

# Healthwatch Greenwich

Annual  
Report

2014/2015



**healthwatch**  
Greenwich

make your  
**voice**  
**count**

Have your say on health and  
social care in Greenwich

*If you are  
looking for information or  
have concerns or suggestions*

**Contact us**

Tel: 020 8305 5008

Email: [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)  
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## Note from the Chair



*I'm delighted to present Healthwatch Greenwich's second annual report, which covers the period 1 April 2014 to 31 March 2015.*

This report brings together the work we have done on issues and concerns that matter to you. As always, it is vital that your views and experiences help to shape your health and social care services and we thank you, the local community, for engaging with us in this work.

We are an independent voice and with the support of the management committee, the staff, and volunteers we continue to positively influence those who deliver your services and make sure they listen and understand your views. Sharing your experiences and feedback helps us to champion your needs and improve services.

In the coming year we will continue to build Healthwatch Greenwich as the voice of the patient and public, by attending meetings, responding to consultations, and community engagement, which gives us credibility and influence in pushing the patient voice. We are members of the Greenwich Health and Wellbeing Board, where we positively shape services to meet the needs of the people.

Healthwatch Greenwich is a network of networks with strong links with partners and the community. Without their and your support we could not exist.

*Leceia Gordon-Mackenzie*

*Chair*



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## Note from the Manager



*Our second year at Healthwatch Greenwich has been a period of consolidation. We continue to act as the independent local consumer champion,*

*supporting people to get the best from their health and social care services.*

Building on the success of our first year, I am proud of how our work has progressed. Our highlights this year have been our work in supporting integrated healthcare initiatives, improving child and adolescent access to mental health services and working with vulnerable groups to understand their health needs.

I am looking forward to continuing to build our independent status and would like to thank the Healthwatch Greenwich staff, Management Committee, the contract holder METRO, our volunteers and statutory partners for all your commitment and hard work to advance the work of Healthwatch Greenwich.

*Rosaline Mitchell*

*Manager*



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# About Healthwatch

**We engage with the local population to find out what their experience is of health and social care services in Greenwich.**

We use this information to ensure that the views of local people are heard when decision makers are developing new services or making changes to existing ones. We are the only organisation in the borough that focuses solely on collecting local opinions and views on health and social care, and everything we say and do is informed by these strong connections to the local population.

As a statutory watchdog and part of the national Healthwatch network, we are committed to ensuring that the voices of those in Greenwich who use and experience services are heard and are taken forward so that they are able to influence the design and development of health and social care in the borough.

## **Our strategic priorities**

The priorities for Healthwatch Greenwich were agreed during consultation with the public and by analysing need throughout the borough. During 2014-2015 these priorities remained the same so that we could continue the work begun in our first year. Our three priorities for 2014-2015 were:

- The merger of Queen Elizabeth and Lewisham hospitals to form Lewisham and Greenwich NHS Trust
- Mental Health
- Integrated Care

## *Structure of Healthwatch Greenwich*

### **Management Committee**

The strategic direction of Healthwatch Greenwich is determined by a Management Committee whose members have been recruited from the local community. They ensure that the activities of Healthwatch Greenwich fulfil its remit and reflect the diverse population of Greenwich. During 2014-2015 we recruited two new members to the Management Committee and one of our members stepped down. In 2014-2015 the Management Committee included:

- Leceia Gordon-Mackenzie (Chair)
- Kate Brian (joined in June 2014)
- Roger Hendicott
- Lola Kehinde
- Louis Kleinman (resigned December 2014)
- Joanne Munn
- Angela Sweeney
- Mike Thomas (joined in December 2014)
- Karen Wint

### **Staff team**

*The current staff team include:*

**Rosaline Mitchell** - Manager (full time), responsible for overseeing all aspects of Healthwatch Greenwich's work and management of the Healthwatch team.

**Clive Mardner** - Community Development and Engagement Officer (part time), performs outreach activities to listen to the views of local people on health and

social care services and involve them in the design of the services.

**Sharon Legae** - Communications and Involvement Officer (part time), provides support to our volunteers and representatives and is responsible for communicating Healthwatch Greenwich activities through our social media channels and monthly e-bulletin.

**Jade Landers** - Policy and Research Officer (part time), analyses developments in health and social care alongside our evidence collected through public engagement in order to inform how Healthwatch Greenwich can best influence service design and delivery.

### Our representatives

In addition to our staff and members of the Management Committee some of our volunteers also represent Healthwatch Greenwich on various boards and groups across the borough.

- Daphne Barnett - Patient User Group
- Susie Wilson - NHS 111

- Richard Neville - Environmental Trust Audit Lead
- Jane Gregory - Eltham Community Hospital Steering Group

### Our volunteers

Our volunteers are a key part of the organisation and are an important part of carrying out Healthwatch Greenwich's work. During this year we have continued to recruit volunteers for a variety of positions and in addition to our management committee our volunteers are listed below:

- Daphne Barnett
- Jane Gregory
- Richard Neville
- Harry Onyenke
- Silvia Lombardo
- Ayo Oyegunle
- Omolara Morakinyo
- Nneka Banye
- Rita Billinghamurst
- Susie Wilson



Some member 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 Billinghamurst; Sharon Legae; Richard Neville





# Engaging with people who use health and social care services

## Understanding people's experiences

Gathering the views of local people and understanding their experiences of using health and social care is one of the most important parts of our work. We engage with the people of Greenwich in a variety of ways including attending public events, local community groups and holding our own pop up stalls.

We also encourage people to engage with us through our social media outlets and the 'contact us' form on our website. All of the information we gather through our engagement activities is recorded on our internal database, known as the Info Bank, and analysed regularly to identify key issues in the borough.

## Targeted engagement

In addition to gathering views of the wider community we have carried out targeted engagement activities with specific groups. These include:

### *Black and ethnic minority communities*

It is important that health and social care are meeting the needs of the diverse community of Greenwich. We therefore made it a priority to engage with the borough's residents from black and ethnic minority backgrounds in order to ensure they had an input into local services.

We attended the Caribbean social forum, to gather the views of this community and introduced the work of Healthwatch Greenwich.





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We also attended the Migrant International Day event and the Greenwich Inclusion Project's senior health and wellbeing event.

Overall, we have collected over 240 commentaries on health and social care through our engagement work.

We have continued to work with the Nepalese community and shared the initial findings from it with the GP practices where many Nepalese patients are registered.

### *Young people*

We have built on the links made last year with Corelli College and have engaged with pupils there about mental health for young people. We are aiming to recruit a young person to the Healthwatch Greenwich Management Committee to help guide us in furthering our engagement with young people.

### *Older people*

To gather the views of older people within Greenwich, we attended a number of events. Good links have been established with Greenwich Pensioners Forum and we have attended their meetings and one-off events such as their Dignity Day. We also presented at the Greenwich Meridian NHS Retirement Fellowship - an event for retired NHS managers, where we asked for input into shaping new priorities for Healthwatch Greenwich.

### *Vulnerable groups*

In collaboration with other local groups, we highlighted the impact of domestic violence on health and wellbeing. We addressed the Safer and Stronger Communities Panel who were collecting evidence from local organisations on

domestic violence to contribute to the development of the Royal Borough of Greenwich's Domestic Violence strategy.

Although we have not yet carried out targeted engagement with people who are not Greenwich residents but who work or volunteer in the borough, we aim to gather their views in the future.

*In addition to the above, Healthwatch Greenwich engaged with or attended:*

- Secure Adult - Secure Child launch at Quaggy Children's Centre
- Public Health Awards
- SEL NHS 111 Patient Engagement event
- Community Assets Meeting (Thamesmead)
- Carers' rights day
- London Ambulance Service patient forum
- SEL NHS 111 Patient Experience focus group
- Trust Thamesmead Winter Family day
- Cancer Voices - Lewisham and Greenwich
- Urgent Care Services in Greenwich event
- School Governors meetings
- Carers Strategy event
- Demelza Hospice event
- Health and Wellbeing Forum - Adult Mental Health session
- Shaping Health Services in South East London
- NHS Commissioning Event Conference
- Great Get Together
- World of Hope



- 
- Meeting the Carers day
  - FACE - domestic violence drop in
  - World Health Day
  - Healthwatch Greenwich pop up stall at Woolwich library

## Enter & View

All members of the Healthwatch Greenwich staff team have now been trained to conduct Enter and View visits. Two members of staff also received training on how to run sessions to train our volunteers and representatives.

### *Authorised Enter&View Representatives:*

- Leceia Gordon-Mackenzie
- Rosaline Mitchell
- Clive Mardner
- Jade Landers
- Sharon Legae
- Michael Thomas

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**“Everyone has a right to quality healthcare and through Healthwatch I can make a valuable contribution to ensuring that happens”**

Enter & View Representative,  
Healthwatch Greenwich

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We asked our volunteers to tell us why they continue to volunteer for us and asked them to complete the sentence I volunteer for Healthwatch Greenwich because...  
Some of their reasons are outlined below

“...I want to make sure local voices are heard when it comes to shaping our local health economy”



“...I want to make a difference in the health care service provided within the borough and be a voice for the voiceless and vulnerable”

“...I think that it is crucial that local people’s voices are heard and that Greenwich will have better health and social care services if local people are part of the design and commissioning of local services”

*“...as a retired nurse, health is important to me and Healthwatch gives me the opportunity to continue to use skills from my working life”*





# Providing information and signposting for people who use health and social care services

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

One of Healthwatch Greenwich's statutory activities is to provide information to people who use health and social care services to enable them to make informed choices about their care. We are also able to signpost them to local services, including voluntary sector organisations.

Most of our signposting enquiries come to us by phone or through our website, and examples include:

- Asking for a list of opticians who carry out home visits
- Eligibility for IVF treatment in Greenwich
- Information about how to change GP surgeries
- Asking how to access out of hours dentistry services
- Eligibility to have surgical procedures abroad

We log all of our signposting inquiries and the figures for the year are shown in the table below:

Quarter	Total calls	Caller satisfaction	Total onward referrals	Number of calls which were complaints about health and social care services	Referral to VoiceAbility <sup>1</sup>
1	16	100% (16)	8	2	3
2	9	100% (9)	5	4	3
3	5	100% (5)	2	1	1
4	7	100% (7)	0	0	0

<sup>1</sup> VoiceAbility provides NHS complaints advocacy (one of the Healthwatch functions) for the borough. Their registered address is VoiceAbility, Mount Pleasant House, Huntingdon Road, Cambridge, CB3 0RN.

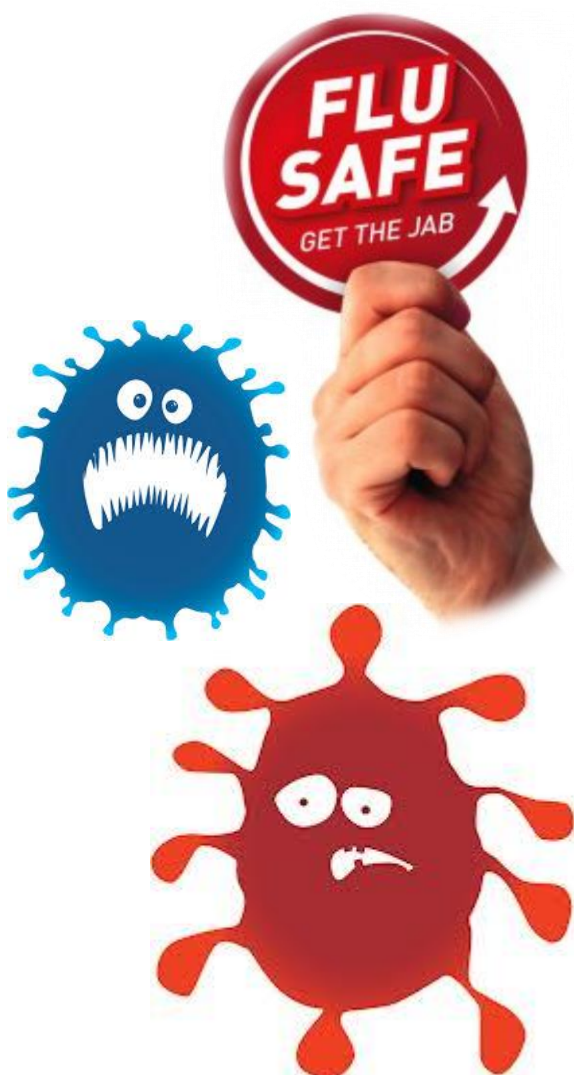
The NHS complaints advocacy service can be contacted by phone on 0300 330 5454 and by email at [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)



*We also provide more specific information and signposting for certain groups:*

### Flu campaign

For the second year running, Healthwatch Greenwich was commissioned to support the Royal Borough of Greenwich's annual flu campaign. All of our staff received training on the groups which were eligible for a free flu jab and other information regarding the types of vaccines available and where people could go to receive their jab. We set up a dedicated page on our website for this information and regularly sent out updates via our social media channels.



### Case study-Greenwich Migrant Hub

Greenwich Migrant Hub is a new social community space for migrant people which takes place weekly. It provides information about rights and entitlements and offers practical help and information to migrant people living in Greenwich and the surrounding areas. Healthwatch Greenwich attend the Hub on a monthly basis to provide an advice and signposting service for health and social care services. The key issues raised were as follows:

- Registration with a GP
- Health relating to immigration status
- Accessing other provider services - mental health
- Difficulty accessing services in non-English languages

Healthwatch Greenwich was able to provide information on these key issues to the users of the Hub and also to raise their concerns with local service providers and commissioners.

We also provided information on how to complain about health and social care services. Although we were not able to advocate on an individual's behalf (the NHS complaints advocacy service is provided by Voiceability), we were able to refer people to different organisations or explain the process to them.





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# Influencing decision makers with evidence from local people

## Producing reports and recommendations to effect change

We meet regularly with local providers of health and social care services to give feedback from our engagement with the public and make recommendations to improve patient experience.

We meet regularly with local providers of health and social care services to give feedback from our engagement with the public and make recommendations to improve patient experience.

## *Traveller community*

Following our report on this community's experience of accessing healthcare, there is now a section in the Royal Borough of Greenwich's Strategic Needs Assessment which refers specifically to Travellers. We want to build on this work to ensure that we continue to raise awareness of the needs of seldom heard groups and ensure they are considered during the design of services.

## *Child and Adolescent Mental Health Services (CAMHS)*

We raised concerns that there was a lack of engagement with young people during the procurement process for the CAMHS in Greenwich. Although our concerns were taken into account and the engagement period was extended, we did not feel the engagement was of a high enough quality and could have potentially had a negative impact on the services provided. We wrote formally to the Clinical Commissioning

Group (CCG) and local authority to highlight these concerns and asked for assurance that they would commit to ensuring proper engagement with children and young people in co-designing services during the implementation phase of the contract and when monitoring services.

We received confirmation that as part of the contract, the provider will be monitored on how they involve children and young people in designing and shaping the service and the CCG have looked for support and guidance from Healthwatch Greenwich to improve their engagement with young people.

During the tender evaluation process, Healthwatch Greenwich was invited to participate and was therefore able to ask pertinent questions about the service specification and proposed delivery and was also able to highlight the importance of a patient-friendly service and future engagement.

## Putting local people at the heart of improving services

Following on from our work on the CAMHS procurement highlighted earlier, Healthwatch Greenwich has become more involved at every stage of the commissioning process in order to support local people's involvement in improving services.

We were involved at the very beginning of the procurement process for Integrated Specialist Children's services, and the procurement was pushed back to allow



more time for more effective engagement with service users and their families.

We also sit on the Greenwich CCG's Cancer and End of Life working group, to provide a patient voice as End of Life services in the borough are in the process of being commissioned.

We have evaluated the bids for a number of services, and our Chair sits on the CCG's Market Management Procurement group.

We now plan to recruit and train more representatives from the local community who have experience of using certain services to take part in future procurements to ensure the patient voice is represented at every stage of the commissioning process.

### *Health and Wellbeing Board*

As part of our statutory requirements, the Chair of Healthwatch Greenwich sits on the local Health and Wellbeing Board. This year we were awarded full voting rights on the Board. Our Chair also attended the Health and Wellbeing Board away day to develop the Health and Wellbeing strategy for Greenwich.

### *Volunteers*

All of our volunteers are from the local community and passionate about improving health and social care services in Greenwich. Some of the ways in which our volunteers help do this are outlined below.

### *Environmental Trust Audits*

Our volunteers continue to conduct weekly cleaning audits at Queen Elizabeth Hospital 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.

### *PLACE*

Some of our volunteers have carried out PLACE (Patient Led Assessment of Care Environments) at local NHS services to monitor different aspects of the patient experience such as cleanliness, physical access, food tasting and signage. Team members have also attended PLACE training and hope to recruit more volunteers for this role in the coming year.







## Working with others to improve local services

Healthwatch Greenwich has established good links with the local providers and commissioners of health and social care services, and works in collaboration with them to improve local services. All of the providers and commissioners we work with respond to our request for information and are open to working with us.

*In addition to those previously mentioned, Healthwatch Greenwich is represented on the following boards and committees:*

- The Royal Borough's Health and Wellbeing Board
  - Health and Wellbeing Strategic Partners Group
  - Greenwich Coordinated Care Board
  - Safeguarding Adults Multi-Agency Group
- Royal Borough of Greenwich
  - Flu Steering Group
  - Making it Real Planning Group
- Greenwich Directory Core Group
- Greenwich Clinical Commissioning Group
  - Integrated Care Sub Committee
  - Patient Reference Group
  - Children and Maternity Steering Group
  - Market Management and Procurement Quality Committee
- Oxleas
  - Oxleas/Healthwatch liaison meetings with Chairman and Deputy CEO

- Older People's Mental Health Stakeholder Group
- Black and Minority Ethnic Mental Health Steering Group
- Lewisham and Greenwich NHS Trust
  - Patient Experience Steering Committee
  - Nutrition Steering Group
  - Queen Elizabeth Hospital Food Focus Group
  - Infection Prevention Committee
- South London Quality Surveillance Group
- NHS 111 Patient Reference Group
- Greenwich and Bexley System Resilience Group
- Voluntary Sector
  - Greenwich Action for Voluntary Service (GAVS)
  - GAVS Health and Wellbeing Forum
  - GAVS Health and Wellbeing Steering Group
  - GAVS BME Forum
  - GAVS Children and Young People Forum

### Other local Healthwatch

Healthwatch Greenwich meets and often works in collaboration with neighbouring Healthwatch organisations in Bromley, Bexley, Lewisham, Southwark and Lambeth, allowing us all to be more efficient and effective by sharing good practice, resources and skills sets. As a group of six Healthwatch organisations, we have developed a strong working relationship in which South East London colleagues share ideas and act with a unified, stronger voice. This work was recognised at the last Healthwatch England national conference in July 2014 where we won an award for Outstanding



Collaborative Project following our Joint Enter and View visits and development of a protocol for working together.

We have also produced joint responses to quality accounts from local healthcare providers as they deliver services across more than one of the South East London boroughs. This year we have provided comments on Quality Accounts from Oxleas NHS Foundation Trust, Lewisham and Greenwich NHS Trust and Greenwich and Bexley Community Hospice.

### *Care Quality Commission*

We have met with the Care Quality Commission team in our local area prior to inspections of GP practices in Greenwich to share intelligence generated by our

engagement. We have not had to make any recommendations to the Care Quality Commission to undertake special reviews or investigations of any services in Greenwich.

### *Healthwatch England*

We regularly share information with the Healthwatch England team in the London network meetings. We have also attended Policy and Insight and Communications meetings to discuss how we can be most effective in these roles. Information on our work on the Eltham Test and Learn has also been passed to Healthwatch England as part of their Care Act consultation.



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# Impact Stories

## Case Study One

### *Eltham Test and Learn*

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*In 2013, Greenwich was selected to be one of 14 integration pioneers, local areas that demonstrated how they could use innovative approaches to delivering integrated health and social care services.*

As part of the Greenwich Coordinated Care programme, 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 I-statements (personal life plans) which specifically set out the outcomes the patient wanted. Before this model could be rolled out across the borough, in November 2013 Eltham was used as a Test and Learn site.

Healthwatch Greenwich, as a member of the Greenwich Coordinated Care Project Board, was invited to facilitate at the evaluation stage of the Eltham Test and Learn by capturing patient experience.

In July 2014, ten interviews were conducted with patients, and in some cases their families, to gain insight into their experience of having a Care Navigator to help coordinate their care. Overall we found there was a positive impact on patient experience with 91% of the patients’ I-statements either having been met or on their way to being met and patients commented that the Care Navigators had made it easier for them to access healthcare.

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*“We found that most patients felt they were coping better than before they were part of the model”*

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Healthwatch Greenwich carried out follow-up interviews in early 2015 with the same set of patients to see if the positive effect had been sustained. We found that most patients felt they were coping better than before they were part of the model.



Following both stages of the evaluation, we have asked the Coordinated Care Board to clarify the Care Navigators' role when they roll out the model across the borough.

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**“[The Care Navigator] helps you become a bit more ambitious. Rather than just getting someone not to die and sit in their own squalor, you are thinking about their nutrition, their emotional and social needs. It means things are moving on and these other things are getting addressed”**

Eltham Test and Learn patient

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We have also recommended they make improved use of the voluntary sector to help wellbeing, particularly for patients with very complex needs.





## Case Study Two

### *Eltham Community Hospital*

The new Eltham Community Hospital brings together GPs, nurses and social care under one roof to enable the delivery of high quality, integrated clinical and community services for the residents of Greenwich.

*The hospital features:*

- two GP practices
- 40 intermediate care beds
- out-patient consulting rooms
- state-of-the-art x-ray suite

*One of Healthwatch Greenwich's representatives, Jane Gregory, sits on the Eltham Community Hospital Steering Group to ensure the public voice is heard and the new hospital facilities meet the needs of patients and their carers.*

Healthwatch Greenwich's contribution has led to the inclusion of a trolley phone in the intermediate wards for patients to make and receive calls and also an improved colour scheme in the reception areas of the GP practices. This will allow patients to remain in contact with their families and friends while they are in hospital and improve the environment for patients while they wait to see a GP.





# Our plans for 2015/2016

## Opportunities and challenges for the future

This year we have focused on cementing the foundations of Healthwatch Greenwich in order to build upon them next year. We have established a strong operational team and have a dedicated management committee to provide strategic guidance.

In early 2015, we held an away day with the management committee, our commissioner, METRO - the Healthwatch Greenwich contract holder, and the staff team to discuss plans for Healthwatch Greenwich in 2015-2016 and what we wanted to achieve. The Management Committee presented their strategic plan for the year, outlining the work we need to do to raise the profile of Healthwatch Greenwich and to undertake regarding our priorities.

*In 2015/2016 we plan to:*

- Continue attending key meetings and bodies related to our priorities
- Conduct a series of Enter and View visits to GP surgeries and CAMHS
- Recruit a young person to the Management Committee
- Increase our engagement through social media
- Build on our links with local BME groups





# Our governance and decision-making

## Our board

The independent 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 Healthwatch Greenwich forward. All of our reports and official recommendations are taken to the Management Committee for approval.

## How we involve lay people and volunteers

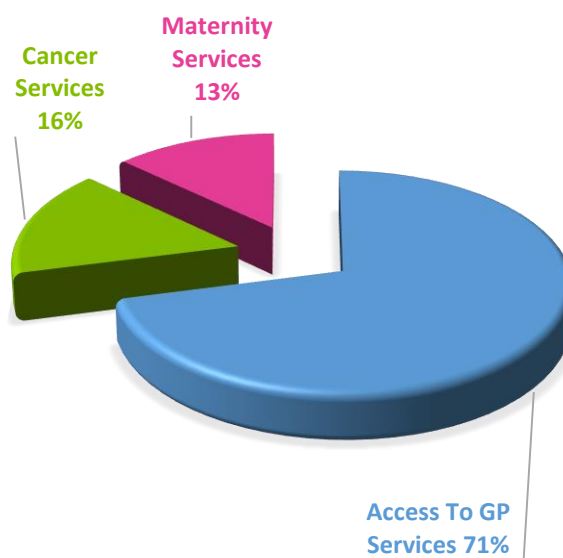
One of the most important ways we have involved lay people and volunteers in our work this year was when choosing our priorities. We felt that it was time to replace the priority regarding the formation of Lewisham and Greenwich NHS Trust as the organisation is now well established.

This process began at our annual event in November, when we asked people to suggest new priorities for Healthwatch Greenwich. We combined these suggestions with analysis of feedback from our engagement to determine a shortlist of three potential priorities. These were:

- Access to GP services
- Cancer services
- Maternity services

We then asked the public to vote on which they would like to see become a Healthwatch Greenwich priority. From our online survey, our pop up stall at Woolwich library and engagement at community events, we had around 150 local people cast their vote. The results 2015/16 were:

## Priorities 2015/16



Access to GP services had an overwhelming majority of the vote so we will be adding that to our priorities for the coming year.



# Financial information

METRO charity is contracted by the 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.

INCOME		£
<b>Funding received from local authority to deliver local Healthwatch statutory activities</b>		<b>146,000.00</b>
<b>Additional income</b>		
• Eltham Test and Learn		5000.00
• Flu Awareness		2500.00
<b>Total income</b>		<b>153,500.00</b>

EXPENDITURE		
<b>Premises</b>		
• Rent		9,600.00
• Hall hire		448.22
<b>Staffing costs</b>		
• Salaries		85,343.78
• Employers NI & pension contributions		9,446.75
• Other staff costs		4,195.82
<b>Office costs</b>		
• Telephone and website		625.21
• Printing and stationery		1,689.32
<b>Promotional costs</b>		
• Events and annual report		865.50





<b>Volunteer costs</b>	
• Volunteer expenses	651.96
<b>Management cost</b>	
• METRO management fee (13% of sales income)	19,955.00
<b>Project costs</b>	
• Governance costs	4,674.43
• Community engagement/partnering (GAVS)	14,678.00
<b>Total expenditure</b>	152,173.99
<b>Balance brought forward incl. accrual from 2013/2014</b>	2,977.43




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# Contact us

## Get in touch

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 @HWGreenwich

 Healthwatch Greenwich

 Contractors: METRO Greenwich  
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London  
SE10 8JA

We will be making this annual report publicly available by 30 June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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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