shaped and delivered to fit local needs, Healthwatch Greenwich carried out research to find out service users' and carers' views and experiences of dementia support services. This way services users could be at the heart of designing the right services to achieve the best outcome.

Working with local organisations and groups, we conducted surveys, focus

groups and one-to-one interviews to engage with a total of 130 people. This piece of research allowed us to highlight services that received positive feedback such as Oxleas Memory Clinic and Greenwich Association of Disabled People (GAD) Let's Not Forget Club. It also identified areas that need improving such as better information on how to manage dementia and how to care for someone with dementia. It also highlighted that more awareness of dementia was needed especially within certain community groups who saw memory loss as a part of growing old and so would not seek any professional medical help.

“Thank you for the chance to tell you about my experiences. Not speaking English makes me feel invisible so I am grateful that you have come to talk to me.”

Healthwatch is proud that the findings of the report feature heavily in the newly drafted Living Well with Dementia in Greenwich Strategy and that we have been invited to join the Dementia Implementation Group to influence improvements to dementia support services.

Our work in focus: Home care



Healthwatch Greenwich was commissioned by the Royal Borough of Greenwich to facilitate service user involvement in the tendering of the newly designed Greenwich Home Support.

Greenwich Home Support is a new model for integrated care and support in the home. It is a joint service between Royal Greenwich Council and NHS Greenwich Clinical Commissioning Group, which will:

- Reduce the current number of providers from 23 to 3
- Include specialist community support pools involving providers with particular specialisms
- Provide better paid and skilled carers
- Develop support plans that focus on outcomes - improve quality of life and support people to live as independently as possible

A section of the scoring for the Greenwich Home Support tender was allocated to a Home Care Service User tender panel, which Healthwatch Greenwich facilitated. Healthwatch Greenwich recruited, trained and supported a group of Home Care services users to develop their own interview questions, which they asked directly to bidders and scored.

We are proud to have enabled service users to directly influence the commissioning of the Greenwich Home Care Service and ensure that what is important to them is brought to the attention of both providers and commissioners.

“Social Care Commissioning have utilised Healthwatch Greenwich’s expertise to support the Greenwich Home Support (Home Care) tender. Healthwatch’s approach allowed the service users’ voice to be heard and the providers be challenged on the issues important to them. We hope this is the start of regular service user participation facilitated by Healthwatch with service users, as the new service is developed.”

Ed Humphreys, Older People Joint Commissioning Manager

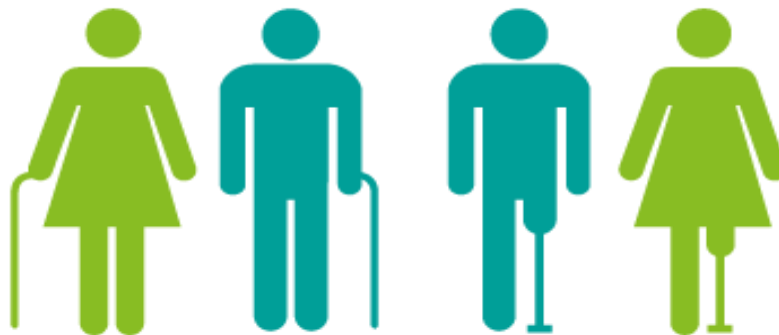


We intend to continue this work in the coming year by supporting service users to produce the material with RBG that will inform users of the changes. This will ensure that the message is conveyed appropriately and clearly, eliminating unnecessary worry amongst service users.

We will also work with the services users and RBG to coproduce an outcome framework. This will be used by all providers to outline a new approach to caring for people, which focuses on their individual goals as well as their physical needs.

“Thank you so much for listening. I think it’s so important that we [service users] have the opportunity to tell services what it is that we want and how services can make our lives easier.”

Home care service user



Our plans for next year



Our plans for the future

Transition to independent organisation

The Management Committee of Healthwatch Greenwich has incorporated a new independent organisation, Healthwatch Greenwich Limited, to deliver Healthwatch Greenwich from 1 April 2016.

On 1 April 2016, the Healthwatch Greenwich office will be moving from New Haddo, 29 Tarves Way, London SE10 9JU to Gunnery House, 9-11 Gunnery Terrace, London SE18 6SW.



Future priorities

In our first year of independence, our priorities are to:

- Develop a strong infrastructure for the new organisation
- Strengthen the support provided by the staff team
- Endeavour to engage more with those seldom heard
- Grow our pool of volunteers



The key areas we will focus on next year have yet to be decided and we will be talking to local residents, patients and service users to help us shape our priorities.

Decision making

The Management Committee determine the strategic direction for Healthwatch Greenwich and meet on a monthly basis where they are updated on the work of the operational team, and discuss how to move forward. The Management Committee ratifies all our reports and official comments and recommendations.

Through our engagement, we gather the public's views and experiences of health and social care services. We analyse this data to inform the priorities and issues we look into.

Our finances



Finance

At time of publication, Healthwatch Greenwich was not able to include a ratified financial report agreed with METRO Charity.

METRO Charity was contracted by Royal Borough of Greenwich to provide all the operational aspects of Healthwatch Greenwich, including back office and accounting support, line management and supervision of its staff and reports on a quarterly basis to the commissioner to demonstrate that Healthwatch Greenwich is delivering a quality service.

For all queries on the financial information for 2015/16, please direct them to Greg Ussher, CEO of METRO Charity on 020 8305 5000.

Once available this financial report will be available on www.healthwatchgreenwich.co.uk

INCOME	2015/16 £	2014/15 £
Funding received from local authority to deliver local Healthwatch statutory activities	129,000.00	146,000.00
Other income		
Greenwich Home Support – service user involvement	7,500.00	-
Dementia Research Project	30,000.00	-
Eltham Test and Learn	-	5,000.00
Flu Awareness Campaign	-	2,500.00
Total income	166,500.00	153,500.00
EXPENDITURE		
Premises		
Rent	8,160.36	9,600.00
Remote location costs	1,459.18	448.22
Staffing costs		
Salaries	98,470.00	85,343.78
Chair stipend	4,000.00	included in governance
Employer's National Insurance and pension contributions	16,681.00	9,446.75
Other staff costs (expenses etc.)	1,822.45	4,195.82
Office costs		
Telephone and website	5,133.45	625.21
Printing and stationery		1,689.32

Promotional costs		
Events and annual report	712.98	865.50
Volunteer costs	3,027.47	651.96
Service user costs	1,040.96	
Management costs		
METRO management fee (13% of sales income)	21,410.87	19,955.00
Project costs		
Governance costs	2,442.29	4,674.43
Community engagement/ partnering (GAVS) 2014/15		14,678.00
Total Expenditure	164,361.01	152,173.99
Total		
Income	166,500.00	153,500.00
Expenditure	164,361.01	152,173.99
Surplus	2,138.99	1,326.01

Contact us



Get in touch



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Healthwatch Greenwich

We will be making this annual report publicly available by 30 June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Greenwich Clinical Commissioning Group, Overview and Scrutiny Committee, Healthier Communities and Adult Social Care Scrutiny Panel and our local authority, Royal Borough of Greenwich.

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.

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