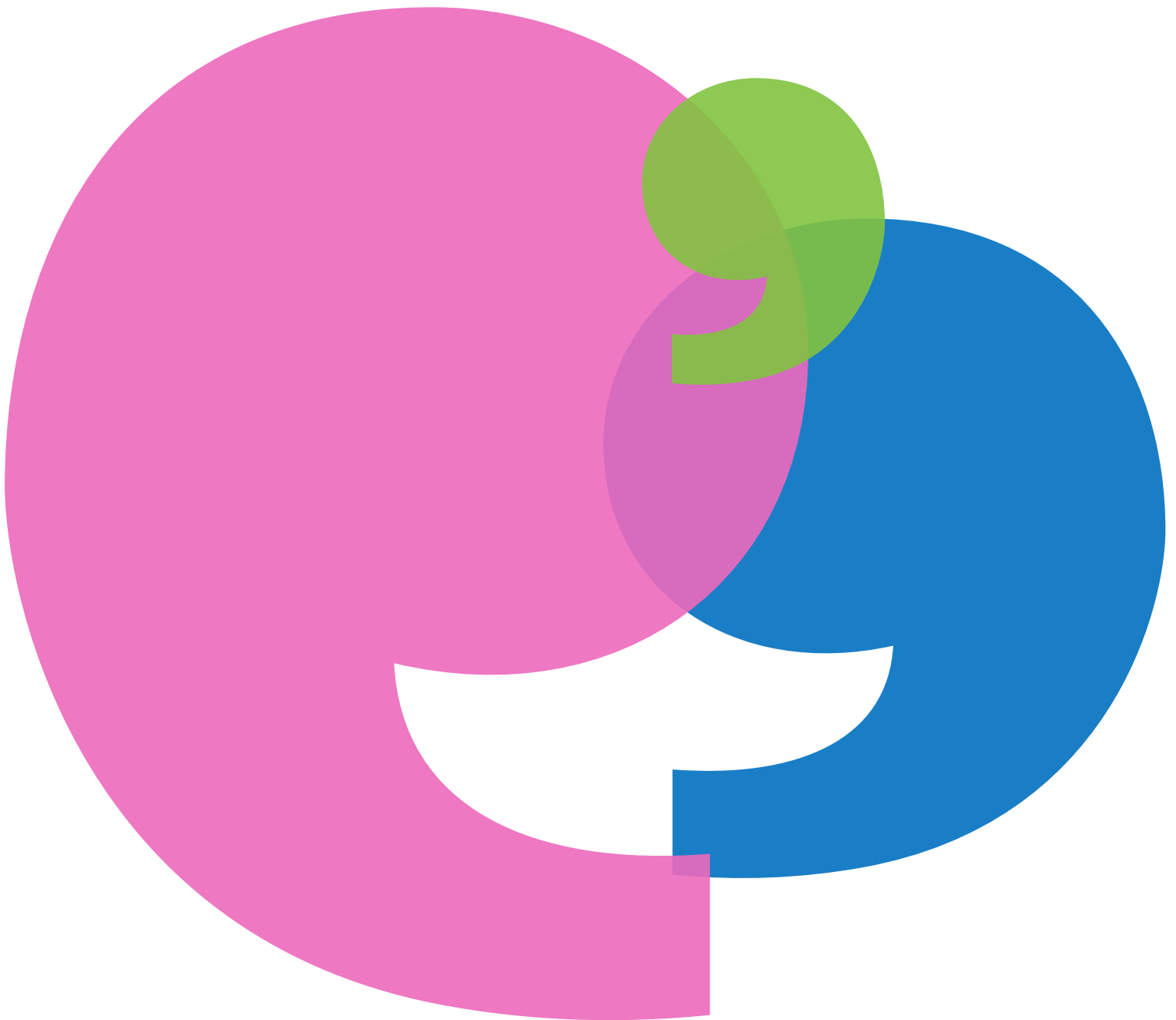


Healthwatch Redbridge



Annual Report
2014/15





Making this report public

We will make this annual report publicly available by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Redbridge Clinical Commissioning Group, Redbridge Health Scrutiny Committee and our local authority.

It can also be made available in **Large Print** if requested.

The material must be acknowledged as Healthwatch Redbridge copyright and the document title specified. We confirm that we are using the Healthwatch Trademark (which covers the logo and branding) when undertaking work on our statutory activities as covered in our licence agreement.

Where third party material has been identified, permission from the respective copyright holder must be sought.



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Introduction from the Co-Chairs



Glynis Donovan

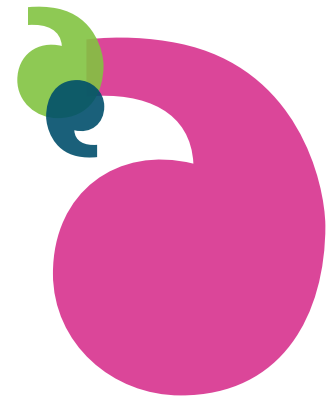


Vanda Thomas



‘Building on our first full year, Healthwatch Redbridge has emerged as a strong organisation supporting and promoting the patient and carer voice’

Vanda Thomas, Healthwatch Redbridge Co-Chair



As we begin our third year, we can look back with a sense of achievement, focussing on growth and stability.

A primary goal for our Board has been to review our organisations' effectiveness and to ensure that we are 'fit for purpose'.

We developed a clear strategic focus which allowed us to identify a number of key Board priorities and enabled the organisation to have a clear direction of travel.

Amongst a very busy year, we have supported the Health and Wellbeing Board and Redbridge Public Health with its consultation on the pharmaceutical needs of the borough.

We have worked closely with other strategic organisations such as the Health Scrutiny Committee, Redbridge Clinical Commissioning Group, BARTS Health Trust and Barking, Havering and Redbridge University Trust (BHRUT).

This close working has ensured local people have had the opportunity and the support to engage in discussions that influence the development of Local health and social care services.

It has been important for us to ensure our reputation defines us as an organisation that can be trusted.



Executive Summary



Cathy Turland

Message from the Chief Executive

This year in Redbridge:

1,700

people are Healthwatch members

51

people regularly volunteered for us

2,713

hours were completed by our volunteers

3,427

people attended Healthwatch events

2,079

people provided us with feedback and evaluated our events

267

people asked for information and signposting

14

people were referred to the NHS Complaints Advocacy service



This Annual Report contains summaries of the various activities we took part in last year.

Further information can be found on our website: www.healthwatchredbridge.co.uk

Welcome to our second Annual Report. This year has seen a number of important developments taking place at Healthwatch Redbridge.

We have developed a communications strategy that has enabled us to increase our social media presence and to begin to identify new and powerful ways to interact with our members, stakeholders and partners.

In reviewing our strategic priorities we have identified and recruited to new roles and said goodbye to other staff. This has allowed us to offer better support to local people.

We are actively seeking to gain the volunteer Charter Mark which has led us to make changes to the way we recruit and retain volunteers.

Our Enter and View training has been redesigned and made more accessible for deaf people through an innovative project working with 13 other local Healthwatch in London. We have also developed other training opportunities for volunteers and staff.

We have recruited a number of new volunteer representatives to take this area of our work forward.

We have sought to increase the awareness of Healthwatch amongst stakeholders which has led to a greater demand on our time and attendance to support different health and social care projects.

With this in mind we have ensured our work plan is robust and provides us with a clear strategy for engagement.

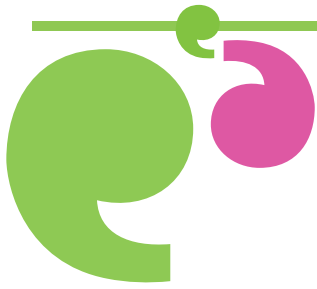
Working in partnership with other local community and voluntary organisations has seen an increase in opportunities for local people to engage and influence the development of local services such as Intermediate Care and greater access to GP services.



Developing a robust Communications Strategy



Thomas Thorn



All our reports are available to download from our website or by contacting the office if you require an accessible format

info@healthwatchredbridge.co.uk

020 8553 1236

The development of a Communications Strategy has helped us focus on increasing our presence across social media networks.

The strategy has been developed with the assistance of a volunteer who is also an expert in communications and media.

The strategy is an integral part of our work plan and led by the CEO with the support of Thomas Thorn, our new Information and Media Officer who began working with us in August 2014.

Part of his role is to increase our presence on social media networks such as our website, 'Twitter' and 'Facebook'.

Over the past year, we have seen our use of such media increase dramatically. We are regularly 'retweeted' by many local and national organisations such as BHRUT, Redbridge Council, local MP's and Councillors, Healthwatch England (HWE) and the British Deaf Association (BDA).

Over the last seven months we have had information and updates shared over **28,000** times. This content includes latest news, press releases and posters for upcoming events that either Healthwatch Redbridge are hosting or supporting. Electronic updates are a quick and inexpensive way of communicating with our members and networks.

We currently have **101** Facebook 'likes' on the Healthwatch Redbridge and **507** Twitter 'followers'.

We provide a quarterly printed newsletter to members who request them. Accessible information in easy read or plain text is also provided on a regular basis and forms part of our communications strategy remit to engage and involve all sectors of our community.



Developing a Pharmaceutical Needs Assessment for Redbridge



Engagement and information events helped to promote the PNA consultation to a diverse audience

This report can be found on our website:
www.healthwatchredbridge.co.uk



In November, we were asked to coordinate the statutory public consultation on the Redbridge Pharmaceutical Needs Assessment (PNA).

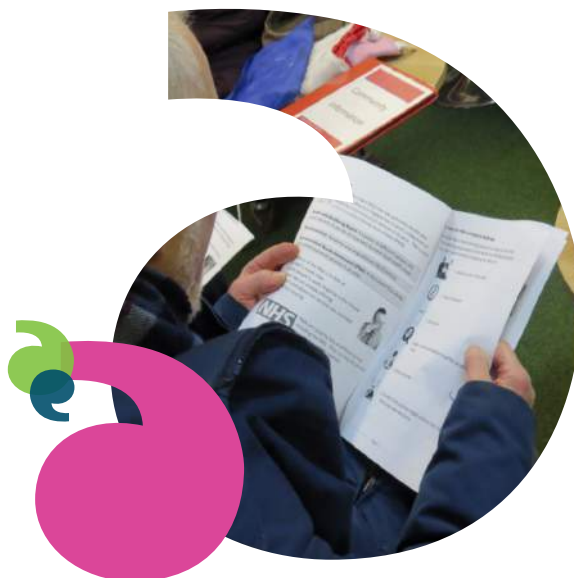
The Redbridge PNA is a statement of the pharmaceutical needs of the population of Redbridge. It is used to make decisions when applications are received to open new pharmacies or move existing pharmacies and also forms the basis of commissioning plans for services that will be provided by community pharmacies.

The consultation looked at the draft PNA and invited responses to a series of questions.

The survey was designed specifically to reach and to engage with all sectors of the Redbridge community. We advised on the creation of a shorter executive summary (due to the draft PNA being 138 pages in total). We also created accessible, easy to read documents to appeal to our diverse community.

All documents were made available on our website and paper copies were available upon request.

The information was widely promoted throughout our network. A series of six focus groups gathered the views from particular communities. These groups were identified as either high users of pharmaceutical services or particularly underrepresented when it came to responding to consultations.



We were keen to engage with many sectors of the local community and identified a number of various outreach events and meetings to provide a forum for further information to be made available to local community and voluntary sector organisations.

We estimated that the information reached approximately 33,000 people within the borough or 12% of the Redbridge population.

A total of **315** surveys or written responses were received within the consultation period from 15 December 2014 to 15 February 2015. More than three quarters of the surveys (**78%**) were completed using the easy read, accessible version

An additional by-product of the extensive engagement undertaken by Healthwatch Redbridge was to raise awareness within the local community of the role of pharmacies in delivering healthcare services.



Improving Dignity and Respect in Health and Care



For more information about the CQC or the fundamental standards, please visit: www.cqc.org.uk/content/what-we-do

Engagement at the Healthwatch Redbridge stall at Queens Hospital Romford

Further information can be found on our website: www.healthwatchredbridge.co.uk



We were interested to hear peoples personal experiences of dignity and respect as part of a project to support and promote dignity in care and Dignity Action Day in February 2015.

As one of the new fundamental standards introduced by the Care Quality Commission (CQC), ‘Dignity and Respect’ is now assessed in regards to the quality of the service. The standards form part of changes to the law recommended by Sir Robert Francis following his inquiry into patient care at Mid Staffordshire NHS Foundation Trust.

As part of the campaign to raise awareness, we designed a postcard inviting people to tell us what dignity and respect meant to them. We also asked them to tell us how we could improve people’s experiences of health and social care in regards to dignity and respect.

Postcards were made available through local pharmacies, libraries, GP Practices and sheltered housing schemes across the borough.

Our volunteers helped us to engage with people at over 50 events such as Local Area Forums, NHS Listening Events and Healthwatch meetings.

We adapted a six point dignity charter with the kind permission of Nottinghamshire County Council to assist us in communicating the message of dignity and respect.

A total of 277 survey responses were received.

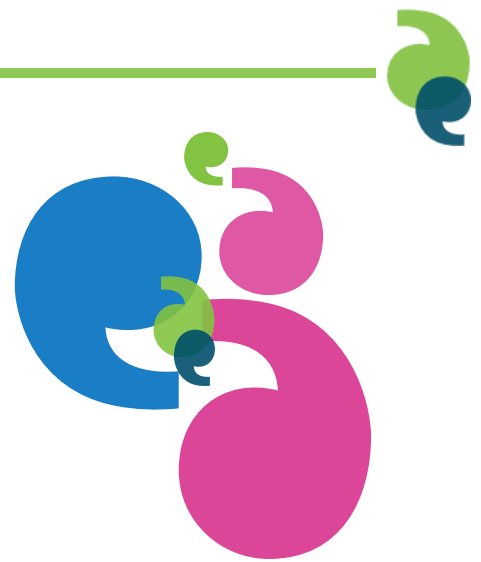
Responses identified both good practice examples and areas for improvement. This has enabled us to identify potential future projects that will be discussed with the Healthwatch Redbridge Board.



Volunteering at Healthwatch Redbridge



Clockwise from top left: Volunteers attend an Enter and View training session for deaf people; one of our Engagement Champions talks to members of the public; one of our volunteers explains what it means to be an Authorised Representative; Abdullah explains office information to one of our admin volunteers



Volunteers are an essential and welcome part of our work programme. Without the skills, experience and time given by our volunteers, we would not be able to carry out our statutory functions.

As part of our organisational review, we identified a need to provide more support for our volunteers and to increase the range of volunteering opportunities available through Healthwatch Redbridge.

To support the work of our volunteers we identified the need to recruit a full time Volunteer Coordinator. Abdullah Al Junaid joined us in October and began working on securing a number of outcomes based on work plan priorities.

This year, Healthwatch Redbridge has sought to gain the Volunteer Charter Mark; a quality mark supported by Greater London Volunteering and Volunteer Centre Redbridge.

We were keen to support the development of people with a variety of interests in our work.

We have a variety of roles that are advertised and identified during the year such as Enter and View Representatives, Engagement Champions, Event supporters and office admin support. All our roles are identified and advertised through various links with local communities.

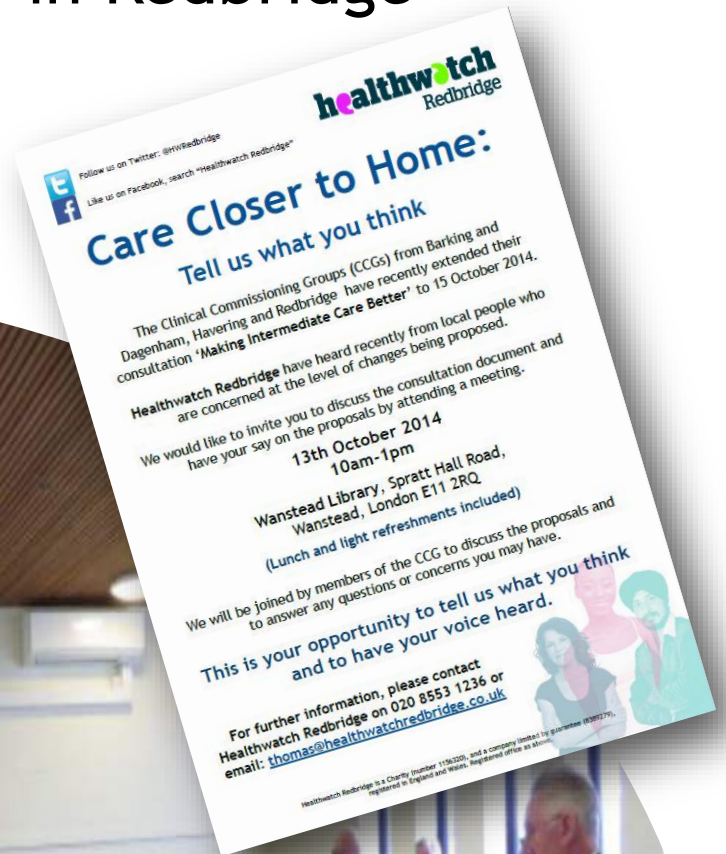
This year we undertook to identify a number of volunteers from under-represented communities such as young people, people with learning difficulties, and people with sensory impairments.

Our volunteers are representative of our community and we work with individuals to ensure we meet their access needs when identifying any support they might need to be involved in the many and varied volunteering roles we have on offer.

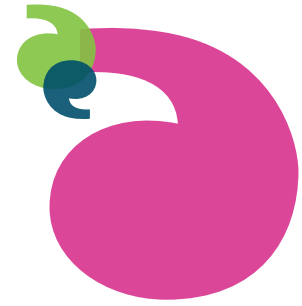


Intermediate Care in Redbridge

Healthwatch Redbridge recently agreed to conduct a number of Enter & View visits in response to the proposed changes to services in Redbridge



Our public consultation meeting in Wanstead



Healthwatch Redbridge has been involved in identifying and responding to the local consultation by Redbridge Clinical Commissioning Group (RCCG) entitled ‘Making Intermediate Care Better’.

The consultation proposed a number of changes to the way local people could access a range of new services in the borough aimed at supporting people to stay out of hospital and be treated at home through the use of community treatment teams and independent rehabilitation services.

The consultation also identified a restructure of rehabilitation beds within local hospitals and presented a range of preferred options.

Healthwatch Redbridge decided to hold a public meeting in response to a large number of concerns raised by local people in regards to the proposed closure of local services based at the Wanstead Hospital. Attendees were given the

Our response to the consultation and further information can be found on our website: www.healthwatchredbridge.co.uk

opportunity to respond to the questions presented in the consultation document.

Over fifty people attended the meeting including three councillors.

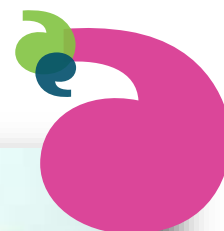
Our consultation response identified a number of concerns and we raised these as members of the RCCG Governing Body at their meeting in December.

The proposals were approved by the RCCG however we also raised our concerns with Redbridge Health Scrutiny Committee in January 2015.

We delivered further evidence and information to the committee and heard a number of further concerns raised by Councillors which led to the committee requesting that the Secretary of State be asked to refer the decision to the Independent Reconfiguration Panel for a review of the decision.



HENCEL Deaf Volunteer Training and Inclusion Project: working in partnership



 "Great work by @HWRedbridge bringing together 13 local healthwatch so we can work together across London boroughs #happybirthdayhealthwatch" @HWIslington



Video feedback from one of our E&V participants



To view video feedback from the E&V training course, please visit the BDA website at <https://vimeo.com/123455624>



local healthwatch
working together

across North, Central
& East London



support & develop
SHARED TRAINING

In November we worked in partnership with the British Deaf Association (BDA) and twelve other Local Healthwatch in London to collaborate on an innovative project funded by Health Education England.

The project had two main aims; firstly to develop a range of shared training materials that could be used by the partners, and secondly to identify, recruit and train a group of deaf people, all of whom use British Sign Language (BSL). These volunteers will become Enter and View (E&V) Authorised Representatives or mystery shoppers for their local Healthwatch.

By working closely with the BDA we were able to use their contacts and links to identify deaf participants who wanted to be more actively engaged in their community.

Currently 10 participants have been trained to become Authorised E&V Representatives and 10 have become

Mystery Shoppers; ready to work across the London area.

E&V visits will take place in April and May at three Hospital Emergency Departments (Queens in Romford, University College London and Newham).

These visits will be announced and will focus on aspects of the patient journey through the department.

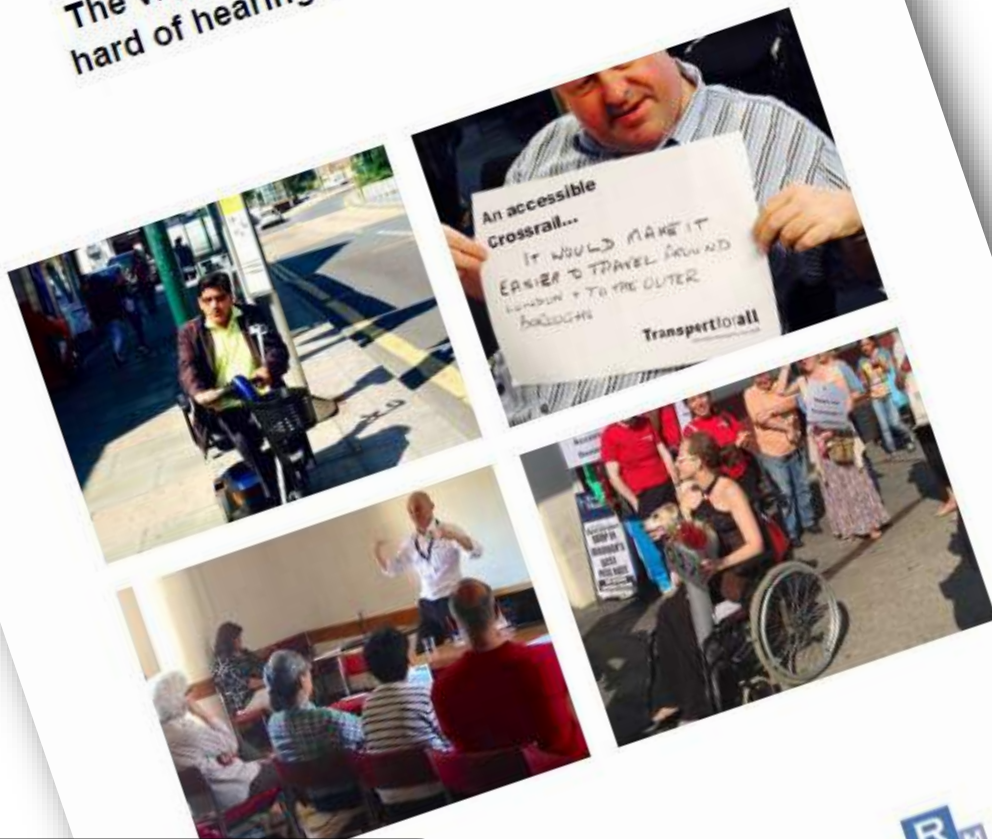
Healthwatch Redbridge currently has 20 Authorised E&V Representatives.

More information and details of our Enter and View Representatives can be found on our website: www.healthwatchredbridge.co.uk

Redbridge Voices

Redbridge Voices

The views of Deaf, vision impaired,
hard of hearing and disabled people



The recommendations in this report will be presented to the Health and Wellbeing Board in May 2015.

Healthwatch will continue to monitor the issues raised and work closely with other community groups to ensure concerns are raised and responded to.

You can read and download the full report here <http://bit.ly/1GfZFxH>





In June 2014, we worked in partnership with the Redbridge Disability Consortium and ActivEyes to hold a series of half day focus groups to listen to what disabled people and carers had to say about issues that affect their day-to-day life.

Over 200 local people told us about their experiences of living in Redbridge and the barriers they face in regards to health, social care, access to travel and personal safety. The project was called Redbridge Voices.

It became immediately apparent that the feelings and perceptions among the majority of participants were overwhelmingly negative. During the meetings, participants repeatedly told us that they had complained about their experiences before but very little had changed and no one appeared to care.

A number of recommendations were made following the focus groups:

- Protect disabled groups from the impact of welfare cuts
- Commitment from the Local Authority to adequately funded social care
- Identify a strategy to adequately break the link between disability and poverty which results in poorer education, skills, and employment prospects
- Provide additional resources and capacity to organisations that provide expert information and support to disabled people
- Request that the Local Authority commission a Disability and health Employment Strategy for disabled adults



Accessing GP Services



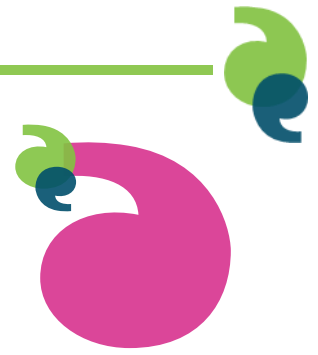
Accessing GP Services
September 2014



BSL Interpreters support Deaf people to discuss and respond

Healthwatch will continue to monitor the issues raised and work closely with the CCG to ensure information and concerns are raised and responded to.

You can download the full report at www.healthwatchredbridge.co.uk



In September, an information and consultation event was held to identify better after-hours access to GP Services as part of the Prime Ministers ‘Challenge Fund’.

Local GP’s representative, Dr Jagan John and Dr Ed Diggins explained the idea of the ‘Hub’ model which ensures local patients have access to GP services in the evenings and at weekends in Redbridge .

The aim of the event was to give local people the opportunity to hear about the planned changes, comment on the proposals and raise their concerns and comments directly with the providers of the new services. The event was attended by over **50** people.

Questions that were asked at the event but could not be answered immediately were responded to afterwards and sent to individuals who had requested contact.

Attendees were also given the opportunity to identify if they would like to become involved in further

research and development of the pilot through working with the Nuffield Trust, the consultants who would be reviewing and assessing the project over the coming months.

Deaf participants asked how they could access a telephone based service and identified a number of challenges they face with health and care services.

Some examples were given such as family members having to act as interpreters, confusion regarding the dosage of medication, and a lack of understanding about how to communicate with deaf people.

In dealing with these issue a series of further in-depth meetings were arranged with Action on Hearing Loss and other local Deaf Community groups in Redbridge.



Governance

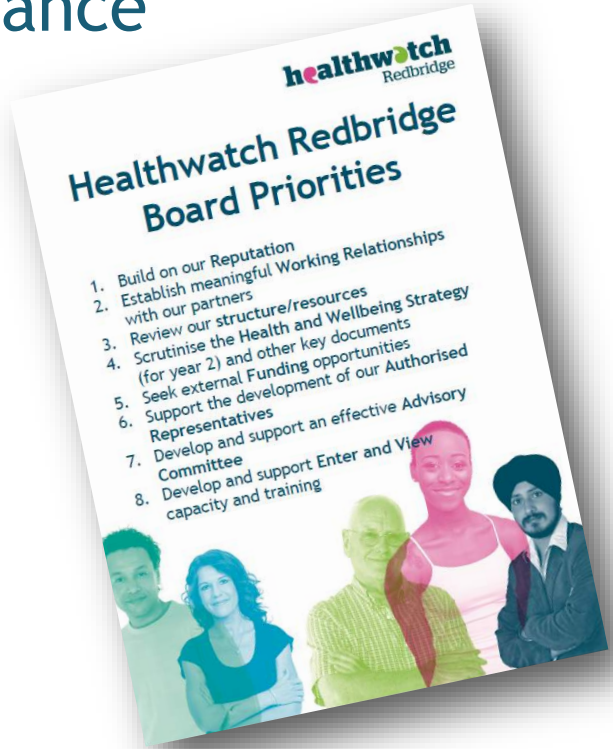
Healthwatch Redbridge has a board of six Trustees with skills and experience in areas as diverse as project management, finance, patient engagement and strategy.

A strategic Board Development Day was held in June 2014 with the aim of developing the work plan for 2014/15.

The priorities linked to relevant local and national intelligence and information provided through research conducted during April and May.

Healthwatch Redbridge held its first Annual General Meeting in December 2014.

The Board approved a change to voting membership which will enable more of



our members to have a greater involvement in decision making.

The Board also approved a proposal to increase the board size to eight Trustees.



The Healthwatch Redbridge Board from left to right: Mike New, Glynis Donovan, Vanda Thomas, Athena Daniels and Lorraine Silver. Inset: Mo Dedat

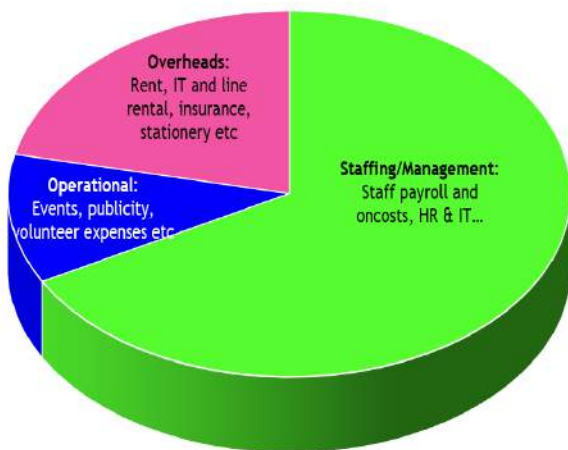


Healthwatch Redbridge Funding

Funding to March 31	2014/15 £	2013/14 £
Income		
Grant (from LBR)	166,000	166,000
Other HWR income	2,846	0
Total Income	168,846	166,000
Expenditure	(171,477)	(161,311)
Fund balances brought forward	4,690	0
Fund balances carried forward	2,059	4,690

Cost Breakdown

2014/15



2013/14

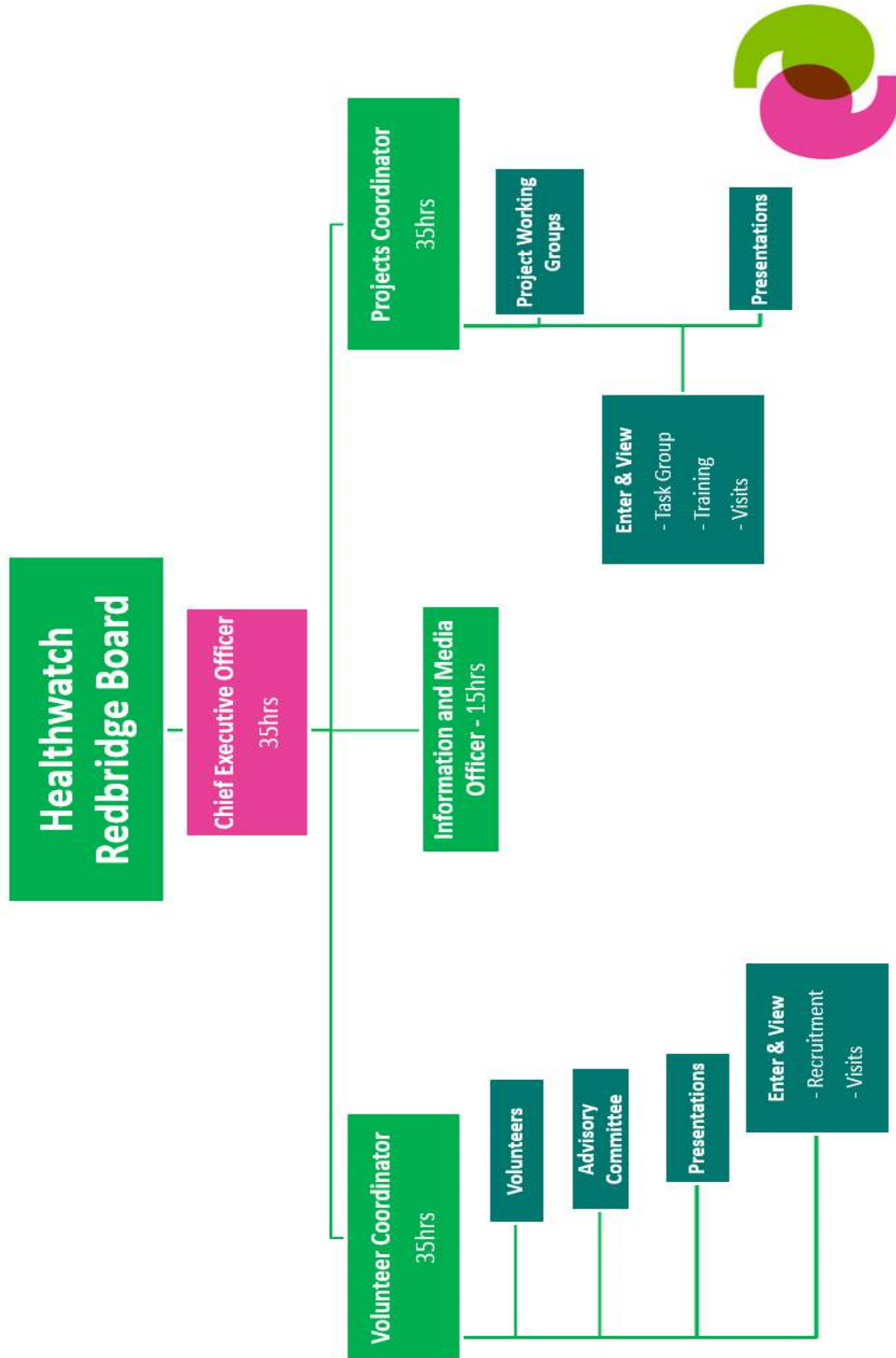


Notes:

Our statutory accounts, covering all our activities, are still to be audited for this year and will be made available in due course.

We have confirmed that the surplus amount of £2,059 for this year can be carried forward to next year's budget.

Healthwatch Redbridge Organisational Structure (from October 2014)





Healthwatch Redbridge reviewed its staffing structure this year and identified new roles.

It became clear from our ambitious work plan, that the staffing structure currently in use would not support the organisation going forward and therefore a review and reconfiguration took place in July where a number of new roles were identified.

A full time Volunteer Coordinator and Projects Coordinator were brought in to support the work of the CEO.

The development of a media and communications strategy identified the need for a part time Information and Media Officer to support more social media development.

Healthwatch Redbridge entered into discussions with two original staff

members who, after careful consideration, decided to leave the organisation.

New staff were recruited and took up their positions in August and October.

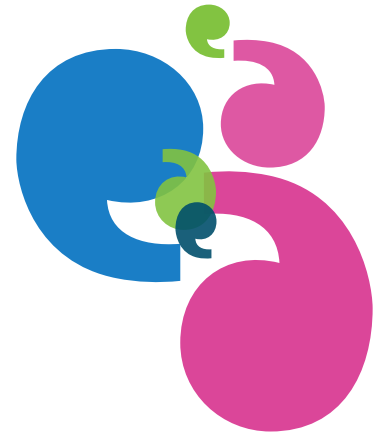
The new roles have seen a **150%** increase in staffing levels.

We were also fortunate to employ a temporary administrative assistant, Priyanka Naik, for six months to support the restructure.

Priyanka had been one of our original volunteers and we were very pleased to welcome her into a paid role.



HWR staff (L to R): Abdullah Al Junaid (Volunteer Coordinator), Priyanka Naik (Temp Admin Assistant), Cathy Turland (CEO), Harmander Singh (Projects Coordinator) and Thomas Thorn (Info & Media Officer)



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