

Annual Monitoring Report 2015/16

Annual Accounts published within timeframe and Annual local Healthwatch report published within Timeframe

The annual report for 2014-15, which included financial information, was published on the 24th June 2015 and can be read here: <http://www.healthwatchwandsworth.co.uk/resources/healthwatch-wandsworths-annual-report-year-2>

The report was produced and circulated according to the statutory guidance provided by Healthwatch England.

Evidence of input into Local Accounts

Healthwatch Wandsworth was given the opportunity to give feedback on the local accounts at various meetings with Social Services and at the Health and Adult Care OSC.

In addition, we attended a meeting to advice on the Your Day Your Say Conference. Seven Healthwatch representatives attended the actual conference, acting as a facilitator or note-taker for small group discussions, and made sure that feedback from members of the public was included in the report on the event. One of our representatives, Peter West, gave a presentation on how to improve quality monitoring from a users' perspective.

Evidence of input into Local NHS Quality Accounts

Responses to both the St. George's Foundation Trust and the SWLSGT NHS Trust Quality Accounts were submitted within the given timescale and published by the Trusts together with their accounts as requested by the Department of Health.

The Healthwatch Wandsworth responses can be read on page 47 of both reports:

<https://www.stgeorges.nhs.uk/wp-content/uploads/2015/07/Quality-Account-2014-15.pdf>

http://www.swlstg-tr.nhs.uk/_uploads/documents/board-papers/board-papers-2014-2015/board-meeting-3-june-2015/quality-and-performance/08a-swlstg-quality-account-report-2014-15-draft-v13-29-05-2015.pdf

Evidence of contribution made to JSNA and H&WB Strategy

Regular Healthwatch reports, based on feedback received from members of the public and key stakeholders, have been submitted to the Health and Wellbeing Board.

All Health and Wellbeing Board meetings have been attended by a Healthwatch Representative and regular reports have been published on our website <http://www.healthwatchwandsworth.co.uk/about/docs>

Evidence of Enter and View activities

- Seven new volunteers have been recruited and trained to increase the team's capacity, knowledge and expertise.
- Three extra-care visits have been carried out and the relevant report have been written. Providers have been encouraged to put into place action plans to address our recommendations and findings have been discussed with commissioners ahead of the redesigning of the specification for two of those schemes.
- Two care homes for people with mental health problems and hearing impairments have been visited and the reports have been published: <http://www.healthwatchwandsworth.co.uk/resources/enter-&-view-reports>.
- Enter and View volunteers have been adding value to existing quality monitoring initiatives, such as the St. George's Quality Inspections and the mock inspection organised by the mental health trust.

Evidence of LHW involvement, information and reports referenced in commissioning and provider plans and strategies and Evidence of greater and more varied public and service-user engagement by commissioners and providers

As part of our ongoing work we have been represented on over 40 regular meetings, boards, steering groups, forums and committees throughout the year. During these meetings we have had the opportunity to influence, contribute and advise commissioners and providers. Evidence of this can be sought through the large number of feedback reports from these meetings on our website (see the section on “our work” <http://www.healthwatchwandsworth.co.uk/about/docs>) and through the group’s minutes and reports held by those organisations.

In addition, we published and circulate to the relevant health and social care commissioners/providers the following report:

- Report on Youth conference - survey on school-based counselling service (this report was sent to Children’s commissioners, the CAMHS procurement groups and it was discussed at the Children’s health overview and scrutiny committee):
http://www.healthwatchwandsworth.co.uk/sites/default/files/report_on_youth_mental_health_support.pdf
- Report on Health Visiting Service consultation (this consultation was planned in partnership with the local authority and presented and discussed with the Health Visiting Commissioning Group):
http://www.healthwatchwandsworth.co.uk/sites/default/files/report_on_health_visiting_consultation1.pdf
- Extra-care reports and recommendations (see paragraph above on Enter and View activities for more details): <http://www.healthwatchwandsworth.co.uk/resources/enter-&-view-reports>
- FGM awareness (this report has been circulated to the children health overview and clinical reference group):
http://www.healthwatchwandsworth.co.uk/sites/default/files/report_on_findings_of_fgm_awareness_survey.pdf
- Report on Healthy alternatives to Junk Food (this report has been circulated to public health and has been used to inform new healthy eating initiatives):
http://www.healthwatchwandsworth.co.uk/sites/default/files/report_on_healthy_alternatives_to_junk_food.pdf

Through our Assembly meetings, we supported Nine Elms, St. George’s, the CCG, Mental Health Commissioners, the Centre for Public Involvement to engage with a range of local patients and community groups. The following presentations were given at our events, followed by extensive Q&A sessions:

- Nine Elms engagement <http://www.healthwatchwandsworth.co.uk/news/presentations-december-healthwatch-assembly>
- Mental Health Joint Commissioning Plan - consultation
http://www.healthwatchwandsworth.co.uk/sites/default/files/mental_health_joint_commissioning_plan_presentation_0.pdf
- St. George’s Financial Situation - engagement event
http://www.healthwatchwandsworth.co.uk/sites/default/files/st_georges_financial_status_presentation.pdf
- Transforming Primary Care
http://www.healthwatchwandsworth.co.uk/sites/default/files/whats_new_in_primary_care_-_a_mcmylor_0.pdf
- The future of Patient Groups
http://www.healthwatchwandsworth.co.uk/sites/default/files/patient_involvement_presentation_-_g_hickey.pdf

Evidence/examples of service design/redesign as a result of HW (health and social care) and Evidence of recommendations accepted by commissioners/providers

- The Health Visiting Commissioning Group has used the users' feedback included in our health visiting report to help shaping the specification for the service
- The recommendation included in our Extra care reports have been presented and discussed with the team commissioning the new contract for two Extra-care schemes in Wandsworth. The changes we requested were accepted.
- We have highlighted the need to develop a local consultation protocol for service change and we are working with the local authorities to develop it, which is likely to be adopted by other local authorities in South West London.
- Recommendations to encourage better communication between Sheltered Housing Scheme managers and health professionals have been taken on board.
- Our report on a school based counselling service was discussed at the children's commissioning board and at the meetings of the CAMHS commissioning group.
- Our report on Healthy alternative to junk food has been sent to public health, in order to inform a project in Battersea.
- Our report on suicide prevention has been used by public health to help build the new strategy for the borough.
- Our letter expressing concerns about delay in health checks for Looked After Children has been responded.
- At South West London Level, our service users representatives on clinical groups are helping to shape the new service models.

Activities show Involvement of wide range of groups and individuals in service design facilitated by local Healthwatch.

In 2015-16 Healthwatch has been represented on the following boards, groups and committees:

1.	CCG Board
2.	PPIRG
3.	South West London Joint Committee
4.	CCG Communication and Engagement Board
5	Wandsworth Learning Disabilities Partnership Board (soon to be Learning Disabilities CRG)
6	Wandsworth Health action group
7	Adult Safeguarding Board
8	St. George's Maternity Forum
9	Regular Healthwatch/Social Services meeting
10	Regular Healthwatch/St. George's meeting
11	Patient Experience Committee
12	Patient Safety Committee
13	Health and Wellbeing Partnership
14	Clinical Effectiveness and Medicines Management group

15	Patients Reference Group
16	St. George's Council of Governors
17	South West London Collaborative Commissioning Programme Patient and Public Involvement Steering Group
18	CAMHS procurement group
19	IAPT Procurement Group
20	MH Providers Forum
21	BME Mental Health Forum
22	Suicide Prevention Group
23	Children Health Clinical Reference Group
24	Health Visiting Commissioning Group
25	Wandsworth Children and Voluntary Network
26	Quality Board
27	South London Quality Surveillance Group
28	Community CQRM
29	111 and OOH CQRM
30	Health and Wellbeing Board
31	Adult Care and Health Overview and Scrutiny Committee
32	South West London Mental Health Forum
33	London Healthwatch Forum
34	South West London Healthwatch Network
35	Kingston Hospital Healthwatch Forum
36	London Ambulance Service patient representative reference group
37	PPESG
38	Planned Care Clinical task and Finish Group (SWLCC)
39	Primary Care Task and Finish Group (SWLCC)
40	Maternity Task and Finish Group SWLCC)
41	CCG Quality Group

42	Acute CQRM
43	Participation Group

In addition, we carried out a programme of outreach targeting hard to reach groups, and we developed significantly our social media activities, to give the opportunity to groups who may struggle to come to our meetings to keep in touch with our work and share their feedback (see pages 6-7).

Evidence of priorities and work programme driven by input from service users and communities

- The workplan objectives in the annual plan are based on feedback received from our members and stakeholders through the annual survey, and on the analysis of the soft intelligence collected during outreach and the regular feedback from our representatives.
- At the Assembly meeting participants are regularly given the opportunity to raise their concerns and suggest new areas of work.

Evidence of any recommendations to CQC/HWE

- All our Enter and View reports were sent to the CQC.
- We have regular telephone conversation with the CQC inspector of Primary Care.
- We contribute to the South London Quality Committee, in which the CQC is involved.
- Healthwatch chairs the Wandsworth Quality Board.
- Our consultation reports have been sent to Healthwatch England.
- Staff and representatives regularly contributed to the London Healthwatch meeting and the South West London Healthwatch meetings.
- We submitted our comments on the Mental Health Trust in preparation for the CQC Inspection and the Head of Hospital Inspection for the London Region, Jane Ray, personally wrote to us to say that she found our contribution very useful and would have definitely used it in her analysis of the performances of the Trust.

Activities show evidence of avoiding duplication and adding value

We continue to support commissioners and providers in their existing monitoring activities and patient involvement structure, such as the St. George’s Quality Inspections, the mock inspection of the Mental Health Trust, the Thinking Partners, and the work of the Patient Reference Committee.

Before planning a consultation, we would liaise with commissioner and providers to avoid duplication. For example, we decided to postpone an Enter and View Project on IAPT because the service was being re-commissioned. Instead we joined the commissioning group and supported the consultation planned.

More recently, we have started to plan our involvement in mock inspection within Adult Social Services, to add value and an independent perspective on their internal monitoring activities.

Activities show evidence of joint projects with VCOs and community groups

We continued to support the voluntary sector throughout the year, by helping and supporting their events, talk to their service users, and gathering their views on key health and social care development in the borough.

Examples of this work include:

- Support to the FGM/Health Champion group;
- Support to Katherine Low Settlement in planning and organising their community event in March e.g. by helping them identify what stalls to have on the day;
- Support to Wandsworth advice;
- Participation in most voluntary sector based events, such as the “Healing our Broken Village” and Carers’ Week;
- Through the “seldom heard fund” we could establish ongoing work with smaller local community groups;
- Healthwatch staff has been secretary of the Battersea Forum throughout the year, circulating relevant information to the mailing list, helping people make connections, network and advertise their work.

Activities show evidence of outreach to diverse range of age groups (inc under 21 and over 65)

- NCS The Challenge - we had a team of young volunteers work with us for two days on a consultation on healthy eating. On the first day they helped us develop the questionnaires and the focus for the survey. On the second day they joined us on a stall outside ASDA in Clapham Junction, encouraging people to complete the questionnaire. Throughout this process they were supported by The Challenge and Healthwatch gave them the opportunity to develop the new skills they needed.
- Youth Momentum Conference - Healthwatch ran a consultation at this fantastic conference organised by the Youth Council, and 50+ young people gave us their feedback on plans for a school-based counselling service.
- Youth Council event - we attended one of the youth council regular meetings and launched with them our instagram account, with our consultation on “what keeps you well”.
- Youth Opportunity Fund - one Healthwatch staff has been part of the panel for the Youth Opportunity Fund, helping the council award the grants.
- Sheltered Housing - several information and outreach sessions in the majority of sheltered housing schemes in the borough gave us a very good insight in the care provided to older people living in these schemes.
- Extra-care Schemes - we visited the three extra-care schemes in the borough.

Activities show evidence of outreach to the disadvantaged and vulnerable groups *and* Activities show evidence of outreach to diverse range of (inc. hard to reach) groups

Throughout the year, we worked with groups from a range of backgrounds. The full list is outreach activities for the year is below:

- Consultation with people with learning disabilities at Share Community (seldom Heard group)
- Consultation with women part of the Learning Disabilities Network(seldom Heard group)
- Consultation with mental health service users Mama’s low kitchen (seldom heard group)
- Consultation with Carers (Seldom Heard group)
- Sheltered Housing - meetings with residents X12 (seldom heard group)
- Stall at the Mental Health Trust Open Day event (seldom heard group)
- Consultation with mental health service users on section 75 organised by Voicing View (seldom heard group)
- FGM awareness session and consultation X2 (seldom heard group)
- Stall on Tooting Bec Common - Piped Piper Story Telling event
- CQC listening event on London Ambulance Service
- Presentation and Consultation at Patient Practice meeting X4
- Shared Community Garden Party
- Mayor Making Ceremony
- FGM ceremony
- Stall at Wandsworth Get Active
- Stall at Roehampton Festival
- Stall at Town Hall Extension Foyer X2
- Stall at Battersea CCG Roadshow
- Stall at Wandle CCG Roadshow
- Stall at CCG AGM
- Stall at South Thames Fresher’s Fair
- Youth Conference
- Stall and Consultation at Caius House
- *NCS The Challenge*: Induction and Presentation on Healthwatch and Consultation outside Asda Clapham Junction
- Youth Legal and Resource Centre launch
- Kwaa Africa (hard to reach group)
- Celebrating Wandsworth Advice
- Older People’s Forum AGM
- Wandsworth CEPN Engagement Event - Putney Medical Practice
- DASCAS AGM
- Battersea Forum

- Voicing View Consultation on Section 75 (Hard to reach group)
- 3 FGM meetings
- General Medical Council training for doctors
- Thinking Partners meeting
- GMC patient engagement event
- GMC session - presentation to St. George's medical student
- Presentation at Health Innovation Network event
- Networking at KLS AGM
- Supporting the CCG Equality Day(hard to reach groups)
- Stall West Wandsworth Roadshow
- Networking Pocklington Centre Event (hard to reach group)
- Your day Your say conference and planning meeting - stall, networking, facilitating, taking notes, presenting (hard to reach groups)
- **Children's centres x 13** - outreach to run a consultation on the Health Visiting Service, recruit new members and promote Healthwatch (hard to reach groups)
- Meeting on Seldom heard Group project
- BME Mental Health Forum (hard to reach group)
- Thinking Partners X4 (hard to reach groups)
- Older People's Forum event (hard to reach group)
- KLS Community Health and Happiness (this event targets mainly BME communities, hard to reach group)
- CAB Battersea (vulnerable group)
- CAB Roehampton (vulnerable group)
- Two Meetings with Urogynaecology patients
- Battersea Forum X4 and Roehampton Forum X4
- Generate(hard to reach group)
- South London Refugee Association (hard to reach group)
- Sound Minds (hard to reach group)
- Older People's Forum Conference
- Alzheimer's Society Meeting
- Be Enriched(hard to reach group)
- Connnect UK(hard to reach group)
- Mam Low (hard to reach group)
- Youth Council Event - what keeps me well (hard to reach group)
- Food Bank Outreach(hard to reach group)
- Together Your say (hard to reach group)

Social media: in order to reach the less vulnerable residents we raised the profile of our social media accounts. We recruited an intern looking for work experience in social marketing, and with her support we significantly improved our online engagement, as shown by social media analytics.

Activities show evidence of targeting Healthwatch services in a way to target those who will benefit most

We target our outreach programme towards people who:

- Are more likely to use health and care services;
- Are more likely to have difficulties accessing services;
- Struggle to access information via mainstream channels;
- Have one or more of the "protected characteristics".

At the same time, we have a strong online presence to make sure that anyone in Wandsworth, also the less vulnerable, can find out about us and get in touch should they need to do so.

Evidence of income generated from alternative sources

- Voluntary Sector Coordinator Funding - Wandsworth CCG awarded WCA/Healthwatch 50K to deliver a two year project on developing and supporting the voluntary and community sector in the borough.
- Grassroot Funding - NHS England through the South West London Collaborative Commissioning has allocated around 10K for local Healthwatch organisations in South West London to commission community groups to organise an event and invite SW London Collaborative Commissioning staff to talk to their service users. Up to £750 will be available for each group. The work will be delivered in 2016-17.

Evidence of influence of children and young people on vision, priorities and work plan

All our work with young people has given them the opportunity to influence local decision makers. This includes our reports on the school based counselling services, healthy eating, and the health visiting service, as well as our involvement in the Youth Council events and the consultation on “what keeps you well” (this work has been described in details in previous paragraphs of this report).

Activities show involvement of ward councillors in local Healthwatch engagement activities

- Councillors attend Healthwatch meetings on a regular basis.
- The Healthwatch Executive and the councillors on the Overview and Scrutiny Committee meet every year to discuss their annual plan.
- Attendance of the OSC meeting means that an ongoing dialogue with local councillors is established.

Activities show involvement of major local employers (non NHS) in activities

- Healthwatch has strong links on social media accounts with local employers
- We have continued to support to the Battersea Forum, with Healthwatch staff being secretary throughout the year. This Forum includes the main employers in the area.
- Partnership work with the Healthcare lead for Nine Elms, which led to us building links with Nine Elms communication and the promotion of work opportunities in this area.