

# Healthwatch Wandsworth

Annual Report  
Year 5 - 2017/18





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# Message from our Chair

This report describes what we have been doing in our fifth year to represent the views and concerns of all Wandsworth people, to help shape and improve local health and social care services.

This year has been one of tremendous challenge throughout the health and social care system. It is widely recognised that growing demand and the limitations of human, physical and financial resources mean that the future of local health and social care provision will look very different from that of the past. We have found ourselves increasingly involved in a range of longer-term planning discussions; from contributing to the updating of the council's Joint Strategic Needs Assessment, to contributing to the design of services which are being put out to contract, to the St George's Hospital Quality Improvement Programme and to the London Assembly's two-year inquiry into mental health.

'This work is not readily visible, and requires sustained commitment from our dedicated volunteers, but we believe that it is laying the foundation for positive change over time.'

Our volunteers are vitally important to our work. They bring energy, expertise, experience and local knowledge to everything that we do. I am therefore pleased that one of our longest-serving volunteers, Martin Haddon, will be representing Healthwatch Wandsworth at the celebration service for the 70<sup>th</sup> anniversary of the founding of the National Health Service at Westminster Abbey, on 5 July 2018. But I also want to pay tribute to two other sources of our strength. Firstly, I would like to acknowledge the invaluable contribution of our vice chair, Jamie



Gillespie, and the other members of the Healthwatch Executive Board; and especially this year, Donald Roy. Donald was the founding chairman of Healthwatch – a very difficult act for me to follow – and has been devoted over decades to improving the health and wellbeing of the people of Wandsworth. He has now retired from the Board and we will miss his input, though I am pleased to report that he will be continuing his public service as a Governor of St George's Hospital Foundation Trust. Secondly we are, as ever, hugely reliant on our small team of staff led by Sarah Cook, our Healthwatch manager. Their professionalism and commitment has been unstinting.

To conclude, may I again invite you to become engaged in our work. Membership is free and will ensure that you are kept up-to-date with our activities. Volunteering is unpaid and can be demanding, but also rewarding. Working together - the Board, staff, volunteers and members - we can develop and project a powerful voice to all those who commission and deliver the health and social care services upon which we all depend.

# Message from our Manager

This year we have seen a great deal of change introduced, as well as new ways of working, in the health and social care organisations we work with. This has involved building many new relationships. Some of these organisations have been taking stock of their new circumstances before planning their work. This has often increased the amount of time things have taken, and limited the information available to us about local health and care changes. We have tried to make sure that we have representatives present at key meetings and conversations to pick up important information about developments.

We have tried to keep the public up-to-date using our website, newsletter and social media and have looked for, and promoted, opportunities for local people to be involved in discussions about health and social care.

“We could not have done this without our fantastic team of staff and volunteers, tirelessly keeping up with new information and trying to ensure clarity on what might be changing, but also asking for local people to be involved in what is happening.”

Take a look at the ‘Highlights from our year’ on pages 5-7, a brief summary of some of the work we have done on the priority areas people told us were important to them in 2017/8.

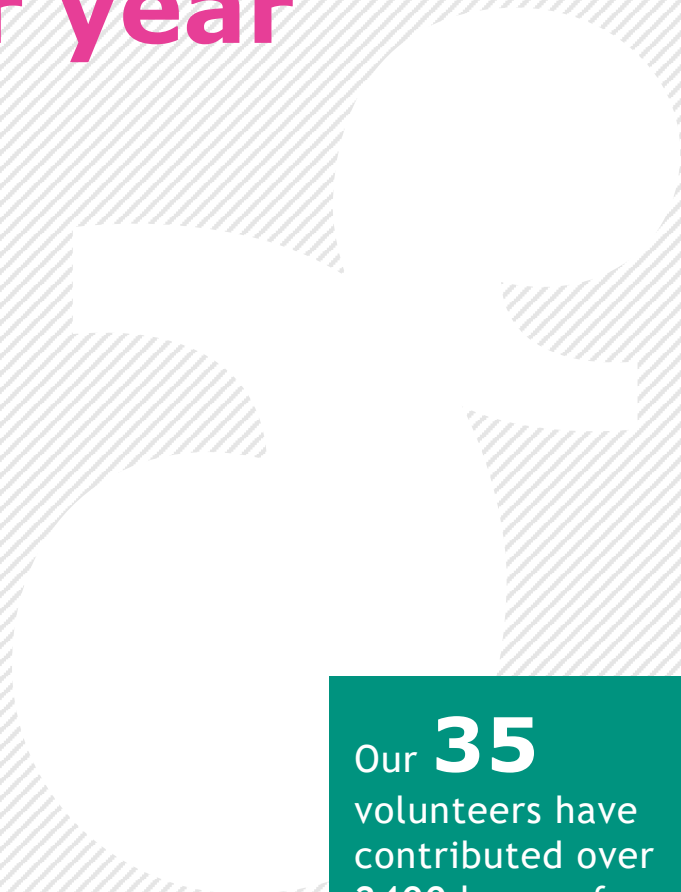


The rest of this report will tell you how we have performed our role to:

- + Promote and support involvement
- + Promote access to a range of services
- + Investigate views of local people through research and reported findings.

The coming year, 2018/9, is Healthwatch Wandsworth’s sixth year and we will be under refreshed contract arrangements with Wandsworth Borough Council. We hope this will give us the opportunity to develop our work. More information about our priorities for the next year can be found in the ‘Our plans for next year’ section (page 22).

# Highlights from our year



This year we've reached over **900** people on social media



Our **35** volunteers have contributed over 2400 hours of their time



We've visited **3** senior health wards to speak to patients



Our reports have tackled issues ranging from mental health to eye health



We've spoken to over **1028** patients, service users and carers at 73 community events

We've given over **60** people information and advice



# Examples of our work in 2017/18

Last year people told us which areas of health and social care we should prioritise. Here are some examples of what we did.

## Mental Health

- We held a mental health event about issues for local people and local services, with a focus on LGBTQ+ issues and suicide prevention.
- We held an event about Children and Young People's mental health.
- We have continued to work with the Mental Health Trust to make sure they involve patients and carers when planning services.

## Social Care

- We held an event discussing changes to home care services; audience feedback informed the plans for service user involvement in upcoming changes.
- We have encouraged organisations to work together on improving care homes.
- We helped social services listen to mental health service users about their accommodation.

## Young people

- Our discussion event about proposals to improve Children and Young People's mental health services included local students in a discussion with commissioners, local voluntary sector experts and others. We reported their views to inform local and national plans for improving mental health support services for young people.
- We have been working with the Youth Council to ensure young people have their say in our surveys.
- We helped St George's Hospital children's services to design a survey to collect feedback from children and parents.
- Two young people 'took over' our outreach team for a day, working with us to speak to local people about their experiences of health and social care.
- We spoke to new mums about health in early-years, to inform local and London-wide plans to support the health of children under 5.

## Older people

- We visited 3 senior health wards at St George's Hospital to hear about dementia care. The hospital has since told us about changes they made as a result of our work.
- We have been working more closely with the Older People's Forum to hear about the issues affecting that group locally, and have taken part in their planning meetings. We have also presented at one of their events.

## GPs

- We launched a survey about GP consultations to get the public's perspective on how to improve the use of GP appointments, and to inform South West London NHS discussions.
- The local GP Federation spoke to the public, at one of our events about how to make the most of their GP appointments.
- We spoke to Patient Participation Group representatives across the borough, and conducted surveys at a busy health walk-in centre.

## Engaging with large-scale health and social care challenges

- At St George's Hospital, we have been promoting the need for patient involvement, have taken part in patient-led inspections and have represented the patient perspective at high level quality monitoring meetings.
- At a Wandsworth and South West London NHS level, we have been helping to co-ordinate the Grassroots grants, to help local organisations tell the NHS what is important to them. We have also been attending numerous high level meetings to understand future plans and ensure that the patient perspective is considered. Where possible, we have tried to encourage the communication of developing plans to the wider public.
- We launched a survey to make sure the public was involved in the conversation over how 'Urgent Care' services might change.

## Promoting wellbeing

- We asked people about eye health wellbeing issues to help inform London-wide research into what might need to be improved.
  - We helped involve over 100 local people in the new strategy to increase physical activity in Wandsworth by asking them what helps them stay active, and what would help them be more active.
  - We asked the Wandsworth Wellbeing Hub team to tell people about their signposting service at our event. We also heard about how patients can become 'Expert Patients' to manage their condition. A number of people have told us they found this useful and have signed up for the Expert Patients programme or have invited the team to work with their community group.
- We also began the following work that will continue into our sixth year:
- We launched the #itstartswithyou campaign locally to make sure people know about us and what we can do to help improve health and social care services for local people.
  - We began work to investigate health and care in Wandsworth Prison.
  - We spoke to local people about support for people with autism and used this information to inform plans to influence services.
  - We have been encouraging the involvement of service users in the newly designed sexual health services, particularly young people.
  - We started to investigate health and social care in HMP Wandsworth.

# Who we are



The Healthwatch Wandsworth Staff team: Funmilayo Oyenibi, Information & Outreach Lead, Sarah Cook, Healthwatch Manager, Delia Fitzsimmons, Outreach & Engagement Lead. Alana Rhoden our Communications & Administration Officer is not pictured here.

**We know you want services that work for you, your friends and family. We listen to your experiences of using local health and social care services and encourage those who run them 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 Wandsworth is here to:

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

- + Help people find information 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 hear what local people have to say about 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.
- + Representatives attending meetings to ensure we are up-to-date with what is happening locally and that the views of service users are considered.
- + We are authorised to 'Enter and View' publicly funded health and social care services premises - either as an unannounced spot check or at a previously arranged visit.





## Our priorities in 2017/18

We set our priorities based on what local people tell us is important to them. In 2017/18 our focus was on:

- + Mental health
- + Social care
- + GP practices
- + Promoting wellbeing
- + Engagement with health and social care changes
- + Younger/older people's needs
- + Raising awareness of, and promoting engagement with, Healthwatch Wandsworth.

A brief summary of what we have been doing to achieve our priorities this year can be found in the earlier section 'Highlights from our year' on pages 5-7. More detail on can be found later in this report.

We're committed to reporting our findings to the providers, commissioners and regulators of services and always try to follow-up our findings.



Meet our  
hard working  
staff and  
volunteers



Ayo, Sarah & Delia



Caroline



Martin



Clive



Pearlana



Sara



Cherill



Alana



Linda, Avril & Elizabeth



Sarah & Mike



Linda



Lisa



Avril

# Your views on health and care





Funmilayo Oyenibi, Information & Outreach Lead gathering views at St George's Hospital

### Listening to people's views

One of our main aims is to listen to your views of local health and social care services. This section highlights how we collected people's experiences of using health and care services, the local people we spoke to and the changes implemented as a result.

### Reaching people in the community

One of the ways we connect with the local community is by going out to meet people at community groups and events. We discuss their local health and social care experiences and needs with them and then use what people tell us to build a picture of how health and social care is working for local people. We relay this information to health and social care providers and decision makers to effect change where it might be needed.

Over the past year, we have sought the views of local people on the following topics:

- + Support needs for residents with autism
- + Mental health for ex-offenders

- + St George's Hospital experiences
- + Keeping physically active in Wandsworth
- + Eye health and preventing sight loss
- + GP consultations
- + Urgent Care
- + Children and Young People's Mental Health Green Paper
- + Health issues in early-years
- + Mental health service user accommodation (not publically available due to small sample).

We have visited services and large public events and also worked with local organisations within the community, such as the Hope Project for people with mental health conditions and the Family Information day at Al-Muzzamil Mosque. This allowed us to hear the views of local people who might not often be heard by decision makers in health and social care. We have been to **72** community events and have spoken to over **1028** people this year.



**'[Healthwatch Wandsworth] involved students and gave them a voice to input into local services - adapting the questionnaires to those with a learning disability.'**

A response to our annual survey from a local organisation.

For more information about how we work with local organisations to hear from the local community and how we encourage health and care decision makers to engage with, and listen to, the views of the public, see the section called 'Making a difference together' (page 17).



When we meet local people and new local organisations we ask them to keep in touch by becoming members. We then send them regular information on how to become involved in our work, opportunities to be involved in local health and care services and key information about those services. We have **603** local people and **250** local organisation members. We also put our information on our website and social media.

We run our own events four times a year, open to anyone to attend. We discuss important health and care topics and provide a forum for local people to hear from, speak to, and influence decision makers. More information about the topics discussed and the presentations can be found on our website, under 'News'.

We use feedback from local people to inform our work priorities for the year. We gather this feedback through regular surveys and our annual survey, recording people's experiences of local services. See 'Highlights from our year' (pages 5-7) and 'Our plans for next year' (page 22).

### Focus on young people

It could be easy for the voice of young people to be forgotten in the design and delivery of health and social care services. Healthwatch Wandsworth has worked with the Wandsworth Youth Council and tried to encourage other ways that young people can be heard. For example, one of our regular events was held at South Thames College when we discussed the Children and Young People's Mental Health green paper, inviting students to take part in looking at Government proposals for earlier mental health intervention and prevention through schools, colleges and NHS services, and how these proposals might be implemented.

' We have received really positive feedback from students...students had the opportunity to engage with people from the [health and social care] industry.'

Curriculum Manager for Health and Social Care, South Thames College

We also spoke to local mums about health for children in their early-years. We sent our findings to the London Assembly and Wandsworth Council to inform the strategies they are developing to support health for children under 5.

### Focus on older people

This year we have been working with the Older People's Forum to find out what is important to older people. We have continued to speak to social care decision makers about care homes and home care, using our knowledge from previous Enter and View visits and have encouraged them to speak to users of their services. We hope to inform plans to re-design services over the next year. More information about three Enter and View visits we made to senior health wards at St George's Hospital will follow later in this section.

### Focus on people who are disadvantaged or vulnerable

Healthwatch Wandsworth is committed to making sure that the health needs of disadvantaged and vulnerable people are prioritised. For example, this year we spoke to local people about support for residents with autism. The need for better support and improvements to services was highlighted throughout the responses we received. The local council commissioner told us that the report was insightful, challenging some assumptions and offering further evidence of themes they were tacitly aware of. For more about this read our 'It Starts With You' story on page 21.

We also spoke to people about the mental health needs of ex-offenders. The information collected provided us with a unique perspective of the mental health challenges faced by prisoners, both while in prison and later when they are released. Our Enter and View team is now investigating health and care provided in HMP Wandsworth.

### Making sure services work for you

This year we have been contributing to a number of initiatives aimed at driving up the quality of services. This included providing comments and suggestions relating to quality improvement priorities and taking part in monitoring the quality of services including the council, the local mental health trust and St George's Hospital. Our team of representatives have also taken part in 'mock inspection' activity such as Patient-Led assessments of the Care Environment.

As a local healthwatch we also have special legal powers to 'Enter and View' local services. We have been asking services to give us updates on improvements since our visits. The Care Quality Commission (CQC) has mentioned our visits from last year in its reports and we have had positive feedback from decision makers about how our reports have informed their work.

**'[The Enter and View reports] do give a really helpful insight into issues on the wards ... It is very helpful to see the Trust Action Plan responses alongside, hopefully indicating positive impacts of the reports.'**

Mark Robertson, Head of Mental Health and Learning Disability Commissioning Programmes Wandsworth, Merton and Wandsworth CCGs.

**'The Enter and View reports have been particularly useful in shaping our agendas.'**

An anonymous response to our annual survey from a health care commissioner, provider or regulator.

We conducted three visits this year to senior health wards at St George's Hospital. We chose to visit these services because we wanted to investigate the standards of care for older people in the borough, particularly those who may be considered to have high support needs or to be more 'vulnerable'. We decided to focus on the care provided for patients affected by dementia as their experiences could be easily overlooked. A CQC

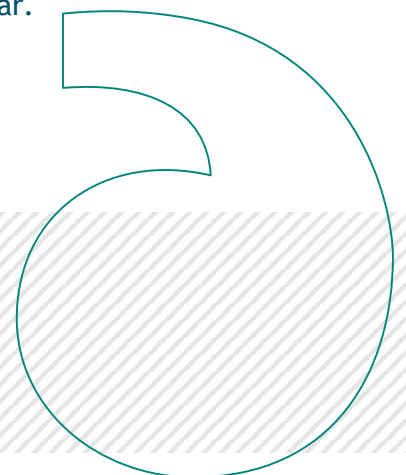
report had expressed concerns about some of the care received by senior patients on these wards, including dementia and delirium care. The hospital was beginning to implement a strategy to improve many of these aspects of care on senior health wards.

Seven members of our Enter and View team carried out visits in September and spoke to patients, families and relatives. The visit took a lot of preparation to understand the services and what they aim to provide. We also spoke to organisations in touch with the wards to gain further insights. This included the Alzheimer's Society, which provides information and support to relatives and carers of people affected by dementia and an Old Age Liaison team employed by the local Mental Health Trust.

Our full report is available on our website and was circulated to local NHS decision makers at St George's Hospital and Wandsworth CCG, as well as to the CQC. Before it was published, the report was sent to ward management for factual checking. We also asked them how they might respond to our recommendations, including any improvements that might be developed. Their response is published alongside our report. At our last public event in May 2018, the hospital provided an update on improvements since our visit. We are also considering a return visit to see progress made, which may take place in early 2019.

The Enter and View team has also begun work investigating health and social care provision in Wandsworth Prison. We have had a number of opportunities to speak to people at the prison and hope to continue and build on this work in the forthcoming year.

We also started preparing for visits to intermediate care facilities that help people return home and rehabilitate after a hospital stay. We will report on this over the coming year.



# Helping you find the answers



## How we have helped the community get the information they need

In all of our work we want to make sure that people have the information they need to make decisions about their wellbeing, their care and to find the support they need. We listen to the concerns and queries of members of the public and to signpost them to relevant local services that can help them further, as well as helping them to understand how to pursue a complaint or concern they may have with a service.



Two young people helped talk to people at a shopping centre as part of the 'Takeover Challenge'.

- + Last year, over **65 people** contacted our **Information and Signposting service** by phone or email. We helped them to navigate the health and social care system by guiding them to the information they needed.
- + We spoke to over **340 local patients**, service users, carers and community groups, at **50 information and signposting sessions**, at events and community locations. The events included a Family Information Day at Al-Muzzamil Mosque, the Hope for Wellbeing Project Day, the Get Active Wandsworth Festival and the Roehampton Feel Good Festival, among many others.

Members of the public spoke to us to ask for information about a range of services or how to complain. The most common reason people contacted us was to speak about adult social care for themselves, a relative or someone they knew. The next most prominent reasons were to talk about their GP or dental care.



**'Our organisation referred a client to Healthwatch Wandsworth with an issue surrounding his health. A month later the client confirmed to have received full support and was doing well.'**

Anonymous response to our annual survey from a local organisation.

## Working in partnership and building relationships

This year, we developed relationships with the following organisations, to strengthen our work with other information-providing organisations:

- + The Wandsworth Clinical Commissioning Group Wellbeing Hub
- + POhWER, the Independent Health Complaints Advocacy Service
- + Wandsworth Adult Social Services .

The aim was to improve knowledge of each others' organisational processes and the overall effectiveness of information and signposting between organisations, and to avoid people feeling like they are being passed from "pillar to post". We also shared information about the issues people were raising, to improve our understanding of local issues.

## Healthwatch Wandsworth Assembly events

We invited health and social care decision makers, including commissioners and service providers, to speak to the public, and discuss important topics or changes to services. Aside from creating a forum for local people to hear from and speak to decision makers, we covered the following topics, so that people are more able to find support and make decisions about their care:

- + Getting the most from your GP appointment
- + Finding information using the Wandsworth Wellbeing Hub
- + How the Expert Patient Programme could help people manage their longer-term health conditions
- + Home care
- + Local mental health support, including specific support for LGBTQ+ residents.



# Making a difference together



## How we work with other organisations to make sure your experiences are helping to influence change

This year, we continued to develop relationships and worked with local organisations, commissioners and service providers to support and promote patient and public engagement. When we write a report, we circulate it widely to local health and care decision makers, Healthwatch England and the Care Quality Commission (CQC). We ask for feedback on how the information has informed their work. The challenge is that change often takes place over the long term.

Here are some examples of our work with organisations, how we have highlighted local people's views about local health and care services and where suggestions have influenced improvements.

### *Representing the perspective of local people*

Our current network of 25 Healthwatch Representatives have, between them, attended over 55 local health and social care boards, groups and committees. This included key strategic and scrutiny boards such as the Health and Wellbeing Board and many other meetings at which decision makers weigh up possible changes to services. Across the team we share information about changes to services we hear about and help provide each other with important points or questions to raise. We always promote the importance of considering the perspective of people who use the services and encourage decision makers to listen to their views as often as possible.

**'I was project managing [a local strategic project to improve care] and HWW attended project meetings and gave really good insight from a patient's perspective which helped shape the approach.'**

An anonymous response to our annual survey from a health care commissioner, provider or regulator.

This year we were able to further our relationship with the Adult Social Services team with regular meetings about service developments and how public users could be involved. For example, we commented on the set up of a new social care

service user co-production group and helped shape service user engagement around the re-design of home care services.



**'My colleagues and I have reviewed Healthwatch's feedback today and are incorporating suggestions in [the service user engagement questionnaire].'**

Hana Alipour-Mehraban, Commissioning Manager, Adult Social Services.

### *Making sure decision makers know what local people think through consultations and events*

We take important local health and social care service issues to local people via our surveys and assembly events to get their views on services and any improvements they think are needed.

We hold our public events four times a year to inform local people about key developments and to give them a platform to tell decision makers what they think of services and how they should be designed. For example, commissioners presented on the potential changes to home care services and gave those present opportunity to have their say. As a result, the suggestion that an independent organisation undertake the public engagement was implemented.

Our consultation surveys are based on changes to services or topics that are important locally, where we believe insight from local people could help influence change. Over the year we have took our surveys to over 65 different community events that reached a range of local people; from new mums at St George's Antenatal Ward to people with mental health needs in supported living. Their views and opinions were reflected in our reports and findings and were passed to key decision makers such as Wandsworth Council or the local NHS for their consideration.

As an example, this year we discussed GP consultations and Urgent Care with local people. Both topics are currently under review by NHS decision makers across South West London. Wide public engagement on these specific topics was not planned locally, but we felt it was important for people to share their experiences of using these services and their ideas about how the services could better meet their needs. We have asked decision makers to consider what people told us as they develop these services.

Where information was available we updated local people about planned changes to health services and opportunities for people to be involved. We also worked with the Voluntary Sector Co-ordination Project to administer the 'Grassroots Fund', which enables local organisations to hold community events at which the South West London NHS can speak to people about their experiences of health services and potential changes.

### **Enter and View**

Information about our Enter and View work can be found in the 'Your Views on Health and Care' section (page 11). Previous Enter and View recommendations have been taken into account by social services as they develop a care model called "Extra Care". This year we have been involved in events and discussions on the new contracts for the services and have also tried to make sure that there are arrangements in place to continue to listen to what service users need and think about the services.

### **The CQC and Healthwatch England**

Where possible we have had meetings with local CQC inspection teams and Healthwatch England on issues that are important locally. We also regularly circulate all of our reports to them. Working together allows us to inform the CQC and Healthwatch England of service users views and to avoid duplication where our work overlaps.

The CQC used our Enter and View findings to inform their inspections of local services in 2017-8. They acknowledged our work in their report on Ward 2 at Springfield Hospital and also in their report on Colliers Wood Dialysis unit.

This year Healthwatch England used our reports on mental health and our carers survey to inform their work. They promoted our findings on LGBTQ+ mental health support needs and a blog post written by one of our Enter and View volunteers. We speak to Healthwatch England for support and information they and help can provide based on their knowledge of other local Healthwatch, for example if other local Healthwatch have had similar feedback to us on services. We also work with Healthwatch England for support to improve how we work, such as preparations for new General Data Protection legislation. This year we also started using a new database that will allow Healthwatch England to use anonymised feedback we receive from local people.

## **How we've worked with our community**



Councillor Wendy Speck, Funmilayo Oyenibi, Elizabeth Kwarteng-Amaning and Delia Fitzsimmons.

Healthwatch Wandsworth has strong links with the local voluntary sector which helps us to voice the needs of the local people we serve. Local organisations that are on our membership list are kept up-to-date and are invited to be involved via our newsletter and events.

Our links with the voluntary sector give us opportunities to reach disadvantaged groups in our community and we ask them to provide insight and knowledge of local services. The voluntary sector provided feedback via our annual survey which has informed our priorities for next year.

This year have hosted events in collaboration with the Voluntary Sector Forum. We value their contribution to discussions at these events.

**'HWW visited our intergenerational events and consulted with our elderly members in regards to health.'**

**'By giving a platform to [our organisation] it increased [our] volunteers and visitors. Also reports and liaison are very important for knowledge of mental health developments.'**

**'[Healthwatch Wandsworth] informed us of the NHS England consultation about Gender Identity Services for Adults - enabling us to attend and contribute (we had been previously unaware of this consultation).'**

Anonymous responses to our annual survey from a local organisation.

it starts with  
**YOU**



## #ItStartsWithYou - Support for people with autism

Many people had told us that about difficulties people were having getting support for residents with autism in Wandsworth. So we decided to launch a survey to investigate the support available and the support needs for people with autism in Wandsworth.

We spoke to the commissioner at Wandsworth council who was in the process of writing a strategy for support services for people with autism and was working with a newly formed Autism Board. We asked what might be changing to services and wanted to know what topics were important for local people to share their views and experiences about.

We took the survey to local people at events and circulated the survey online to ask them what they thought about current support and additional support they might need.

People told us:

- + Awareness needs to be raised within services and amongst professionals and across, as well as across the wider community:
  - a) So that they can better understand better the needs of autistic people.
  - b) To improve communication and interaction, especially amongst people who help people with autism to access other services, such as social workers and GPs.
- + They wanted support with managing housing arrangements including finances and keeping safe, and more information about support available.
- + There should be more opportunities for interaction and activities in the community. Our

findings suggested that living in independent living facilities did not necessarily prevent isolation.

- + Many wanted support with employment - they highlighted challenges with transport and geographic location as well as finding suitable types of work.

We discussed our findings with decision makers at the local NHS and the council. The council commissioner and the Autism Board told us that the report was insightful, giving evidence for themes they had only been 'tacitly' aware of and challenging some assumptions. We will be following progress of the Autism Strategy to see how services develop according to our recommendations.

A commissioner in the local NHS contacted us to say that the findings would help them initiate a review of the 'pathways' of support for people with autism. Our main concern was that parents and carers were supported through the process and given tools to help them manage. We were invited to talk about our report in an initial meeting of people who provided various NHS services for people with autism and we provided suggestions on further engagement with parents. Support is being redesigned with parent and carer engagement and there are plans to expand support for parents.



**'The local authority are now designing the type of support patients with Autistic Spectrum Disorder have requested, based on your survey. Wandsworth CCG have allocated funds for its implementation'.**

Dr Tom Coffey, Wandsworth CCG GP Children's Lead

Our survey was anonymous, but thank you to all who took time to share your views and experiences to raise awareness of support needs of people with autism in the community.



# Our plans for next year

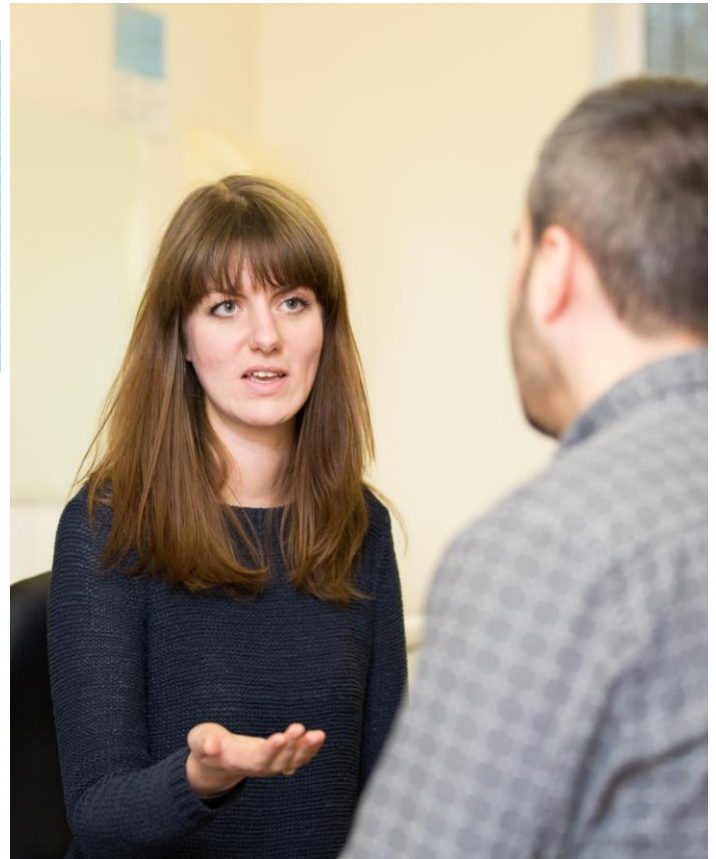


### What next?

We have been busy analysing information we've received from the public so that our priorities for the next year reflect important local topics. We examined what people told us via our surveys or via experiences shared with us. We spoke to local health and care decision makers and heard about their plans to develop services. We also looked at data about the health and support needs of Wandsworth residents.

In our role we have to work across the wide area of health and social care which is quite a challenge. Our way of working helps us to maintain involvement across the system about many topics. However, we have chosen the following topics to focus on what is most important given our limited resources.

However, we intend to be flexible to change the plan throughout the year so that we can react to any topics that emerge. We also want to check up on improvements or changes that have been made since our recommendations from previous work.



### Our top priorities for 2018-19

1. Mental Health.
2. Health Inequalities.
3. Sexual Health.
4. Older People; home care, care homes and intermediate care.
5. Younger people; mental health and sexual health.

# Our people





## Decision making

The complex and constantly evolving health and social care context makes our work particularly challenging to achieve with limited resources. So we have to prioritise what we do and make decisions strategically. This year we have developed a policy to explain *how* we make decisions.

## How we involve the public and volunteers



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

Our governance and decisions are informed by our work with volunteers, feedback and experiences of local people about health and social care issues that affect them. Each year we use this information to set our priorities and shape our work.

## How we set our priorities

We prioritise our work based on the following information:

- + Public feedback about services
- + We ask the public what they think our priorities should be in an annual survey and at our events
- + Knowledge about strategies of local or national NHS and public health organisations
- + Local context and issues, such as large providers

of services in special measures and the Joint Strategic Needs Assessment.

- + National context and issues, such as the NHS Five Year Forward View or significant inquiries or findings.
- + Availability of our own resources and capacity.

## Decision making criteria

We use the following points as a guide for making decisions and prioritising where we focus our work:

- + The issue impacts on a large number of people or has a very significant impact on a smaller number of people.
- + The issue has been raised by a large number of people.
- + There is potential for Healthwatch to make a significant difference to the issue in question.
- + The issue fits with Healthwatch priorities or the priorities and timescales of other strategic local commissioners, providers and organisations.
- + The issue has been raised and evidenced by a representative organisation with specialist knowledge of concerns or views of local people, such as the Care Quality Commission (CQC).
- + The issue highlights gaps, such as gaps in service delivery or the voice of local people is not being considered.
- + The issue affects people who are less likely to be heard.
- + We have sufficient resources and capacity.

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

- + Attending our Healthwatch Wandsworth Assembly events.
- + 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 invites local people to become members to keep up-to-date with our work and to hear from us about opportunities to become involved.

## Our volunteers

This year we over **35 local people have volunteered** to help us to do what we do and shape our work. They are an integral part of our organisation and have contributed **over 2,400 hours** of their time this year.

Our volunteers help us in the following ways:

- + **Healthwatch Executive Board Members**
- + **Healthwatch Representatives** represent us on committees, boards and working groups and share feedback we have 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.
- + **Office volunteers** help keep us operating with a demanding administrative workload.
- + **Outreach volunteers** support our work speaking to local people at local events and community locations.

More information about our volunteer roles is available on our website.

## Spotlight on our volunteer Martin Haddon



Martin Haddon at Springfield Hospital

Martin has been volunteering with Healthwatch Wandsworth since its inception, over five years ago, and has become an expert on local mental health services. He works very hard to find out what kind of services our Mental Health Trust should be providing to make sure that people are receiving the best treatment possible.

He's very knowledgeable about current services and future developments, and can scrutinise and explain what's happening within local services - to us, and to local service users. Martin has also been involved with our Enter and View team and his knowledge and skills have ensured that visits and reports are always of a high standard.

Much of his work has been behind the scenes and with little recognition. There are many things we wouldn't have been able to achieve without Martin, so we wanted to celebrate how much we value the time, commitment and expertise he has given over the years.

# Our finances



The below table describes our basic financial information from 2017-18.

Under the terms of our contract, a Payment by Results (PBR) model is used. Wandsworth Care Alliance (WCA) receive 80% of the nominal contract value (£143,644) in four quarterly payments. In addition, 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 2017/18 WCA received £17,776 (99% of the possible payment) for the achievement of quarterly performance measures, and a total of £17,956 (100%) for the annual performance measures and £17,956 (100%) for the Annual Plan objectives.

Please note that these figures, at the point of writing this report, remain provisional, and may be subject to amendment after financial audit.

| <b>Income</b>   | <b>£</b> |
|---|----------|
| Funding received from local authority to deliver local deliver local Healthwatch statutory activities | 143,644  |
| Contract Performance income from local authority  | 53,687   |
| Total contract income   | 197,331  |
| Additional associated funding   | 10,000   |
| <b>Expenditure</b>  | <b>£</b> |
| Operational costs   | 55,585   |
| Staffing costs  | 129,516  |
| Total expenditure   | 185,101  |
| Additional Associated expenditure   | 6,999    |



# Contact us

## Get in touch

|               |   |
|---------------|---|
| Address:      | Healthwatch Wandsworth, 3 <sup>rd</sup> Floor Trident Business Centre,<br>89 Bickersteth Road, London, SW17 9SH |
| Phone number: | 020 8516 7767   |
| Email         | <a href="mailto:enquiries@healthwatchwandsworth.co.uk">enquiries@healthwatchwandsworth.co.uk</a>                |
| Website       | <a href="http://www.healthwatchwandsworth.co.uk">www.healthwatchwandsworth.co.uk</a>                            |
| Twitter       | @HWWands  |
| Facebook      | @HWWands  |
| Instagram     | @healthwatchw   |

Healthwatch Wandsworth is delivered by Wandsworth Care Alliance, a registered charity based at the address above (registered charity number 1110178).

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

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