



healthwatch
Redbridge



Healthwatch Redbridge

Annual Report
Summary 2016/17



Who we are

We listen to local people's experiences and views about local health and social care services in the borough

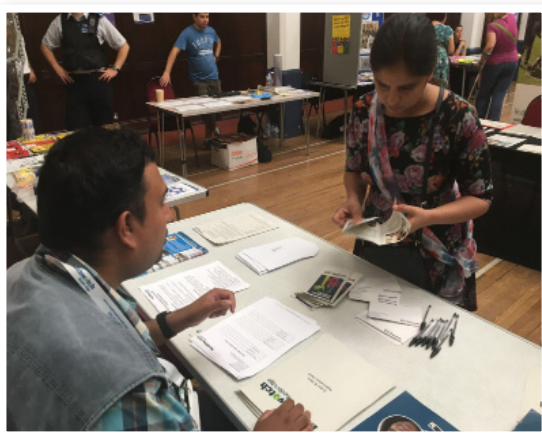
We share what people like and what they think needs to be improved with staff in the health and social care setting



The Healthwatch Redbridge team (left to right) Thomas Thorn, Naina Thaker, Cathy Turland (CEO), Miranda Peers, Sarah Oyebanjo

Our priorities for last year

We invited people in Redbridge to tell us what local issues we should look at over the next year in an online survey and at outreach events.



Volunteer Shehzad speaking to a member of the public at a local event

This year we looked at

- *Hospital Discharge;*
- *Communication Support;*
- *Mental Health Services;*
- *GP Services;and*
- *Health and Social Care Services working together better*



Our year at a glance



■ **30,545** people were reached on social media



■ **8** E&V visits were carried out to health and social care services

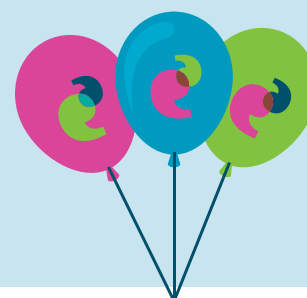


■ **50** people regularly volunteered for us

■ **1,012** hours were completed by our volunteers



■ **6,022** people attended our events



■ **100** people asked for information or signposting

THIS WAY

■ **365** local people supported us in developing our work programme



Signposting - Providing people with information

Enter and View - Healthwatch visiting a health or social care service



Intermediate Care Services



We worked with our Health Scrutiny Committee (HSC) to listen to the experiences of patients using the **intermediate care** service in Redbridge.

We visited wards at King George Hospital and spoke with patients, relatives and staff. We surveyed people using the home based support services.

We are currently working closely with the service provider and have seen services improve. We will complete our third visit in July 2017.

Intermediate Care: Services to assist people to get well without going into hospital



See our website for full reports



Sustainability and Transformation Plan



Sustainability and Transformation Plans (STPs) are five year plans aimed at improving health and wellbeing for local people, making sure services are built around them.

Healthwatch across North East London were asked to talk to local people and find out what they think about the plans by holding a series of events in each borough.

Information about the STP and event reports are available on our website.



Event attendees discuss the STP



People commented on the plans

Hospital Discharge... A Patient's Journey

Mrs H shared her concerns about her discharge from hospital after she had a serious fall.

We followed Mrs H as she left hospital and highlighted the problems she faced accessing the right services to support her to get well.

Issues were identified with follow-up appointments not being made, poor communication between services, calls going unanswered, delays in treatment and no discharge plans discussed.

We contacted the providers to discuss the issues raised. They met with Mrs H and agreed that some of the services needed to improve. We are currently working with them.



Mrs H's filmed her story which is available through our website

Accessible Information Standards

NHS England introduced the Accessible Information Standards (AIS) in August last year.

We held a conference to highlight the standards and identify the barriers to accessing communication support.



People shared their experiences of using services: videos on our website



Lively discussions took place at the conference.

We developed and ran information workshops throughout the year for care homes, GP's and the public .

We created videos about people who have communication needs and their experiences of using services.



Volunteers



We have 50 volunteers who support us in a number of different roles from helping in the office to talking with members of the public.

We developed a new volunteer role to support our information and media work who has helped us to create our posters and leaflets.



Volunteers at a briefing meeting.



We also increased the number of Enter and View and Outreach volunteers

Volunteers enjoying a trip to Southend as part of Volunteers week.



Training



We have run a mix of internal and external training for our staff and volunteers.



Above: Staff and volunteers taking part in training

In total our volunteers have attended 36 training sessions over the last year.

Training sessions included;

- Autism Awareness
- Dementia Awareness
- Easy Read Training
- Safeguarding Training

Safeguarding: Protecting vulnerable adults or children from abuse or neglect.



Talking about Mental Health



We created a survey to ask local people whether they were concerned about mental health services in Redbridge.

We sent the survey to our members, took it to outreach events and sent it to other organisations in Redbridge. We received 173 responses.

37% felt the stigma of admitting you have a mental health issue is still a problem



36% still felt there were problems accessing services



47% of people said they would feel comfortable talking about mental health issues with other people



55% of respondents told us they did not know where to go if they, a friend or family member needed support with a mental health issues.



In March, we presented the results at our end of year celebration event. The issues will be used in our work plan for the next year.



Looking Forward



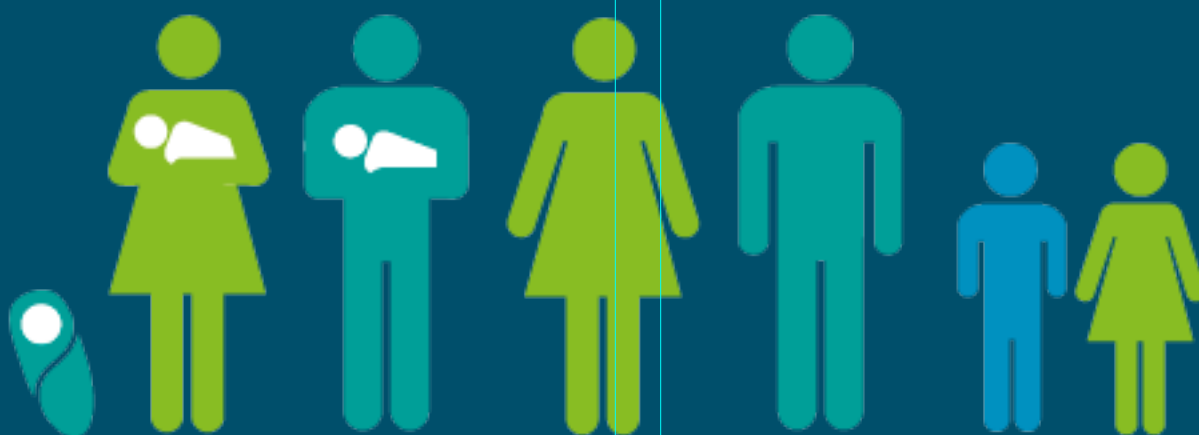
In March, we held an event to celebrate our work and to ask our members to help us agree our work plan for this year.

Our priorities for the next year are

1. Ensuring people have access to the right health and care services they need to stay well
2. Supporting people using health and social care services to have a voice
3. Accessing appropriate local mental health services



Attendees discuss our work plan for the year



If you would like to see our full annual report
please contact us:

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