



Healthwatch Greenwich
Annual Report 2013/14

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Foreword and Introduction

The Health and Social care Act 2012 outlined the establishment of local Healthwatch (replacing Local Involvement Networks) to act as the independent local consumer champion,



supporting people to get the best out of health and social care services not just for those who use them now but for anyone who might need to in the future.

This first year of Healthwatch Greenwich has been a very busy and productive one, focussing on building on the legacy of the Greenwich Local Involvement Network (LINK), setting the infrastructure of Healthwatch Greenwich and building its profile as the credible and trusted voice of local people.

I would personally like to thank the Healthwatch Greenwich staff team, Management Committee, representatives and volunteers, Healthwatch Greenwich contract holder, METRO, as well as the statutory partners for all your support and hard work in the last year to promote and progress the work of Healthwatch Greenwich.

Rosaline Mitchell
Healthwatch Greenwich Manager



I'm pleased to present Healthwatch Greenwich's first annual report covering the period of 1 April 2013 - 31 March 2014. Our starting point will always be what matters most to you, the users of health and social care services. In our first year we spoke to you, to get your views and experiences to make sure the providers of your services knew that you want to be involved in how your services are and shaped and delivered.

On your behalf, we are an independent voice to influence change and contribute to getting the best health and social care services. Those that provide these services need to get better at listening, and Healthwatch Greenwich is here to make sure that happens.

In our first year, our vision was to establish a strong, independent Healthwatch; a network of networks. We're developing strategies, policies and building strong links with the community and organisations. Progress has been made but more needs to be done.

We have started visiting services (Enter and View) to check that they're giving the right care and level of service for the patients, commenting on changes to services through consultations meetings with the clinical commissioning group and council.

It's early days and there are challenges ahead but in the pages of this report, I hope you will see we have made a good start in getting your voice heard.

I would like to take this opportunity to thank the management committee, Healthwatch Greenwich team, volunteers, supporters and most of all you, for your support.

Leceia Gordon-Mackenzie
Healthwatch Greenwich Chair

An independent Chair and Management Committee have been recruited to act as the strategic lead for Healthwatch Greenwich.

The role of the Management Committee is to ensure that the activities of Healthwatch Greenwich fulfil its remit and reflect the diverse population of Greenwich. The recruitment process for the Management Committee was robust with clear objectives to select Members with agreed required skills and abilities. In 2013-14, the Members of the Management Committee include:

- Leceia Gordon-Mackenzie - Chair
- Roger Hendicott
- Lola Kehinde
- Louis Kleinman
- Joanne Munn
- Angela Sweeney
- Karen Wint

Staff Team

To provide operational support, METRO has recruited a team of paid staff to enable, support and facilitate the activities of Healthwatch Greenwich to improve health and social care services. In 2013-14, the staff team include:

- Rosaline Mitchell - Manager (full time), responsible for overseeing all aspects of Healthwatch's work and the management of the Healthwatch team.
- Clive Mardner - Community Development and Engagement Officer (part time), performs outreach activities in order to involve and hear the views of local people on health and social care services.

- Laura Luckhurst - Voice and Information Officer (part time), supports all Healthwatch representatives in ensuring their attendance, involvement and contributions to internal and external committees and boards are substantial, valued and appropriate.
- Sarah Coleman - Advice and Signposting Officer (part time), ensures that residents of Greenwich obtain reliable advice and up-to-date information on all services available to them as consumers of statutory funded health and social care.

Representatives

In 2013-14, as well as Staff and Management Committee Members, the pool of representatives included:

- Daphne Barnett
- Richard Neville
- Susie Wilson

Supporters

Healthwatch Supporters are those with an interest in health and social care that register with Healthwatch Greenwich. Currently Healthwatch has 769 Supporters, who receive regular updates on the work of Healthwatch via monthly eBulletins and specific email campaigns. They also receive invitations to public events and forums, where they have the opportunity to comment on and direct the work plan of Healthwatch.



Enter and View Authorised Representatives

Enter and View is a statutory power that allows Healthwatch to evaluate services directly by visiting health and social care premises to see and hear how these services are provided. All Enter and View Authorised Representatives are fully trained and DBS (Disclosure and Barring Service) checked. Healthwatch Greenwich has recruited and trained the following individuals as

*Authorised Representatives:

- Rosaline Mitchell
- Clive Mardner
- Leceia Gordon-Mackenzie
- Gyan Tamang
- Vivian Camara

*Healthwatch Greenwich has worked collaboratively with colleagues in the Healthwatches of South East London (Bromley, Bexley, Lewisham, Southwark and Lambeth) on Enter and View and shares a pool of Enter and View Authorised Representatives.

Volunteers

Healthwatch Greenwich has recruited, inducted and supported local people as volunteers to assist the work of Healthwatch. Volunteer activities include support on hospital cleaning audits, engagement, administration, and communications activities. Volunteers include:

- Eb Akindeji
- Gyan Tamang
- Harry Onyekwe
- Liz McDermott
- Marcia Moncrieffe
- Norma Lawton
- Richard Neville
- Viv Heuerman
- Vivian Camara



Promotion

In our first year, we have concentrated on building a strong and clear identity. Following a soft launch in August 2013, Healthwatch Greenwich was officially launched at a public event held on 12 September 2013.

Leaflet, poster and promotional pens

Leaflets and posters were produced to promote Healthwatch Greenwich and build its profile. These promotional materials were produced with clear information about who we are, what we do, how we do it and how you can get involved. Leaflets and posters were distributed to all libraries, community centres, GP surgeries and public buildings in the borough. All engagement activities include the dissemination of promotional material.

Branded pens have also been produced to provide members of the public with a useful everyday item that holds the contact details of Healthwatch Greenwich.

Website

Using the Healthwatch England-provided 'website in a box', the Healthwatch Greenwich website adheres to the Healthwatch branding.

The website provides readers with accessible information on Healthwatch Greenwich, its work and how to get involved. It encourages the public to submit their comments and experiences.

eBulletin

Healthwatch Greenwich produces and distributes an eBulletin every month to its Supporters. The eBulletin provides updates on Healthwatch's work, notices of

Healthwatch meetings or events, opportunities for involvement, features on local services as well as local and national health and social care news.

Social media

Healthwatch Greenwich's use of social media has extended to Twitter and Facebook in order to engage those who would not necessarily be involved in community work by attending public meetings. Twitter especially has proven to be a useful way to communicate real-time updates on the work of Healthwatch Greenwich and also to feature useful and interesting news on health and social care.

At the end of March 2014, Healthwatch Greenwich had 376 Twitter followers and is working to build the numbers of Facebook 'likes'.

Trademark

In order to support the national Healthwatch brand, developed by Healthwatch England Healthwatch Greenwich uses the Healthwatch Trademark when undertaking work on our statutory activities, and all Healthwatch documents include the Healthwatch logo and fully abide by the license agreement.



Statutory Activities

Healthwatch Greenwich has a range of statutory activities¹ it must deliver. The following section reports on these activities, and how Healthwatch Greenwich has involved local people and partners to have an impact on driving changes locally.

Representation

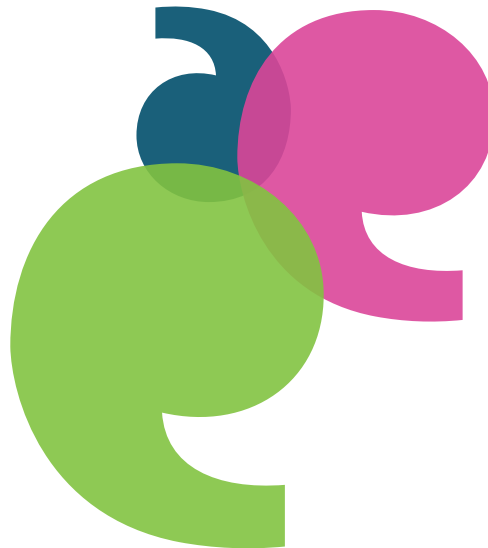
Healthwatch Greenwich has promoted the involvement of local people in the commissioning, provision and scrutiny of local care services by supporting them to represent Healthwatch on a number of committees, groups and boards.

Much effort has been put into the comprehensive recruitment, induction and continued support of Healthwatch representatives, ensuring that they are all confident in their role and contribute well to meetings. To ensure that Healthwatch contributions are evidence based, representatives are armed with data compiled through engagement, the community's views and experience. As such, Healthwatch can act as the community voice.

All Healthwatch Greenwich representatives are required to complete meeting reports, highlighting key points from the meeting, any contributions given by the representatives and any action required from Healthwatch. These meeting reports are made available to the Management Committee.

Healthwatch Greenwich is represented on:

- The Royal Borough's Health and Wellbeing Board
- Health and Wellbeing Strategic Partners Group
- Greenwich Coordinated Care Board
- Safeguarding Adults Multi-Agency Group (SAMAG)
- Royal Borough of Greenwich
- Flu Steering Group
- Making it Real Planning Group
- Greenwich Directory Core Group
- Greenwich Clinical Commissioning Group (CCG)
- Governing Body (as an observer)
- Market Management and Procurement Committee
- Integrated Care Sub Committee
- CCG Patient Reference Group (PRG)
- Mental Health Sub Committee
- Oxleas
- Oxleas/Healthwatch liaison meetings with Chairman and Deputy CEO
- Governing Body
- Older Peoples Mental Health Stakeholder Group
- Black and Minority Ethnic (BME) Mental Health Steering Group
- Lewisham and Greenwich NHS Trust
- Patient Experience Strategic Reference Group
- Nutrition Steering Group
- Queen Elizabeth Hospital Food Focus Group
- Environmental Strategy Group
- Infection Prevention Committee



- South London Quality Surveillance Group
- NHS 111 Patient Reference Group
- Greenwich and Bexley Urgent Care Board
- Voluntary Sector
- Greenwich Action for Voluntary Service (GAVS) Health and Wellbeing Forum
- GAVS Health and Wellbeing Steering Group
- GAVS BME Forum

* NHS complaints advocacy (one of the Healthwatch functions) is provided by Voiceability in the borough.

Representative training and networking

Each Healthwatch Greenwich Representative receives continued support in their role and a bi-monthly one-to-one in order to monitor performance and training needs.

As part of the continued support, Healthwatch Greenwich held a Representatives Training and Networking Event in March 2014. Following a training needs analysis, a programme of training was designed and delivered at this event on understanding the health and social care structure in Greenwich, focussing your message and representing for change. The event also provided Healthwatch Greenwich Representatives the opportunity to meet with peer representatives to share and learn from each other's experiences.

Health and Wellbeing Board

As part of Healthwatch Greenwich's statutory duties, the Healthwatch Chair attends and contributes to the Greenwich Health and Wellbeing Board. The Chair in this role has taken advantage of training provided by London Voluntary Service Council (LVSC) and Healthwatch England to develop her influence on the Board. As we progress, we hope to strengthen Healthwatch's involvement and influence on the HWB by providing the Board with a useful resource as a two-way communication channel between the Board and the patient, service user and public.

We have already made in-roads on committees that support the work of the HWB such as the Health and Wellbeing Strategy Partners Group. The main role of this dynamic and challenging group is to develop the Joint Strategic Needs Assessment, which identifies the health needs and wellbeing of the community, improves the physical and mental health of people, builds resilient communities and focuses on the right services being commissioned.

Healthwatch Greenwich priorities

1. Merger of Queen Elizabeth and Lewisham hospitals
2. Mental Health
3. Integrated Care

One-to-one meetings with key statutory partners

Healthwatch Greenwich, and in particular the Healthwatch Chair, has built important relationships with key statutory partners to share our priorities, update each other on activities, and to flag up and try to address any challenges or problems. In order to foster good working relationships the Healthwatch Chair regularly meets with:

- Greenwich CCG, Chief Officer
- Royal Borough of Greenwich (RBG), Director of Adult and Older Peoples Services
- RBG, Director of Children Services
- RBG, Healthwatch Commissioner
- Lewisham and Greenwich NHS Trust, Deputy Nurse Director
- Healthier Communities and Older People's Scrutiny Panel, Chair

Volunteers

Appreciating the need for voluntary support of Healthwatch Greenwich activities and the inclusion of local people, considerable efforts have been made to develop a volunteering policy, specific role descriptions, advertising methods for vacancies and a robust application and recruitment process. Several vacancies have identified a number of representation roles for different groups, committees and boards, volunteers to support engagement, administration and the signposting function. Healthwatch Greenwich is proud to have successfully recruited a number of

volunteers this year, all of whom have received a comprehensive induction and the necessary training.

Healthwatch Greenwich priorities

Engaging with and involving local people have generated the Healthwatch Greenwich priorities. Through an analysis of our compilation of community views and issues identified within the statutory sector, three priorities were identified:

1. Merger of Queen Elizabeth and Lewisham hospitals
2. Mental health
3. Integrated care

These priorities were agreed at the Healthwatch Greenwich launch by members of the public and updates on each priority are provided in the monthly eBulletins.



Case Study: Contribution to the Right Care, First Time consultation

The Greenwich CCG at the end of 2013 proposed changes to urgent care services in Greenwich. As part of the public consultation, Healthwatch Greenwich raised a concern that the deadline for comments landed in the Christmas period and following our recommendation the consultation deadline was extended. Regarding the proposed changes, the Management Committee provided their comments within the consultation, which received special mention and address from the CCG when responding on the outcomes of the consultation.

Case Study: Involvement in procurement of community phlebotomy and anticoagulant services

Healthwatch Greenwich was invited to take part in the evaluation of all of the tenders for the 'any qualified provider' procurement for anticoagulation and phlebotomy services from a patient/public perspective.

Looking from public/patient perspectives, Healthwatch Greenwich ensured that the commissioning of the service covered:

- Access in terms of physical location of services, disability access, public transport, opening times and days. Particular consideration was given to late opening times and weekend openings.
- Service innovation.
- Patient friendly information - leaflets, websites, etc.
- Translation support for patients.
- Support for patients with disabilities.
- Access in terms of booking appointments - online, telephone.
- Patient engagement and experience - who and how potential providers consulted in their proposal and plans for monitoring and evaluating patient experience of service.
- Engagement with other agencies and services.

Healthwatch Greenwich was involved in influencing the availability of a wide range of community based services across the borough advocating that there be a more responsive and efficient service for the residents of Greenwich.

Case Study: Enter and View visits

As part of our report following each Enter and View visit, Healthwatch Greenwich made recommendations on how the service at A&E and maternity at Queen Elizabeth Hospital could be improved. These reports were shared with the provider, commissioner and regulator (CQC).

There are several ways that Healthwatch Greenwich enables local people to monitor the standard of provision of local care services. The main methods used are Enter and View visits, taking part in cleaning audits at Queen Elizabeth Hospital and PLACE assessments of provider trusts. With each method, Healthwatch reports whether or how services could be improved.

Enter and View

Enter and View visits are a statutory power that Healthwatch Greenwich holds to evaluate services directly by visiting health and social care premises to see and hear for itself how services are provided. This is done by collecting the views of service users (patients and residents), carers, relatives and staff at the point of service delivery and by observing the nature and quality of services - observation involving all the senses. Healthwatch will then report its findings and associated recommendations to providers, CQC, Local Authority and NHS commissioners and quality assurers, Healthwatch England and any other relevant partners.

Healthwatch Greenwich has worked in close collaboration with the Healthwatch in the South East London Region: Bromley, Bexley, Lewisham, Southwark and Lambeth to design, develop and deliver a training programme for Enter and View visits. With shared training, policy, procedure, and an agreement to pool volunteers, Healthwatch

in South East London can boast a high level of consistency in how Enter and View is carried out across the region. All authorised Enter and View representatives have been fully trained, DBS checked and carry photo identification.

In 2013-14, Healthwatch Greenwich carried out two Enter and View visits jointly with Healthwatch Bromley, Bexley, Lewisham and Kent in order to provide a comparative study of departments in our respective hospitals. With the dissolution of the South London Healthcare Trust, Healthwatch has as a priority; the monitoring of a smooth transition to a new merged Trust ensuring that patients are aware of the change and monitor that 'business as usual' with no disruption of care. Under this priority of 'establishment of new acute trust, Lewisham and Greenwich NHS Trust', the first Enter and View visit took place on 7 February 2014 at the Accident and Emergency (A&E) department of Queen Elizabeth Hospital. The second Enter and View visit took place on 31 March 2014 at the maternity wards of Queen Elizabeth Hospital.

A programme of Enter and View visits will be scheduled for the following year.

Cleaning Audits

Healthwatch Greenwich has a dedicated team of volunteers who are committed to the cleanliness of the local hospital, Queen Elizabeth Hospital. Volunteers have been



taking part in weekly Environmental Trust Audits, which assess the cleanliness of selected wards in order to monitor infection prevention and ensure that patients are cared for in a clean and safe environment.

Healthwatch Greenwich is proud of the volunteers' work and commitment in providing a thorough assessment of the cleanliness of the Queen Elizabeth Hospital, which has led to a significant reduction in the number of infections caught in hospital.

PLACE

Replacing PEAT (Patient Environment Action Team) assessments, PLACE (Patient Led Assessment of Care Environments) are an opportunity for Healthwatch Greenwich to monitor and assess the patient environment from a range of perspectives, including cleanliness, signage and food tasting.

This year, Healthwatch Greenwich has taken part in the PLACE inspections at Queen Elizabeth Hospital and Oxleas sites, Oxleas House, the Bevan Unit in Gallions View Nursing Home, and Oaktree Lodge.

Engagement

Healthwatch Greenwich is committed to proactively seek involvement from its local community to give them a voice and empowerment to bring about change. Feedback from the community has told us

that because of Healthwatch Greenwich's independence, members of the public are happy to share their views and concerns about local services as they feel reassured that by remaining anonymous they will not be victimised or have their care compromised.

With a dedicated Community Development and Engagement Officer and a number of volunteers, Healthwatch Greenwich has carried out 40 engagement activities in 2013-14. These included meeting or attending the following:

- Black and minority ethnic (BME) Well-being and Diversity Day
- HER Centre Health Day
- Great Get Together
- Kings and Princess University Hospital Engagement Day
- Macmillan Cancer Support
- Walpole Estate Unity Fair
- Sounding Board Forum
- CCG Big Annual Health Event
- Greenwich Inclusion Project (GRiP)
- Charlton Athletic Community Trust
- Avery Hill Youth Club
- Stroke Association
- Advocacy in Greenwich
- Oxleas Social Inclusion Event
- The Nepalese community
- GRiP Migrants in Greenwich event
- METRO LGBT 50+ group
- Integrated Care Services
- Over 60s Christmas Disco
- NHS Retirement Fellowship



- Irish in Greenwich
- Pensioners' Forum
- Skills and Care Community Interest Company (CIC)
- CQC Listening Event
- Gypsy and Traveller Community based in Thistlebrook site
- Stroke Association
- Oxleas Social Inclusion Event

Targeted engagement

One of the key aims of the Healthwatch Greenwich Engagement Strategy is to engage with seldom heard groups and to obtain the views of new BME communities in Greenwich, so that their health and social care needs can be effectively planned and met.

In our first year much has been achieved and we have made good progress. This includes:

- Being involved in the review of the BME Mental Health services.
- Building good relationships with community and faith groups.

We have recruited a number of volunteers, from a variety of backgrounds, with a good mix of skills and experiences. They are very enthusiastic and proud to be part of Healthwatch Greenwich.

Travellers project

Following up on the work conducted by Greenwich LINK, Healthwatch has engaged with the Travellers community on the Thistlebrook site. A working group made up of statutory partners such as Greenwich CCG, Oxleas and local GPs have been working with Healthwatch Greenwich to address the findings and recommendations of the LINK report and implement actions.

Healthwatch Greenwich is proud of the actions that came about which demonstrate the impact of the report. Following our recommendations, Greenwich Public Health is exploring the delivery of a Life-Style programme. One of the report's recommendations was the need to update the Joint Strategic Needs Assessment on the Health needs of the Travellers and Gypsies. Healthwatch Greenwich has been asked to contribute to this work.



Nepalese community

This year, Healthwatch Greenwich has built a good relationship with the local Nepalese community. A number of engagement sessions were held, between November and December 2013. The Nepalese community is thought to number approximately 4,000 people and is one of the largest in the UK. Most people live in Plumstead. The Nepalese community is growing very rapidly and becoming one of the largest ethnic minority communities in the Royal Borough. Since 2001, there has been a high level of migration from Nepal and a growing number of births to Nepalese women.

Healthwatch Greenwich conducted face-to-face in-depth interviews at the homes of members of the Nepalese community, with the help of an interpreter. There is very little up-to-date information about the health needs of this community so Healthwatch's interviews were able to provide much needed intelligence on this gap in understanding. A Healthwatch Greenwich report setting out the main health issues of the Nepalese community has been shared with the Clinical Commissioning Group (CCG). An action plan is being discussed to deliver the main recommendations of the report.

Young people

In order to meet the challenge of engaging with young people, contact was made with Charlton Athletic Community Trust (CACT). The Trust has been commissioned by the Royal Borough of Greenwich to deliver the Children and Young People's strategic agenda. Our overall aim was to work with CACT to obtain the views of young people regarding health issues and to get young people interested and pro-active about health issues. Healthwatch Greenwich delivered a successful engagement workshop with young people aged 10-12 years old around the borough focusing on mental health and disability.

Successful approaches have been made to Corelli College and Plumstead Manor Girls' School sixth form. We will be working together to influence the provision of mental health services to young people.

Case Study: Hospital cleanliness

As part of our work with Queen Elizabeth Hospital, we identified that toilet paper holders posed a concerning infection risk and so raised this with the Hospital and the provider of their cleaning services. Backed with the NHS report detailing concern at the spread in the UK of a type of antibiotic-resistant bacteria likely to spread via faecal matter, Healthwatch Greenwich made the recommendation that toilet paper holders used by patients are replaced by holders that are easy to clean on the underside. We also recommended that the holders be installed at a height that enables cleaners to visually inspect their cleanliness. With a positive response from the hospital, contracted cleaners and CCG, Healthwatch influenced an infection prevention initiative.



Development of signposting service

One new function Healthwatch is responsible for is the provision of a signposting service, which replaces the Primary Care Trust Patient Advice and Liaison Service (PALS) service.

As signposting is a new function, Healthwatch Greenwich dedicated much of the start of the year to developing a system in which Healthwatch could provide up-to-date and useful information for the public on how to access or complain about local health and social care services.

The table below relates to calls received on Healthwatch Greenwich's signposting line:

Quality Account

NHS healthcare providers must publish an annual Quality Account to report on quality and show improvements in the services they deliver to local communities and stakeholders. The quality of the services is measured by looking at patient safety, the effectiveness of treatments that patients receive and patient feedback about the care provided. NHS Trusts are required by legislation to share their Quality Accounts with Healthwatch.

This year Healthwatch Greenwich has contributed to the Quality Accounts of the then local hospital trust, South London Healthcare Trust and the Foundation Trusts for mental health and community health services in the area. Healthwatch Greenwich has provided an independent comment responding to the Quality Account, especially on patient experience.

| Quarter | Total calls | Caller satisfaction | Total onward referrals | Complaints | Referral to Voiceability |
|---------|-------------|---------------------|------------------------|------------|--------------------------|
| 1 | 3 | 100% (3) | 1 | 1 | 1 |
| 2 | 8 | 100% (8) | 5 | 3 | 3 |
| 3 | 11 | 100% (11) | 9 | 2 | 2 |
| 4 | 13 | 100% (13) | 11 | 2 | 2 |



Working with Care Quality Commission

Healthwatch Greenwich has worked with the Care Quality Commission (CQC) on its program of inspections of healthcare services. The new CQC inspection approach puts patient experience at the heart of assessing whether the service is safe, effective, caring, responsive to people's needs and well-led.

Prior to an inspection, the CQC has worked with Healthwatch Greenwich to advise it how it can best gather people's experiences of care and to share information we have compiled through our engagement on what the local community views and experiences of services.

This year, the CQC inspected the local hospitals, Queen Elizabeth Hospital and Lewisham Hospital, as part of the new Lewisham and Greenwich NHS Trust. Healthwatch Greenwich provided all the data we have received through our engagement to inform the CQC of the patients' experiences of the hospitals. Healthwatch Greenwich promoted and encouraged members of the public to attend the Listening Event and the Quality Summit.

Healthwatch Hub

Data received from the public about their views and experiences is inputted into a database called the Info Bank on an intranet developed by Healthwatch England called the Healthwatch Hub. This is a

means of sharing data with Healthwatch and Healthwatch England in order to compare across Healthwatch and view a national picture.

Request to Healthwatch England to raise concerns on Care.Data

Healthwatch Greenwich locally and as part of the London Healthwatch network raised a concern on the Care.Data. Healthwatch had received concerns from the public about their data being shared with agencies, which they had not authorised.

Through our promotion of Care.Data and engagement with the community, Healthwatch was concerned that few individuals were aware of the opt-out system for sharing patient data. This issue was escalated to Healthwatch England, which raised the profile of the issue on a national level. Healthwatch was very pleased that due to the concerns raised, the consultation for Care.Data was extended by six months.

Healthwatch England

Healthwatch Greenwich liaises regularly with the Healthwatch England Development Officer in order to share the intelligence and insight it may need to perform effectively. Healthwatch Greenwich takes part in all Healthwatch England training and supports all Healthwatch England events.

Healthwatch Greenwich has taken part in



the consultation for Healthwatch England's offer in outlining what support Healthwatch England can provide to build the capacity of local Healthwatch. Next year, Healthwatch Greenwich will be supporting and contributing to the Healthwatch England Special Inquiry into unsafe discharge by liaising with the voluntary sector to compile evidence of the discharge pathway of mental health patients.

Commissioned work

Flu Awareness Engagement Programme

Healthwatch Greenwich was funded by Greenwich Public Health to carry out a three-month engagement programme on flu vaccinations covering November 2013 - January 2014. The engagement programme made considerable efforts to target those entitled to a free flu vaccination: people aged 65 and over, pregnant women, carers and those with a long-term condition in order to provide information and encouragement to get a flu jab and signpost them to where they could get the vaccination.

Integrated care

Healthwatch Greenwich is proud to be partners in the Greenwich Coordinated Care Project, which in 2013 was awarded the status of Integration Pioneer (one of 14 in England). This initiative aims to provide

proactive, efficient, effective, and personally tailored care to a selected group of adults with complex needs identified as being at risk of ill health and hospitalisation. A new model has been developed of a 'team around a person' where a care navigator will act as the main point of contact for the patient whose role is to coordinate a team of professionals in order to tailor a care plan specific to the needs of the patient. This model has been tested in the ward of Eltham as part of the Test and Learn stage prior to a full roll out across the country.

As part of the Greenwich Coordinated Care Board, Healthwatch Greenwich has received funding to carry out the patient evaluation stage of the Eltham Test and Learn. Beginning in May 2014, Healthwatch Greenwich will carry out an evaluation, compiling the experiences of patients subject to the Eltham Test and Learn to identify the difference this model has made to the on patients' care, how they can cope and whether or not they have experienced an integrated and coordinated reposed and what difference it has made in practice.

Healthwatch Greenwich will also conduct follow-up interviews in December 2014 to investigate whether the new model has made positive long-term effects.



Working with other Healthwatch

Healthwatch South East London

Healthwatch Greenwich meets and works regularly in collaboration with Healthwatch Bromley, Bexley, Lewisham, Southwark and Lambeth allowing us to work more efficiently and effectively by sharing good practice, resources and skills sets. Over the last few years (stemming from the time of LINK) the six Healthwatch have developed a strong working relationship in which one can rely on South East London colleagues sharing ideas and acting with a unified, stronger voice.

The practical aspects of our joint working can be seen in our joint Enter and View Training for staff and volunteers, our Enter and View Visits that have been conducted in a number of NHS Hospitals and the work we have done in producing a joint response to recent NHS Providers' Quality Accounts.

Healthwatch London Network

Working with NHS England (London) and Healthwatch England, a network of Healthwatches in London has been established in order to share best practice and a means of widening the scope of our work to a regional level. The strength of a cohesive voice across the 31 Healthwatches in London has proven to elicit a response to queries and request for involvement.

These have included the involvement in the

NHS England establishment of the People's Senate, Care Connect and the revalidation of GPs.

Looking forward

Healthwatch Greenwich is looking to build on the good work we have achieved in the first year with focus on:

- 1) Ensuring good public, patient, and carer engagement in the design, delivery and commissioning of health and social care services.
- 2) Holding service providers and commissioners (such as RBG and CCG) to account.
- 3) Monitoring the quality of health and social care services and working with statutory partners such as the CQC on any concerns identified.
- 4) Engaging with those in the community that are seldom heard.
- 5) Growing the network of supporters for Healthwatch and raising our profile further.

After much consideration and internal consultation METRO and GAVS have agreed to end their partnership for the delivery of Healthwatch Greenwich, which will take effect over year two. This agreement has been endorsed by the RBG.



Following a needs assessment, a staff restructure has created two new posts: Policy and Research Officer and Communications and Involvement Officer. These new posts will replace the roles of Advice and Signposting Officer and Voice and Information Officer.

Contact details

The Healthwatch Greenwich Office is based in:

New Haddo (formerly The 10 Centre)
29 Tarves Way
London
SE10 9JU

Main office: 020 8305 5008
Signposting: 020 8305 5007

Email: info@healthwatchgreenwich.co.uk
Web: www.healthwatchgreenwich.co.uk

Twitter: @HWGreenwich
Facebook: www.facebook.com/pages/Healthwatch-Greenwich/567012343354859

Finance Report

The Finance Report has been produced and ratified by METRO. For any queries on the income or expenditure of Healthwatch Greenwich, please contact METRO's Director of Finance on 020 8305 5000

Notes

¹Payments to Greenwich Action for Voluntary Service (GAVS)

Two quarterly payments of £5,984 each were made to GAVS and two additional quarterly payments of £5,984 each have been accrued for year 2013-14; all amounting to £23,936 per annum.

²Management Costs

£21,930 has been charged to the 2013-14 Income and Expenditure, which equates to 17% of the Healthwatch Greenwich income.

³Accruals

£14,382 consists of the following:
£5,926: Adjustment of funding across two years, 2013-14 and 2014-15 averaging £10,750 per month. Invoice value for 2013-14 is £129,000 instead of £123,074.

£4,600: Rent differential per annum for 2014-15.

£3,856: Chair stipend for 2014-15.

⁴Surplus

A surplus of 1,651 arises from Flu Vaccine Awareness Project £1,750 against an expenditure of £99.

Income and Expenditure for period 1st April 2013 to 31st March 2014.

| Income | |
|---|-------------------|
| Local Authority | 129,000.00 |
| Other income (Flu Vaccine Engagement Programme) | 1,749.99 |
| Total Income: | 130,749.99 |

| Expenditure | |
|---|-------------------|
| Premises | |
| Rent | 9,600.00 |
| Hall Hire | 681.73 |
| Staff Costs | |
| Salaries | 44,078.40 |
| Employers NI | 3,741.50 |
| Staff Travel | 772.15 |
| Office Costs | |
| Telephone | 1,067.81 |
| Printing & Stationery | 3,815.46 |
| Project Costs | |
| Governance Costs | 3,592.28 |
| Community Engagement/Partnering - (GAVS) ¹ | 23,936.00 |
| Management Costs² | |
| METRO back office support | 21,930.00 |
| Volunteer Costs | |
| Volunteer Expenses | 483.51 |
| Other Costs | |
| Promotional Materials | 393.65 |
| Hospitality | 623.77 |
| Accruals ³ | 14,382.31 |
| Total Expenditure | 129,098.57 |

| | |
|----------------------------|-----------------|
| Total | |
| Income | 130,749.99 |
| Expenditure | 129,098.57 |
| Surplus⁴ | 1,651.42 |

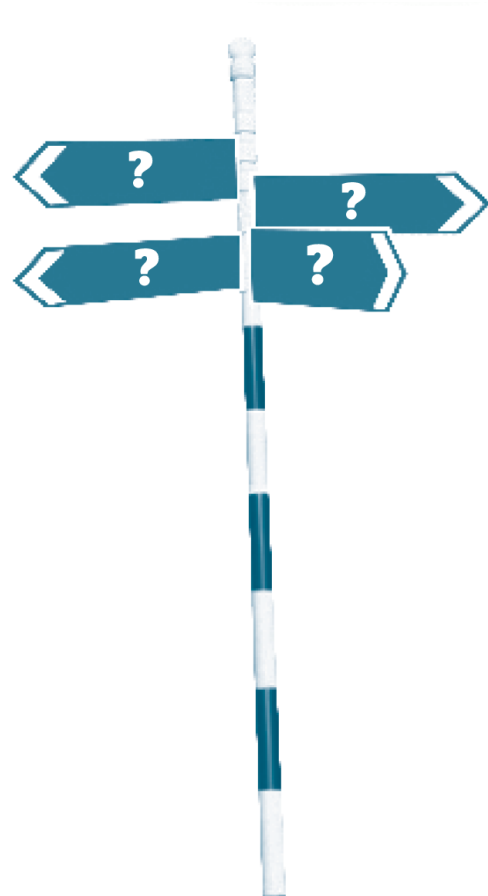
Report distribution

This report will be sent to:

- Secretary of State for Health
- Care Quality Commission
- Healthwatch England
- NHS England (London)
- South London Commissioning Support Unit
- Royal Borough of Greenwich
- Greenwich Clinical Commissioning Group
- Oxleas Foundation Trust
- Lewisham and Greenwich NHS Trust
- Overview and Scrutiny Panel
- Healthier Communities and Older People's Scrutiny Panel
- Greenwich Health and Wellbeing Board

The annual report will be made available for download from the Healthwatch Greenwich website www.healthwatchgreenwich.co.uk and hard copies are available on request.

All documents referred to in this report are also available on request from the Healthwatch of



¹ Statutory activities

- Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services
- Enabling local people to monitor the standard of local care services and decide on possible improvements
- Obtaining the views of local people regarding their needs for and experiences of local care services and, importantly, making these views known
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England
- Providing advice and information about access to local care services so choices can be made about them
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved and sharing these views with Healthwatch England
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively

