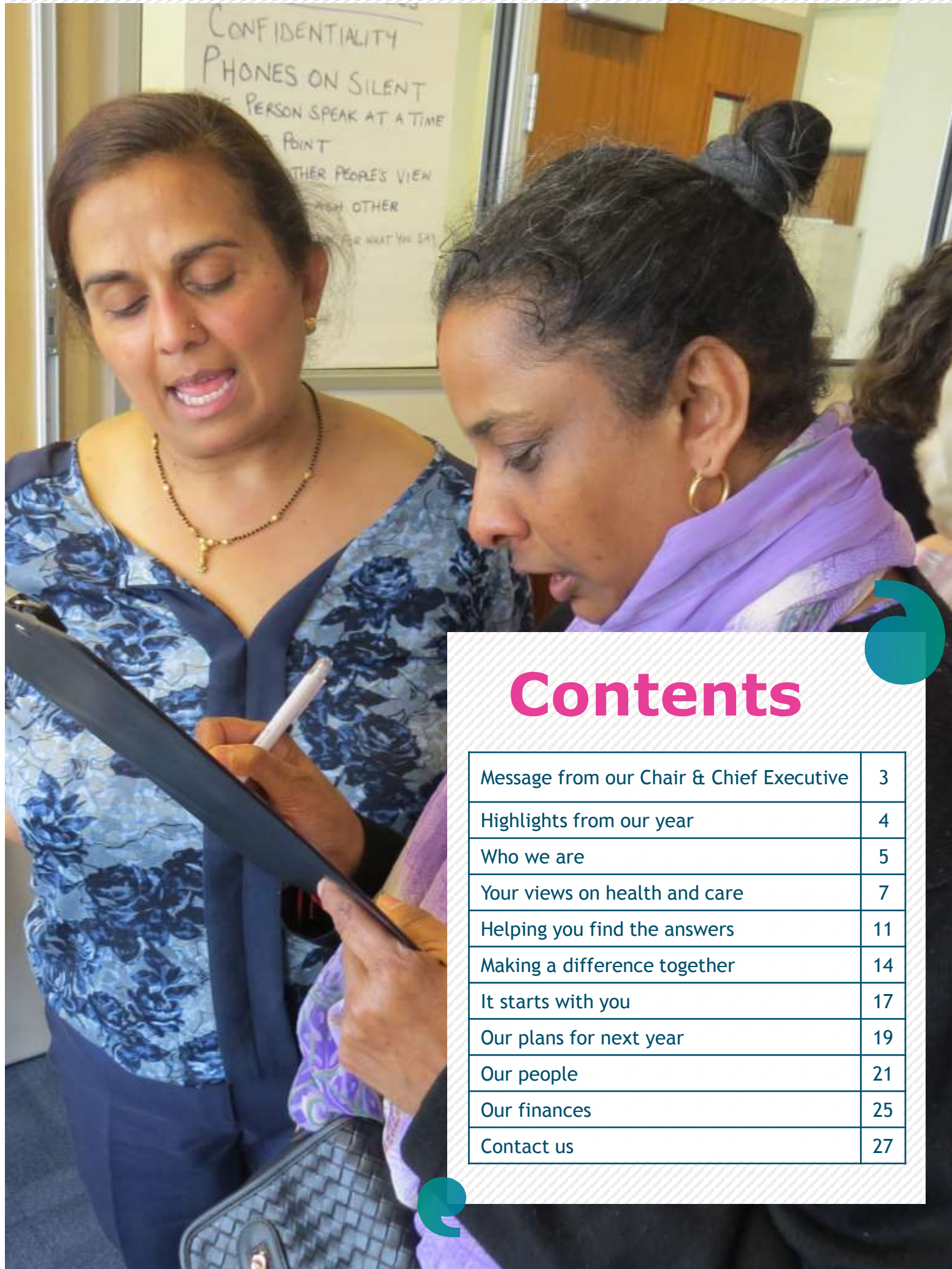




Healthwatch Redbridge

Annual Report 2017/18



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Message from our Chair & Chief Executive

Healthwatch Redbridge has had another tremendous year of making sure that health service users have had their voices heard and responded to by local service commissioners and providers.

We are extremely proud of the development and response received from the new innovative Community Cash Fund scheme that saw a number of our local organisations being able to produce quality activities for their stakeholders and wider community.

To remain relevant, effective and efficient, Healthwatch Redbridge commissioned these organisations to extend our reach of engagement with great success.

In this year's report we have used all the information collated from our activities that in some cases have spanned more than a year; we are therefore able to



HWR Chair, Vanda Thomas and CEO, Cathy Turland show how the continued impact of our work provides further emphasis and value to existing projects.

We will see a drastic reduction in funding over the next 3 years and the Board is therefore considering new ways of working that will ensure our sustainability going forward. Thank you to all our volunteers and supporters during this difficult time but we are looking forward now to the future.

‘Healthwatch Redbridge has been key in taking up the mantle of accessibility. It has promoted the Accessible Information Standard from the outset and has been a leading driver for its implementation.’

Sharon Schaffer, England Vision Strategy Regional Manager,
Thomas Pocklington Trust

Highlights from our year



50,524

This year we've reached over 50,000 people on social media



Our **25** volunteers completed **917** hours this year



We've conducted

51

visits to local services



Our reports have tackled issues ranging from **Mental Health** to **Changes to Local Day Services**



We've spoken to **3,144** people at many local events

We've given

81

people information and advice



Who we are



Outreach Volunteer Elaine speaks to a staff member at King George Hospital

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

At Healthwatch Redbridge we understand that local people want services that work for them, their friends and family. That's why we ask you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Our purpose

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

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Meet the team



Cathy Turland
Chief Executive Officer



Sarah Oyebanjo
Deputy Chief Executive Officer



Miranda Peers
Volunteer Coordinator



Thomas Thorn
Media and Volunteer Support
Officer



Naina Thaker
Projects Coordinator

Your views on health and care



User Friendly? Reviewing communication support at GP Practices in Redbridge

For many people with communication impairments going to see your doctor can sometimes create additional issues.

Not hearing your name being called, having no access to a BSL Interpreter or relying on a family member to support you, can be a frightening experience.

Over the past two years, Healthwatch Redbridge has been reviewing the development and implementation of the Accessible Information Standard (AIS).

The standard is the new legal requirement that applies to all providers of NHS and publicly-funded adult social care services and came into force on 31 July 2016.

It is supported by the Equalities Act, and advises organisations how they should work to understand and support patients' communication needs. This includes making sure that people get information in accessible formats such as audio, large print, Braille, easy read and via email.

Between July and October 2017, Healthwatch Redbridge visited, assessed and reported on all 45 GP Practices in Redbridge against the requirements of the standard.

Our 5th Birthday celebration saw the launch of a comprehensive summary review of all the practices in our report:

'User Friendly? Reviewing communication support at GP Surgeries in Redbridge'.

'I just wanted to congratulate Healthwatch Redbridge and all the volunteers and GP practices involved in this report.

It's clear that it's already having a real impact, with practices taking action following the visits, on everything from improving signage to offering staff vital training.

I hope this excellent report will go a long way to raising awareness both amongst practices - about how to make changes - and amongst the public, on the accessibility we all have a right to expect.'

Liz Sayce, CQC Board Member, former Director of Disability Rights UK and HWE Committee member

Results



Although 65% (30) GP practices had their own website, only 3 had the ability to change background colours or audio software systems (Browsealoud©).



24 Practices (54%) relied on family or carers to aid communication with patients.



36 Practices (80%) had hearing loops but only 20 had staff who knew how to use them. We also found 3 loops stored in cupboards.



41 Practices (91%) had computer systems that could flag patients with communication support needs



... but only 24 Practices (54%) asked patients about their needs

Impact

18 practices are working with their website providers to improve website access.



35 practices have made a number of access improvements (improving hearing loop systems, call displays in reception areas, improved ramp access, better signage, additional staff training etc).

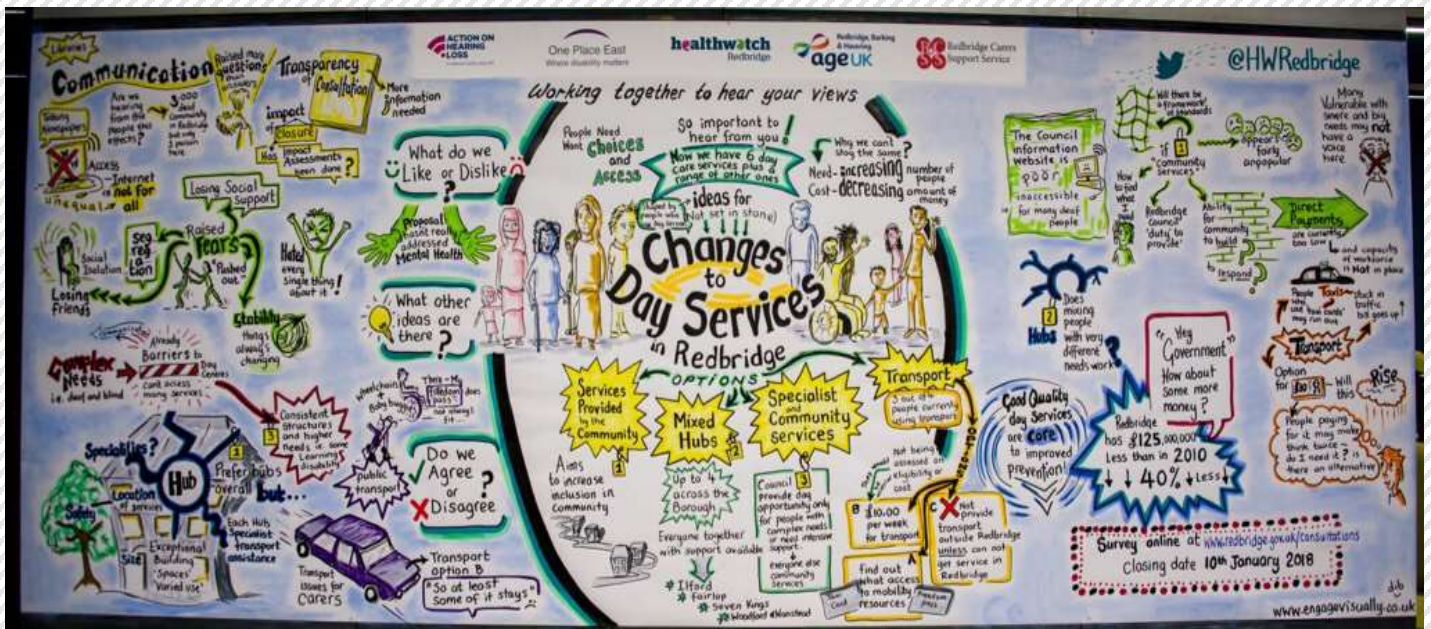
20 practices have committed to a range of improvements ranging from providing accessible communication handbooks, to amending registration forms to include questions about communication needs.



You can read the full report and the individual GP reports on our website



Changes to Day Services



A graphic illustrator captured feedback from attendees

Healthwatch Redbridge consulted with local people to review the proposed changes to Day Services in Redbridge.

We worked with One Place East, Redbridge Carers Support Service, Age UK Redbridge and Action on Hearing Loss to run the event and engage with as many people as possible who would be affected by the proposals.

Users of the services along with friends, family and the public came together to discuss possible changes along with the proposed changes to transport.

Representatives from the local council were in attendance to explain the proposed changes and to answer questions.

Some of the issues that arose during the consultations; local people wanted more information about the proposals, more detail regarding existing and future community services and better support for people using Direct Payments.

Over 70 people shared their views at the event and a report from the consultation can be downloaded from our website.



Over 70 attendees discussed the proposed plans at the consultations

Helping you find the answers



Community Urgent Care

85% of people interviewed had heard of NHS 111, however many told us they were not aware of the proposed improvements being made to the service

The Clinical Commissioning Group (CCG) commissioned Healthwatch from Redbridge, Havering and Barking & Dagenham to conduct research on how particular groups of patients choose to use urgent and emergency care services.

We were asked to target specific users of urgent and out of hours care services, concentrating on three user groups: parents of young children (0-5 years), older people (those over 60) and young adults (14-30).

Findings showed that users in the 14-30 year age group were unsure of the difference between urgent and emergency care, whilst most older people were able to explain it well.

Participants generally felt that access to more bookable appointments would be beneficial, as less people may attend A&E. They felt people's needs would be addressed quicker.

Many participants (85%) had heard of NHS 111 either through their GP Practice, friends or family, and from media advertisements.

Many felt the improvements being made to the service had not been advertised adequately.

Overall the findings showed that there was still some confusion about the terms 'urgent and emergency care'.

The findings have been published by the CCG and are helping to shape future services across the three boroughs.



We visited

- ✓ Redbridge Children's Services
- ✓ Age UK
- ✓ Redbridge Youth Council
- ✓ Oaks Park High School
- ✓ Disabled Asian Women's Network
- ✓ Local 'Knit and Knatter group'



Intermediate Care

Healthwatch Redbridge has been involved in engaging with local people since the proposal to reorganise intermediate care services in Redbridge began in 2014.

We have continued to work closely with our Health Scrutiny Committee and service provider, NELFT (North East London Foundation Trust), to assess the quality of the service and review patient and carer experience of rehabilitation services in the borough. Periodical reviews have taken place at six monthly intervals with the final review taking place in January 2018.

Based on our recommendations, the provider has made several improvements to the service such as:



More patients are being encouraged to get dressed each day as part of their rehabilitation. Over **80%** of patients were seen to be dressed on our last visit (up from **23%** two years ago).

Over **70%** of patients are now involved in developing their care plans and discharge arrangements (previously **51%**).

Physiotherapy session numbers have increased across both wards with patients telling us they are receiving a more personalised support plan.



85% of patients are regularly being asked if they have communication support needs (previously **50%**). During our most recent visit, every patient we spoke to was asked about their communication needs. This is important because it ensures that staff can provide information for them in a way that they can understand.

‘Working with Healthwatch has enabled the scrutiny function at Redbridge to raise its game and to collaborate on issues such as A&E performance and Intermediate Care. It has also enabled us to approach issues with the support of an independent agency without political allegiance.’

Councillor Neil Zammett, Chair, Redbridge Health Scrutiny Committee

Making a difference together



Reviewing Emergency Department use across Redbridge

Working with Redbridge Health Scrutiny Committee, Healthwatch Redbridge were asked to be part of a working group which completed a comprehensive review into the use of Accident & Emergency Departments across the area.

Chaired by Wes Streeting MP, the working group consisted of Councillors from all political parties, HWR Chief Executive Cathy Turland and HWR Director Mike New. The review was in response to a number of calls for a halt to the proposed closure of King George Hospital's A&E Department due to the growing population locally.

Following the development of the Sustainability and Transformation Plan (STP) for north east London in 2016, many felt the closure was now unreasonable given the increase in the diverse and ageing population.

- A number of the recommendations cite the work of Healthwatch Redbridge and have requested our ongoing support
- The Report was published February 2018



Information from previous HWR events were used to support the comprehensive review



Community Cash Fund: working with different organisations in Redbridge

Healthwatch Redbridge provided funding for individuals, groups and organisations with creative and innovative ideas to gather information on people's experiences of health and social care services in the borough.

We launched this fund to invest in community projects that aim to improve the health and wellbeing of local people.

The outcomes from these projects are helping us to plan our work programme for 2018/19.

Redbridge Carers Support Services (RCSS) - provided 6 sessions for people living with dementia and their carers. Carers were given the opportunity to talk about local services whilst their loved ones were engaged in other activities.



Saint Francis Hospice - reviewed local services for people with life limiting conditions. The survey evaluated the outcomes of people's experiences, what worked well during their treatment and what could have been done differently.



One Place East - supported a team of services users to assess the accessibility and ease of navigation for people with a learning disability when using Redbridge social care services.



Refugee & Migrant Forum Essex & London (RAMFEL) - created a survey and held in depth interviews with 25 people about the difficulties refugees and migrants have accessing healthcare.



Performance Art Life Skills (PALS) - PALS are an organisation that supports local residents who have used mental health services. They held drama and craft workshops for local service users to share their experiences of using the services and have fun whilst doing so.



Terrance Higgins Trust (THT) - working with a group of young people, THT conducted Mystery Shopper exercises to 25 pharmacies across Redbridge to evaluate the C-Card (condom distribution) scheme.



You can read the full individual reports on our website

it starts with
YOU



“I know if I needed help or knew of someone that needed help I would advise them to go to Healthwatch Redbridge.”



Jo (pictured) contacted us as she was distressed about her recent discharge from hospital. Here is her story.

‘Redbridge Healthwatch have helped me by believing in me. They have helped me to speak with nurses, doctors, not only at the hospital but my own local doctor.

I don’t think you often find a service that puts themselves out to find the answers to help you. It’s nice to find the respect and honesty in an organisation, something that is very, very difficult to find in this day and age.

They have followed every single path I have mentioned or discussed with them and followed these pathways through until they found the answer. As soon as I felt we had found the answer they found another pathway to take to make the journey I was facing easier.

I know if I needed help or knew of someone that needed help I would advise them to go to Healthwatch Redbridge.’

You can listen to Jo’s story on our [YouTube](#) channel.

The more people that share their ideas, experiences and concerns about NHS and social care, the more services can understand where improvements are needed. The ‘It Starts With You’ campaign is recognised and supported nationally by Local Healthwatch and organised by Healthwatch England.

[#ItStartsWithYou](#)

Our plans for next year



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Help us plan our work for 2018/19: tick the issues that matter to you and your family

- GP (Doctors) Services (access, appointments, reception, out of hours etc)
- Services for Older people (health or social care)
- Children & Young People's Health Services
- Mental Health Services
- End of life care
- Allowing people to have a say in local health and social care issues

Please use this space to write down any other health or social care related issues you feel we should look at:

Please post this card back to us (freepost, no stamp required).

Setting our yearly work programme



In March 2018, we held our 5th birthday celebration event that was attended by over 35 people, including patient representatives, people working in the services and service users.

A market place event was also held enabling attendees to find out more about the organisations involved in our Community Cash Fund project.

We presented the results of our priorities postcards survey where we asked local people what health and care issues mattered to them and their family.

A number of current issues were shown on the postcards. The issues were identified through our previous work programme and other insights such as:

- Community Cash Fund Feedback
- Local and National health & social care issues
- The Redbridge Health and Wellbeing Strategy

Attendees were given the opportunity to discuss the outcomes of the survey and to suggest ways in which Healthwatch Redbridge could seek to gather local views.

Ideas and suggestions about events we should attend and who in the community we should talk with has allowed us to develop the work programme which will be taken to the HWR Board to be confirmed in May.



Discussing work priorities for next year

We received 125 postcard responses and 427 comments



Our work priorities for next year:

- ❖ GP (Doctors) Services (access, appointments, reception, out of hours etc)
- ❖ Children & Young People's Health Services
- ❖ Mental Health Services
- ❖ Continuing the Community Cash Fund

Our people



Governance and decision making

The Healthwatch Redbridge Board consists of 7 people who are full members of the charity and volunteers

Each Board member brings their personal knowledge and experience to the charity.

Skills such as financial management, communication, business development and lived experience; are essential to running Healthwatch Redbridge successfully.

Board members (Trustees) meet monthly in public with the minutes being published on our website. Trustees are responsible for ensuring the charity is properly run and controlled.

Our Trustee Board members:

- Vanda Thomas (Chair)
- Margery Peddie
- Athena Daniels
- Mike New
- Mo Dedat
- Lorraine Silver
- Cathy Turland (CEO & Company Secretary)

We collect the views, experiences and opinions of local people through a number of sources:

- Outreach events (visiting local Libraries, Hospitals, community groups etc.)
- Email and telephone calls
- 'Talk to us' section on the website
- Supporting Consultations (either holding our own events or joint events)
- Desk-based research
- Enter & View
- People attending our office to discuss issues
- Using information from our Community Cash Fund projects

We gather all of the information and experiences from these sources to understand the health and social care needs of the local community. This information helps to form parts of our work plan and other projects during the year.

Healthwatch Redbridge Board Members



Margery Peddie



Mo Dedat

L to R: Mike New, Athena Daniels, Lorraine Silver, Vanda Thomas, Cathy Turland

Volunteering with Healthwatch Redbridge

'I enjoy volunteering with Healthwatch Redbridge as an Enter & View Authorised Representative. As it gave me the confidence in working with people and making a difference for the general public in better access to health and social care.' Neil

We have 25 active volunteers without whom we would not be able to achieve half as much as we do.

In the last year we have completed many projects including a large Enter & View project reviewing access at all GP Practices (45) in Redbridge. Our Enter & View volunteers conducted interviews with patients and members of practice staff. They also completed detailed observations of the premises.

Once the interviews were completed, our admin volunteers supported us to process the data and information. The full report can be found [here](#).

We have also created and recruited to a new volunteer research role this year. This role is proving a great support to our work. We have also recruited 5 new Enter & View volunteers.

We are very thankful for the time, skills and experience our volunteers bring to their roles.

Over the winter, we have been busy getting our volunteering house in order to work towards the Investing in Volunteers (IiV) quality standard.

We hope to demonstrate that our organisation provides a good quality volunteering programme.

The standard covers four areas of volunteer management (volunteer involvement, recruitment, selection and retention). We have recently completed the assessment stages and will find out in July if we have been successful.



Volunteers and Staff at our Christmas party



"Healthwatch gives me a chance to meet different people, and it has made me more aware of health and care issues that concern my local community."

Sally, HWR Outreach Volunteer

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Redbridge

Everything we do starts with a conversation...

Our finances



Funding for the final year of our original grant contract (2013 - 2018) was reduced by 10% to £150,000 (down from £166,000).

The figures below show how we spent this years funding which was provided by the London Borough of Redbridge.

Our annual report does not include audited accounts for this year, these will be presented at our Annual General Meeting which will be held later in the year.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	150,000
Additional income	934
Total income	150,934
Expenditure	£
Operational costs	23,230
Staffing costs	106,692
Office costs	17,062
Total expenditure	146,984
Balance brought forward	3,950

Contact us



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Healthwatch Redbridge

Our annual report will be publicly available on our website by 30 June 2018.

We will also share it with Healthwatch England, CQC, NHS England, Redbridge Clinical Commissioning Group, Redbridge Overview and Scrutiny Committee, 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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Redbridge

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