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Message from our Chair

This report summarises Healthwatch Wandsworth's fourth year of work as the voice of users of health and social care services in Wandsworth. I hope you enjoy reading it.

This year we continued to monitor change and sought to improve or shape a variety of services, from 'supported living' housing to mental health and hospital care. But two increasingly important areas have been the financial and other problems facing St. George's Hospital, and the developing plan to transform NHS services in South West London. These involve large-scale and long-term programmes of change and are opportunities to develop services that better reflect the needs and priorities of local people.

We canvassed local views through forums like our Healthwatch Assemblies, and attended a growing number of meetings as the changes are defined and delivered. This is challenging as the issues are complex and the choices are often difficult. We have had to build new relationships and work more effectively with stakeholders such as other local Healthwatch organisations. It is sometimes difficult to pinpoint the impact of this activity, especially since it often happens beyond the public view. This report gives examples of changes to service design and delivery that reflect our input and how your voice is being heard.



I would like to record my thanks, and those of the Healthwatch Executive Board, for the energy and commitment of our small staff team who never cease to impress. Their work demands creativity and discipline, often requiring working outside of normal office hours.

Finally, I invite you to get involved in our work. Sign up as a member—it's free! Come along to our Assemblies to meet key figures in local health and social care, and make your views known. If you can, join our friendly team of volunteers, helping with our community outreach or offering subject expertise.

Those who commission or deliver health and social care services may not always respond exactly as we would wish. But to be effective, we need the best possible picture of your needs and priorities to make a persuasive case.



Message from our Manager

The achievements of Healthwatch Wandsworth this year are a testament to the commitment, resilience and hard work of its staff and volunteers.

It has been a challenging year, with an increased workload and changes in the staff and volunteer team. Alana Rhoden, Delia Fitzsimmons and Funmilayo Oyenibi, our staff team, have shown incredible focus and energy to make sure we continued to speak with and inform local people. Wandsworth Care Alliance colleagues also provided a lot of support.

Ambra Caruso left her post as Healthwatch Manager for pastures new in July 2016. She had skilfully managed to establish the organisation and its operations during the first three years. This year's Annual Survey results showed us that the organisation now enjoys excellent working relationships with many organisations across our borough, and also has a strong reputation for making sure local people have a voice in local health and social care matters.

My time as Healthwatch Manager started in September 2016 and I was astounded at the amount of work and energy that both staff and volunteers have devoted to the activities of Healthwatch Wandsworth. They have also been incredibly supportive as I learned the role and settled in.



You will read more in the report about our large team of volunteers. We greatly value the time they are able to spare and really benefit from the expertise and knowledge they share.

You will also read about our work in the community where we listened to local people's opinions on their health and social care services, collecting information via surveys, interviews. We then reported and shared that intelligence with those who are in a position to change things.

Our organisation's impact and profile is maturing and evolving all the time. We look forward to our fifth year, when we can further build on previous work and continue to make a positive difference to the quality of our local health and social care services. Maintaining focus and continuing to develop links with the public and with service providers is important. This will be more challenging than ever in view of the large-scale changes that health and social care services are facing.



Who we are

We know you want services that work for you, your friends and family. We listen to your experiences of using health and social care services and encourage those who run services to act on what matters to you.

We do this as part of a national Healthwatch network. There is a Healthwatch in every local authority area in England. Healthwatch Wandsworth is operated by Wandsworth Care Alliance (WCA) - a registered charity that Wandsworth Borough Council commissioned to run Healthwatch locally.

Our vision

Healthwatch is here to:

- + Hear what you think of health and social care services.
- + Help improve the quality of those services by letting those running them know what you want.

Our Healthwatch Wandsworth Team



- + Help people find out about local health and social care services.
- + Keep people up-to-date with changes to local services, and ask them to share their experiences and views.

We do this by:

- + Visiting community events, meetings and services to get local people's feedback so that we understand what's important to them.
- + Including your views and comments in our reports and recommendations to make sure that those who have the power to change local services hear your views.
- + Using our public events, website, newsletter and social media to inform local people about local service changes and to listen to what people have to say about them.
- + Offering an Information and Signposting service to help people find and access relevant health and social care services.

From left to right:

Funmilayo Oyenibi
Information & Outreach Lead

Delia Fitzsimmons
Outreach & Engagement Lead

Sarah Cook
Healthwatch Manager

Alana Rhoden
Communications & Administration Officer

Our priorities

We set our priorities based on what local people tell us is important to them.

In 2016/17 one of our priorities was to develop how we monitor local health and social care services. We particularly wanted to focus on monitoring patient and public accountability at the St. George's Foundation Trust.

We also wanted to make sure we involved 'Seldom Heard' groups as much as possible in the designing and delivering of local health and social care services.

The Grassroots Engagement Fund and the Seldom Heard Fund have been extremely successful in enabling us to listen to and support local community organisations.

This year, we aimed to follow the outcomes of the various inspections of services like GP surgeries, dentists and pharmacies, and the transfer of primary care responsibility to our local Clinical Commissioning Group. We have also made efforts to collaborate with Healthwatch in Richmond and other areas.

In the rest of this report you can find out how we have been working to achieve our vision and priorities this year.





Highlights from our year

This year we made **3509** connections with people on social media.



42 local people have volunteered over **3095** hours to help us with our work.



We visited **8** local services to speak to the people who use them.



Our reports tackled issues ranging from **mental health, hospital care** and **carers**.



We spoke to over **1120** people about their experiences of local health and social care.



We met hundreds of local people at **90** community events and meetings.





Your views on health and social care

Listening to local people's views

Your views of local health and social care services continue to be important to us. Find out how we went about gathering feedback, who we spoke to and the changes that resulted from feedback.

Our public events

Our regular public meetings (called Healthwatch Assemblies) are open for anyone to attend. We held **four meetings** last year and around **175 people** attended. These meetings made sure that local people have a forum to hear updates about local services, ask questions, and feedback to those who can influence the design of local health and social care services. All the presentations from our Assemblies, as well as a record of the questions raised and the answers given, are available on our website so that people who couldn't attend can access the information.



*Healthwatch Wandsworth Assembly,
September 2016*

Our Assembly topics have included:

- + The Sustainability and Transformation Plan for major NHS changes.
- + The new Multispecialty Community Providers who will provide many of the service changes mentioned in the Sustainability and Transformation Plan.
- + Mental health issues and services.
- + Changes to outpatient services.
- + Carers - their experiences, their support needs, and the services that are available for them in Wandsworth.

Reaching people in the Community

Another effective way we connect with the local community is by visiting people and groups in their own environment. We chat to them about their health and social care experiences and needs. We then feed that information back to local health and social care providers and decision makers.

We also try to get involved with as many local consultations as possible, and occasionally create our own consultations if there is a local issue we need to hear more about.

Over the last 12 months, we have sought the views of local people via our consultations on the following topics:

- + The Mental Health Needs of LGBT+ people.
- + The Mental Health Needs of Deaf & Disabled People.
- + Our Campaign called 'What Keeps Me Well' (#WhatKeepsMeWell).

- + Patient Data.
- + The Local Carers' Strategy.
- + Pharmacy Standards.
- + The Great Weight Debate.
- + The Mental Health Transition Service for 17-25 year olds.

We aim to reach as many people from all areas of the community as we can. To do this, we attend community events and meetings, and talk to 'Seldom Heard' groups to make sure we hear from vulnerable people and people who are most likely to have difficulty accessing services.

To reach people we wanted to speak to, we worked with organisations like the Wandsworth Community Empowerment Network (WCEN); a charity that supports local minority groups and contributes to the improvement of local services.

Our more recent consultations focused on the mental health needs of the LGBT+ community, and deaf and disabled people. Mental health is of growing concern to many people, both locally and nationally, and we wanted to know if more could be done to help those with mental health issues, especially those from minority groups.

We were also able to speak to more people by coordinating the Seldom Heard Grant (made available by the Wandsworth NHS Clinical Commissioning Group), and the Grassroots Engagement Fund (from NHS South West London Collaborative Commissioning).

The grants offer funding to community groups to run events or activities. By coordinating the funding, we were able to develop better relationships within the local community, and speak to the groups

and their members to hear about the experiences of under-represented community groups.

Focus on young people

Healthwatch Wandsworth is committed to making sure that the health needs of children and young people are prioritised. Our outreach work and consultations have helped us to engage with young people, and to understand the difficulties they may face when accessing health and social care services.

This year, we compiled a report as part of the 'Great Weight Debate' on young people and healthy eating. This was part of a continuing theme which we identified during our consultation on junk food last year.

We also worked with young people at the local Youth Council meetings and events. We started a social media campaign on Instagram, called #whatkeepsme well, aimed at young people and encouraging them to think about their own health and wellbeing. You can read more about the campaign in the '**It starts with you**' section of this report.

Older People



We wanted to make sure that the views of older people were being heard. Through our outreach work, we gained feedback from

members of the Wandsworth Older People's Forum and the 60+ Café in Roehampton.

Our “Enter and View” team, who visit local services to gain feedback from people using them, went to Ashley House - a Supported Living Scheme in Battersea that provides care for older people. Our findings were shared and discussed with the managers of Ashley House and Wandsworth Borough Council's Social Services. The team continues to monitor how the council's Social Services department plans and monitors this type of care. We will use the recommendations to influence future contracts for care services.

Supporting other organisations to listen

The Grassroots Engagement fund mentioned earlier also helped staff from the NHS to attend some community group activities and to listen directly to what people had to say to feed that information directly into their plans for changing services.

Among other organisations we supported to listen to local people is St. George's Hospital. They wanted to consult local people about the transformation of their sexual health and outpatients services. We helped them to design and plan their work and they discussed outpatients at one of our Assemblies.

At every opportunity we continue to highlight that organisations need to listen to the people who use their services, to make them work better and to make sure they are designed to meet the needs of the people they serve.

Visiting services and sharing our findings

Healthwatch Wandsworth's Enter and View team has unique permission to go in to local health and social care facilities and speak with users of the services to understand their experiences.

Following each visit we write a report containing our observations and recommendations to improve or develop the service.

We then discuss this with the people who manage the service for more immediate change. We also talk to the commissioners who design and pay for services and others who can influence wider changes in health and social care.

We also share our reports with the CQC who may follow up findings as a part of their inspections.

The following is a summary of the visits we made to services in 2016-7; full details can be found on our website.

Supported Living and Extra Care

Supported living is an increasingly common form of social care in Wandsworth. We visited two schemes because the tenants in such schemes are particularly vulnerable and have fewer opportunities to express their views compared with people using other health or social care services. We visited:

Ashley House - Supported Living scheme provides care and support for older people, located in the Battersea area.

Besley Street - Supported Living scheme for adults with learning disabilities.

We received positive feedback about both schemes, particularly about staff commitment to providing quality care and support. However, in both cases we highlighted to the service managers that their tenants had a range of needs and personal issues that could be better catered for.

We also spoke to Wandsworth Social Services about these visits and previous visits to care schemes influence improvements across the care system. They have since told us that, they have developed new designs for these services incorporating principles we recommended, particularly relating to relationships between staff and tenants:

“The Healthwatch recommendations are reflected in service delivery i.e. care and support staff talking to residents about their likes and dislikes and trying their best to meet the needs of the service user... about respecting tenants, matching staff to residents in terms of skills, personality, ability, gender and cultural requirements where possible.

Specialist staff training and educational opportunities will ensure that the required regulatory standards are met.”

Di Manning, Head of Commissioning,
Richmond and Wandsworth Councils

We also took part in Mock Inspections of Wandsworth Council’s KITE (Keep Independent through Enablement) service.

This service supports people to remain independent once back at home after being in hospital and to improve their overall hospital experience and recovery. As a result of our findings the Council committed to review the survey questions they use to measure how their service is doing. They now include questions on safety, effectiveness, care, responsiveness and leadership. The council has also employed two new enablement officers to support, supervise and identify training needs for all care staff to ensure that adequate standards in care are provided.

South West London and St. Georges Mental Health Trust

Our Enter & View team wanted to visit some of the wards at the South West London and St. George’s Mental Health Trust because patients on these wards can be particularly vulnerable. The Trust also asked for our help to better understand patient experiences to help improve things on their wards. We visited three wards to gain a balanced, overview of patients’ experiences:

Crocus Ward Ward 2 Laurel Ward

We found that patient experience varied between the wards. In Crocus and Laurel ward patients were generally positive about their environment and care. However, Ward 2 appeared to need some improvements.

We discussed our findings with ward managers and senior managers at the Trust, and they replied with action plans to make specific improvements and also used our feedback for staff learning and to plan future developments and priorities.



Healthwatch Wandsworth Enter and View team meeting

St. George's Hospital

Another of our priorities for this year was to focus on monitoring patient experience at St. George's Hospital. Several areas of concern were highlighted by the CQC, the government regulators, in their report following their inspection of the hospital. We learned of rapid changes made to Renal Services and potential future changes that could have had a dramatic effect on the service's ability to meet the needs of local people. Changes included moving the inpatient ward, a reduction of inpatient and dialysis beds and finding dialysis units in the community.

We spoke to St. George's Kidney Patients' Association (SGKPA) to hear their views and any relevant information they could give us before our visit to the following services:

Champney's Inpatient Ward and temporary dialysis unit

Colliers Wood Dialysis Unit

Changes to the services had settled down by the time we visited and patients mostly told us they were happy with the care they received at the Collier's Wood Dialysis unit. However, we also noted that a reduction in capacity at the hospital had led to the Colliers Wood Unit receiving more people in


poorer health and a greater dependence on nursing care than previously.

Generally, we received positive comments about the dedication and care received from staff. However, there were a few negative comments about communicating information, comfort at the dialysis unit and food and temperature on the inpatient ward. We recommended that the people responsible for designing dialysis services should consider patient preference about where they receive their care and additional resources to allow staff more time for reviewing how a patient is doing.

Our findings have been sent to managers at the hospital who have told us how they have addressed our recommendations. We also shared our reports with Wandsworth Clinical Commissioning Group who will be involved in the future design and monitoring of the service. Finally, the results were shared with the CQC who are closely monitoring the progress and quality of improvements at the hospital. They also used our feedback about problems with transport arrangements to inform their next inspection of these services.

Our Enter and View team also supported Healthwatch Richmond's Enter and View visits to **Mary Seacole and Gwynne Holford Wards** at **Queen Mary's Hospital** in Roehampton. Healthwatch Richmond had received many negative comments from patients and the CQC had also raised some serious concerns. We were all pleased to see the extent of the positive changes that were made at the hospital over a short period of time.

Find out more about our Enter and View team on our website, including a list of our authorised team members.



*Helping
you find the
answers*

How we have helped the community access the care they need

Healthwatch Wandsworth has continued to guide and support residents who contact us for information.

Part of the local information network

We regularly signpost people to local organisations who are experts in their field and able to provide detailed help for queries.

This year we were contacted **50** times via **telephone and email** and assisted these residents to navigate the health and care system. We helped them to find local services or to understand how to pursue a complaint or problem they had with local health and care service providers.

We also promoted the Wandsworth Wellbeing Hub, an up-to-date local resource for online information and signposting to a wide range of local health and care services. The hub has guidance on a range of topics including family, mental health, lifestyle, adult care, self-management courses and education. The hub also provides contact information for people who require further support.

Providing Information in the Community



This year Healthwatch Wandsworth **spoke to 528 Wandsworth residents** at information and signposting sessions at **55 events**. At these sessions we delivered advice and information on healthcare topics including how to access services in the borough, knowing your rights and how to complain. The events included community celebrations such as Tooting Street Party, Generate Fun Day and Wandsworth Get Active Festival.

We also targeted our work by providing presentations to individuals from vulnerable groups and people who may have greater difficulty in accessing health and social care. For example, we ran sessions with Share Community, a local organisation that work's with disabled people and Be Enriched, who work with disadvantaged and young people. We also presented to people who are studying English as a second or foreign language; more about this can be found in the 'It starts with you' section.

As mentioned earlier in this report we aim to provide useful information about local services at our Assembly events.

A woman with short dark hair, wearing a dark green top, is looking slightly to her right with a gentle smile. She is holding a white card in her left hand. The card has text that reads: "Have you visited Care Home? What was it like? Tel: 0115 951 1111". The card is partially obscured by a large green circular graphic on the left. The background is a warm, out-of-focus indoor setting.

*Making a
difference
together*

Have you
visited
Care Home?
What was it like?
Tel: 0115 951 1111

How your experiences are helping influence change

In 2016-17, we have developed our work with commissioners and service providers. Following evidence gathered of local experiences, our reports and recommendations have led to immediate improvements to local care services.

Importantly, over the four years we have been operating we have started to see the medium-to long-term influence on local services.

Here are some examples of some of the ways we have suggested and influenced improvements using reports that highlight local people's views about local health and care services.

Enter and View

- + Our involvement and feedback on Keep Independent through Enablement (KITE) service interviews led to Wandsworth Council reviewing their quality monitoring procedures as outlined in the 'Your views on health and social Care' section.
- + Our report and recommendations on Extra Care will be reflected in Wandsworth Council's specifications for care services which will be finalised later this year.
- + Following Enter and View visits to understand Patient Experience at South West London and St. George's Mental Health NHS Trust, the Trust used our findings to make specific improvements and to inform priority setting for their services.

Our consultations and Assembly events

- + Our Health Visiting Consultation report was used by Wandsworth Borough Council's Health Visiting Commissioning Group to shape the design of their new service. This will ensure the new service reflects feedback people gave us when answering our consultation questions.

"Resident feedback was taken into account when considering key elements of the service such as home visits versus visits in other settings"

.....
Anonymous response to our annual survey.

- + Our consultation about carers and feedback collected at one of our Assembly events helped inform the new Wandsworth Carers Strategy. The Council later asked for our help to build on our report and find out more from local carers.
- + We investigated the mental health needs of groups who less often have a voice but who may have a greater need of services. Our findings contributed to the London Assembly's comprehensive reports investigating these issues. Their reports have strong recommendations for London wide action and we will continue to work with the Assembly to bring positive changes. For example, following our LGBT+ report we asked for evidence of needs to be included in the new Joint Strategic Needs Assessment (JSNA) to ensure Wandsworth Council

and other local organisations prioritise this local need.

“I have to say that HW Wandsworth's input has really been of tremendous use to us and a really powerful insight into how we can work together in the future to draw out the experiences of service users”

.....

Lucy Brant, Scrutiny Manager, London Assembly

- + St. George's Outpatient Transformation Team used feedback from our Assembly event in June 2016 to develop changes in how they engage local people during the process.

Influencing Local NHS Change

We helped ensure local people's feedback could inform the development of planned changes to our local NHS services as part of the local Sustainability and Transformation Plan (STP) by supporting the Grassroots Engagement Fund as detailed in the section **'Your views on health and social care'**.

Our Healthwatch Representatives, who attend meetings and influence decision makers, have continued to ask that the views and needs of local people are represented in decisions made about health and care services.

Working with other organisations

Most organisations (84%) responding to our Annual Survey said that Healthwatch Wandsworth has increased the understanding of the experiences, needs

and wishes of people using health and social care services.

The majority (70%) also felt that we allowed residents to influence health and social care in the borough.

Our respondents told us that Healthwatch Wandsworth is trusted as 'critical friend', and is recognised as contributing to providing a unique perspective that represents local people.

During 2016-17 we worked with a variety of local organisations to ensure that local people have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and social services. We play a clear role in making sure the needs of local people are considered in local decision-making structures including those at Wandsworth Borough Council, Wandsworth Clinical Commissioning Group, St. George's University Hospital, South West London and St. George's Mental Health Trust, Wandsworth Social Services, the Care Quality Commission (CQC), Healthwatch England, and other local Healthwatch organisations.

Our approach is to work with others to make sure that the community are engaged and listened to. We share our reports with other organisations and ensure we inform the work of others by maintaining communications with them about respective priorities. We also support our partners with their consultations, facilitate access to local communities and expertise in patient engagement, and provide an independent perspective into their internal monitoring activities and patient involvement structures.

We can achieve this thanks to Healthwatch Representatives who attended more than 60 regular meetings, boards, steering groups and committees to influence and advise decision makers. Our representatives are volunteers from Wandsworth who want to make sure local people are heard.

“Healthwatch engages with both the local community and the local authorities and NHS, sharing information and representing views. It complements the work of our organisation and many others.”

“[Healthwatch Wandsworth] Provided a critical friend role, in making sure we are considering the effects of our decisions on patients”

.....

Anonymous responses to our annual survey.

Most of our local organisations have been at various stages of restructuring their staff and how they work. This has made it challenging to maintain communications with new and remaining staff and it has often taken longer to get responses.



Stakeholder event at South West London and St. George's Mental Health Trust. Our representatives attended to discuss good standards under the new staffing structure at the Trust.

Encouraging development of patient and public participation

We encourage involvement of patients and public in shaping plans and improving services at every opportunity. For example:

- + We were involved in the NHS Patient and Public Engagement Steering Group meetings to comment on engaging local people in the Sustainability and Transformation Plan's for service changes.
- + We participated in the consultation and webinar held by NHS England about developing a Framework for Patient and Public Participation in Primary Care Commissioning to influence how they NHS engages patients across the organisation.
- + We participated in workshops developing services such as 'Frequent Attender' workshops at St. George's Hospital and the Mental Health Trust's Urgent Care Pathway, Psychiatric Decision Unit and Crisis Café services.
- + We provided comments representing needs and views of local people during developments and procurement panels newly developing services such as Talk Wandsworth and the Wandsworth Multispecialty Community Provider.
- + We provided feedback on the developing Communications and Engagement Strategy of Wandsworth Clinical Commissioning Group.

We have worked with collaborations between organisations and service providers, including on the Suicide Prevention Group and the Enhanced

Care Pathway which tries to co-ordinate care people who need complex support.

Influencing priorities and work of local decision makers

Over the year we have often been invited to comment on developing plans made by the people who have influence across health and care services. For example:

- + We contribute to the Health and Wellbeing Board, where local health and care leaders work together to improve the health and wellbeing of local people.
- + We provided feedback and evidence for the new Wandsworth Joint Strategic Needs Assessment (JSNA) which will influence the priorities of many services.
- + We commented on priorities for the Council's Adult Overview and Scrutiny workplan 2017/8.
- + We commented on the quality priorities and quality accounts South West London and St. George's Mental Health Trust and St. George's Foundation Trust.

Supporting the CQC

We also supported formal monitoring and inspections of services by the Care Quality Commission (CQC) through updates with inspectors and by sending them our reports and findings. We also ask them for information and updates on their work and any concerns they have about services.

For example, when our Enter and View team were planning to visit these services the CQC report and their thoughts about the services helped us in our background research and prioritisation. Our report then

contributed to the intelligence the CQC were gathering to plan their inspection of renal services and patient transport.

We also circulate our reports to Healthwatch England. This year Healthwatch England used our report on suicide prevention to inform their work on important issues for male mental health.

How we've worked with our community

We use our links with community groups to promote our surveys and to do our outreach activity. We listen to what the groups know about local people's experience of health and social care services to inform our work.

This year we have continued to build our good working relationship with the voluntary sector. We have regular contact with local groups and have made contact with more groups in 2016-17 thanks to our work with Grassroots Engagement and Seldom Heard Grant funding.

This year, we combined a Voluntary Sector Forum with Healthwatch Assembly meetings to create better links with the voluntary sector and so that their knowledge of the needs of local people helps inform our work. The meeting agendas have been developed jointly with the Voluntary Sector Coordination Project Manager.

We also work with the community based, multiagency groups like Wandsworth Community Empowerment Network and the Mental Health Providers Forum to share information and collaborate.

This year we also spoke to local businesses at events including a Business Networking Day, Eid Festival and an event in Tooting Market. Our social media channels also continue to engage local business.

*It starts
with you*



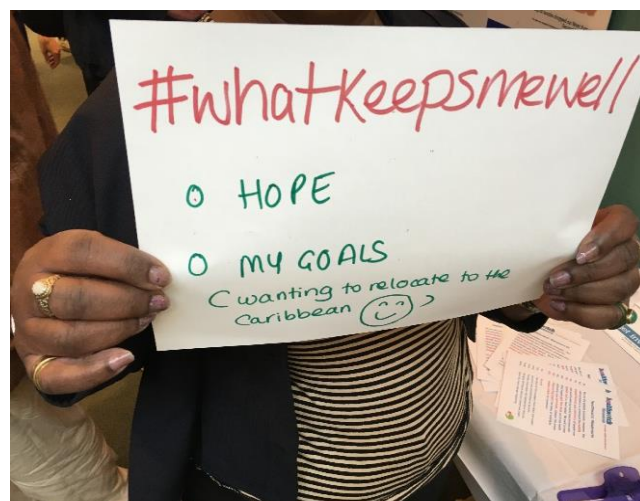
Engaging Young People

We wanted to try and get young people more involved with the health and social care work we do at Healthwatch Wandsworth, particularly as they were an under-represented group in our membership.

What did we do?

We thought about the best way for us to engage with young people, and just to make sure we were on the right track, we approached young people at South Thames College to ask which social media platforms they use most. Using their feedback we created a survey aimed at young people to try to understand which social media platforms they use most. The response was that most young people confirmed that they use Instagram to engage, not just with friends and family, but also as a source of information.

To make sure our campaign would really connect with young people, and to help us understand how they feel about their own health and the health services available to them, we presented the idea to the Wandsworth Youth Council. The Youth Council is a group of 30 local young people who make sure that young people's voices are heard by politicians and decision makers. They had some interesting suggestions for our campaign, including offering prizes, visiting youth clubs and schools, and asking people to share stories along with a photo.



So we set about creating an Instagram page and a health focused photo campaign with the hashtag **#whatkeepsmeWell**. The idea was to encourage young people to think about the things they do and the people in their lives that may help to keep them well, healthy and happy.

The Challenge

Last September we spent a day with a group of young people as part of The National Citizenship Scheme (NCS) 'The Challenge'. This programme encourages 15-17 year olds to take on new challenges, learn new skills and provides an opportunity for them to meet new people, discover new talents and realise their full potential.

Mental health awareness was an important topic of discussion in the public domain at the time so we encouraged a focus on mental health and wellbeing, inviting a Mental Health expert along to speak to the group.

We used our Instagram campaign **#whatkeepsmeWell** as part of 'The Challenge' and nine young people worked with us to promote the campaign at 'Sports in the Park' in Battersea Park. Our volunteers collected the views of 93 people. They also raised £192.38 to donate

to Wandsworth Care Alliance's LGBT Mental Health Project and to the charity, MIND.

We are very grateful to all of our young volunteers for their fresh ideas and approach, and for their enthusiasm on the day.

The Outcome

Following the event a manager from The Challenge thanked us and said that the young people who volunteered with us shared their positive experiences from the day with her. They also set up their own Instagram page to share these experiences, [instagram.com/ncsmindhew](https://www.instagram.com/ncsmindhew).



So far our campaign has had over 130 participants, a large majority of them young people. We sent a pictorial report on the campaign to Wandsworth's Public Health department, who we hope will be able to use some of the information contained in it to inform their own work with young people.

We continue to ask people **#whatkeepsmeWell** during our outreach work and hope that this campaign will encourage more people to take a closer look at the positives in their lives and the things that keep us physically and mentally well. Our campaign has highlighted that

wellbeing means different things to different people, and often we haven't really taken the time to consider what, or even who keep us well.

"By thinking about and answering the question [What keeps me well] we are encouraging and empowering other people to do the same. This will hopefully inspire us all to think differently about health and social care."

Delia Fitzsimmons, Outreach and Engagement Lead, Healthwatch Wandsworth

Visit our Instagram page to take part, [@healthwatchw](https://www.instagram.com/healthwatchw).

Explaining health and care to people who speak English as a second language

A South Thames College teacher contacted us to ask if we could speak to ESOL students (who speak English as a second language) to help them better understand how to access health and care services.

We were keen to help because we wanted to inform and empower people to take charge of their health, and to access the correct service for their needs. We also aimed to increase awareness and reduce reluctance to visit health services, perhaps due to language barriers.

What did we do?

So we delivered information sessions focused on health vocabulary, and a short presentation to show people how to access healthcare services. This included information about the NHS in general, on which service to access depending on their level of need and information about GP registration, dentists, A&E, where they could find out more information on taking care of their health.

The sessions were presented in an easy to understand format and involved a lot of discussion to ensure people understood. We kept our language simple, used pictures and handouts, and concentrated on a few key messages. We also sent the tutors a list of key words in advance, so that they could teach them to their group the week before our session.

The Outcome

After our first session with the ESOL class, further sessions were requested from other ESOL tutors and groups around the South Thames College network.

We visited 3 ESOL classes at different locations across Wandsworth (Katherine Lowe Settlement, Franciscan Road, Our Lady Queen of Heaven), with a total of 30-35 people attending the sessions altogether.

At the end of each session we asked the students to tell us about their experiences of health services and we received some useful feedback.

Overall, the sessions were very well received by both the tutors and the students, and we've had requests to go back and conduct more sessions with other classes.



Our plans for next year

healthwatch
Kent
Your
voice
counts

Post your comments to us at:
Fringsford 0116 44836-5012
Healthwatch Kent
Church Rd
Canterbury
CT1 1PD

Use on the Freephone Number:
0800 111 111
Website:
healthwatchkent.co.uk

What next?

One of our main priorities in 2017/8 will be to continue to try to understand what is changing in health and social care and find opportunities to influence what those changes look like.

We will continue to make sure that local people know how the changes will affect them and that their experiences and needs are listened to and inform changes. We also need to be flexible in our work to react to changes that may come up later in the year.

Over the past year there have been some big changes to local and national health and social care services. For example, many of the staff at Wandsworth Borough Council now work across both Wandsworth and Richmond Borough Councils. The local NHS Clinical Commissioning Groups, who buy and design services, are now beginning to work across South West London. South West London and St. George's Mental Health Trust has also been restructuring its staff and how it works across South West London.

Over the next year these organisations will continue to look at changing how they work and how they can change and improve services.

We will need to keep focused to manage a demanding amount of information and opportunities for speaking and listening to local people about issues that will affect them the most.

Over the past year local people have told us which health and social care topics are particularly important to them.

So, we will prioritise the following topics in our work to investigate, report and influence health and social care changes:

- Mental Health
- Social Care
- GP Practices
- Promoting Wellbeing
- Engagement with health and social care changes
- Younger people's needs
- Older people's needs
- Raising awareness and engagement of Healthwatch Wandsworth

Where possible we will also look for more opportunities to work closely with our neighbouring Healthwatch organisations to share resources and expertise.

A portrait of a middle-aged Black male doctor with a friendly expression, wearing a black button-down shirt and a teal stethoscope. He is positioned on the right side of the frame. Overlaid on the left side are two large, semi-transparent circles: a red one in the upper left and a green one in the lower left, which partially obscures the doctor's face and shirt. The text "Our people" is written in white, italicized font within the red circle.

Our people

Decision making

The Healthwatch Wandsworth Executive Board is our governing body and is responsible for the overall governance and strategic direction of Healthwatch Wandsworth. Four of the eight voting members are elected by our members. The other four members are Wandsworth Care Alliance Trustees and one of these is the Chair.



The Healthwatch Executive meeting

In February this year our members voted for the four elected members. We would like to thank Paul Dinsdale and Christine Lewis for their contributions as they leave the Executive and welcome Rebecca Lanning and Zenobia Cowen-Davis, our new elected members who have brought a great deal of enthusiasm, experience and knowledge to the Board.

Healthwatch Wandsworth's Executive Board members are:

Clive Norris (Chair)

Elizabeth Berner (WCA Trustee)

Donald Roy (WCA Trustee)

Cherill Scott (WCA Trustee)

Jamie Gillespie (elected Vice Chair)

Colleen Bowen (elected member)

Rebecca Lanning (elected member)

Zenobia Cowen-Davies (elected member)

How we involve the public and volunteers

Our governance and decisions are informed by our work with volunteers and engagement work with the local community. In all of our work we collect the feedback and experiences of people in Wandsworth about health and social care issues that will affect them. Each year we use this information to set our priorities and shape our work accordingly.

Healthwatch Wandsworth has 507 members and 238 member organisations. Membership is free and just involves signing up to our website to keep up-to-date and engage in our work.

Opportunities for people to inform our work and share their experiences of health and social care include:

- + Attending our Healthwatch Wandsworth Assembly Meetings. This year we held 4 meetings and around 175 people attended.
- + Speaking to our community outreach team at local community events, meetings and workshops.
- + Sharing views when our Enter and View team visits services.
- + Connecting via our website and social media.
- + Contacting our Information and Signposting service.

“Healthwatch Wandsworth holds us together, kept us engaged with information needed.”

.....
Anonymous member responding to our survey

Our volunteers

The achievements we have talked about in this annual report would not have been possible without the knowledge, skills and time that our wonderful volunteers contribute each year.

We are very lucky to have so many dedicated and skilled volunteers and we can't thank them enough.

- + **Office volunteers** help keep us operating with a demanding administrative workload.

In 2016/17 we had 8 office-based volunteers and 34 Healthwatch representatives volunteering with us, representing Healthwatch Wandsworth on over 60 different boards and committees.

Our volunteers are local residents who contribute ideas that shape our work and strategy. They help contribute to our understanding of local issues, listening to and representing the collective view of our experience of health and social care. This includes:

- + **Healthwatch Executive Board Members**
- + **Healthwatch Representatives** who represent us on committees, boards and working groups to share the collective feedback we get from local people and make sure that they are heard and represented when decisions or changes are made to local services.
- + **Enter and View Authorised Representatives** visit NHS and council funded health and social care services and report back what they hear from service users.
- + **Policy and Research volunteers** analyse and report on what we have learned from local people. They also research important issues we are investigating.



Our finances

www.healthwatch

lthwatch

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	143, 644
Additional income for performance from local authority	50, 676
Total income	194,320
Additional associated funding	50,000
Donation of IT equipment	1,920
Expenditure	
Operational costs	55,411
Staffing costs	119,087
Total expenditure	174, 528

Under the terms of contract a Payment by Results (PBR) model is used. WCA receive 80% of the nominal contract value (£143, 644) in four quarterly payments. In addition to this, WCA may receive 10% of the nominal contract value (£17, 955) divided into quarterly payments in arrears, for the successful achievement of quarterly performance measures; 10% of the contract value for the successful achievement of annual performance measures; and a further 10% for the successful delivery of the outcomes and objectives within the agreed Annual Plan. This means that WCA can achieve a cumulative maximum 110% payment if all performance measures are met. During 2016/17 WCA received £16, 521 (92% of the possible payment) for the achievement of quarterly performance measures, and a total of £16,199 (90% of the possible payment) for the annual performance measures and £17, 956 (100%) for the Annual Plan objectives.



Contact us

Get in touch

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Email: enquiries@healthwatchwandsworth.co.uk

Website: www.healthwatchwandsworth.co.uk

Twitter: @HWWands

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, 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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