

Championing what matters to you

Healthwatch Wandsworth
Annual Report 2021-22



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Message from our chair


Welcome to our report about our work in 2021/22. You will see that Healthwatch Wandsworth continued to engage with people across Wandsworth, voiced their issues and concerns, and engaged constructively with health and service providers. For example:

- We reached out to communities who aren't often heard from including carers, ethnic minority groups, people with learning disabilities and sight loss.
- at our Assembly event we addressed the huge issues of health inequalities, which the pandemic has highlighted as never before. We encouraged relevant initiatives such as vaccine workshops and the Ethnicity and Mental Health Improvement Project which finally launched in 2021;
- using interviews, surveys and workshops, we investigated several key issues, including perinatal mental health, the impact on carers of new hospital discharge arrangements, and, working with Healthwatch England, the new challenge of 'Long Covid';
- we fed back the findings from our work to service providers and commissioners and pressed them to act on the recommendations. We constantly encouraged them to remember that they too need to engage with patients and service users in everything they do: this is not something to be left to Healthwatch alone.




Stephen Hickey
Healthwatch
Wandsworth Chair

I would like to thank our volunteers and small staff team who make our work possible with their commitment and dedication. We also couldn't do what we do without the voluntary sector organisations who have worked with us to make sure people in the community have their voices heard.



"The COVID-19 pandemic has thrown long-standing health inequalities into stark relief. With NHS and social care facing even longer backlogs, the unequal outcomes exposed by the pandemic are at risk of becoming worse. Local Healthwatch play an important role in helping to overcome these adversities and are uniquely placed to make a positive difference in their communities."

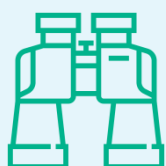


Sir Robert Francis QC, Chair of Healthwatch England

About us

Your health and social care champion

Healthwatch Wandsworth is your local health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



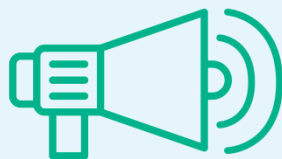
Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Our year in review

Find out how we have engaged and supported people.

Reaching out



Over 1200 people

Were involved in sharing their views through meeting us or taking part in our surveys and interviews.

Over 150 people

Came directly to us for information about services they need such as GPs, dentists and help making a complaint. 300 people visited our information webpage and more visited individual information articles, with over 14,700 visits to our website in total.

Making a difference to care



We produced

13 reports and papers

about the improvements people would like to see to health and social care services.

Our most read report was

Experiences of Long Covid

which highlighted the struggles people have managing their health and daily living after having Covid.

Health and care that works for you



We were lucky to have

33

outstanding volunteers, who gave up their time to make care better for our community.

We were funded by our local authority. In 2021-22 we received:

£185,810

Which is the same as the previous year.

We also employed

4 staff

3.3 full time equivalent, who help us carry out this work.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve.



Improving what happens when you go home after a hospital stay

Thanks to people who care for a loved one, who shared their experience of hospital discharge with us over the last year, we've helped the NHS and others to improve ways that carers and their loved ones are listened to in order to make experiences after leaving hospital better.

Rules around hospital discharge changed during the pandemic, to speed up the discharge process and free up beds. This impacts a wide range of people, and particularly Wandsworth's older residents and those with long term conditions.

We have worked with NHS England (NHSE) to listen to carers about what has happened and find out what can be done to make things better. We interviewed local people who care for a family member, friend or neighbour. We then spoke to staff across organisations who support people leaving hospital to understand if the feedback could lead to any improvements. Read more about what we did [here](#).



All of the people we interviewed thought that caring was a natural part of their role as a family member. The recent hospital admission almost always added pressure and the level of care needed increased tremendously. Most mentioned extreme physical and mental fatigue. It was important that carers were involved in conversations about discharge to make sure that discharge plans were adequate and support was in place to make leaving hospital a success.

What difference did this make

NHS England tries to involve patients, carers and staff to inform best practice and new, innovative approaches to support patients, carers and their outcomes. Lived experiences challenge ideas about what is most important to get right and what matters most. NHS England and Healthwatch worked together to use carer experience of their loved-one leaving hospital to understand what is working well and what needs to improve. Playing this experience back to professionals from organisations across health, social care and the voluntary sector helps to shape and guide collective thinking about support for carers in Wandsworth and beyond.

NHSE have said their next steps to bring improvements include:

- raising awareness of information about how carers can access support and get what they need when supporting someone who has left hospital.
- NHS staff working in hospitals and the community as well as GPs will be encouraged to identify carers at an early stage using appropriate questions rather than relying on assumptions. The knowledge that the carer brings of the patient, their condition and home circumstances as well as their own situation should be properly understood. Carers should be part of leaving hospital conversations and decisions so that they are fully informed and have the available knowledge (and equipment) and back-up to be able to provide

appropriate support, within their abilities, after the patient leaves hospital to ensure safe discharge and reduce the chances of either patient or parent going in to crisis.

- a suite of 'quality markers' is being developed to document what needs to happen from a carer perspective so that hospitals can measure themselves against best practice. This mirrors the approach already developed for primary care.
- The use of carer passports will be encouraged with an emphasis on schemes that straddle community settings and hospital settings to ensure continuity.
- To support carers in their caring role there also needs a more formal way of producing a contingency plan that is accessible to key professionals so when circumstances dictate that a carer is not able to provide that care, that appropriate arrangements are made to support the cared-for person.



"Working with local Healthwatch has provided our NHS England Commitment to Carers team with valuable insights into what matters most to carers around the complex and often challenging time when loved-ones leave hospital. The knowledge and professionalism contained in these reports in terms of the rich detail and beneficial conversations arising from the focus groups exceeded my expectations and will resonate and inform this important work going forward"

Paul Carter, Commitment to Carers team, Experience of Care, NHS England.



"The key things we will take away from this work is a focus on better awareness and a higher profile for carers and their own individual needs as we are managing discharges and then sometimes the people being discharged are carers themselves, closer working between our carer's champion and the carers centre and Council working group and better linking of our carers to services like Age UK. We will also look especially at assessments over the summer [2022]"

James Isaacs, Head of Early Help and Enablement, Richmond and Wandsworth Council.



Bringing experiences of people to life

Experiences people shared with us are informing the development of support for people with Long Covid because they help those running services better understand what it is like to have Long Covid and what people need help with.

Along with other Healthwatch in the South West London area, we heard from people about their experiences of Long Covid. This was a new condition, it could affect a variety of people, but often affects those who already have a long term condition.

We have shared findings from our online survey with the people designing new ways to support people affected by Long Covid, including the Merton and Wandsworth Post Covid Integrated Steering Group and groups designing support across London.

What difference did this make

You can read more about what has been done to improve support that addresses our findings [here](#). Developments include better information and referrals to support, and work to better understand the needs of 'Black and Asian Minority Ethnic' communities. Experiences of local people have also informed national decision making via Healthwatch England.

Thanks to people who shared their experiences of managing with dementia, we have rich insight to challenge assumptions. Through hearing personal experiences, this insight will help people in charge of NHS and social care services to identify issues and understand their impact on people's lives.

It became clear that social isolation and changes to health and care services during the pandemic had a significant impact on people with dementia and their carers, families, neighbours and communities. This issue often affects older residents and many others in the community who are part of their lives. This year we wanted to capture more experiences to shed more light on any issues that we can share with the people in charge of services and so that we can provide information to people in Wandsworth about support available.

We attended local support groups for people affected by dementia. This proved difficult as Covid restrictions and anxiety about infection limited the number of times groups met and how many people attended. We found that:

- support services stopped and started, and one of the key things people told us was that it was difficult to know what support was available (for people with dementia and for carers) and support seemed to be variable across local boroughs.
- there was a direct impact on mental wellbeing.

What difference did this make

We captured people's experiences [here](#), including an in depth story from Albert to help decision makers have a richer understanding of the pandemic's impact on people and changes to support services. We also helped carers of people with dementia get support from a mental wellbeing practitioner. Read what we will do next [here](#).

Ways we have made a difference for the community

Creating empathy by bringing experiences to life



It's important for NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and their impact on people's lives. This provides a deeper understanding than using data alone, which can challenge assumptions and motivate people to think and work more creatively. We make known people's views, needs and experiences of services. This creates an understanding of how care services can be improved based on the views and thoughts that local people have shared.



Photo: Professor S P Sashidharan, University of Glasgow/Former EMHIP Consultant (left), and Malik Gul, Wandsworth Community Empowerment Network (right) presented at our event about the Ethnicity and Mental Health Improvement Project.

To encourage greater understanding of health inequalities and provide a platform to discuss important issues we held an event about the Ethnicity and Mental Health Improvement Project in Wandsworth. We heard about important considerations that need to be made by decision makers so that health inequalities can be improved. We will use this learning to continue to champion better approaches to health inequalities, to challenge assumptions and promote change. Read more [here](#).



"Healthwatch Wandsworth has been behind EMHIP from the start as a champion in meetings and advising us on how we make progress."

Professor S. P. Sashidharan, University of Glasgow/Former EMHIP Consultant



We encouraged greater understanding of health inequalities for people who have experienced sight loss by working with the community to understand issues important to them. We brought together and showcased organisations supporting people with sight loss in Wandsworth and we gathered experiences of health and social care in a survey. In the coming year we will do more to champion the issues highlighted to us, such as bringing together organisations that support people. Find out more [here](#).

Getting services to involve the public

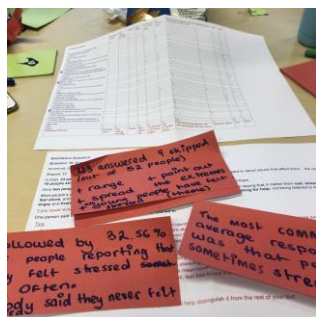


Services need to understand the benefits of involving local people to help improve care for everyone. We strengthen the voice of people to help services understand the benefits of involving local people to help improve care for everyone.

Our staff and volunteers regularly meet with decision makers to make sure people are listened to and involved in how health and care works.

We have helped improve access to support for learning disabilities by facilitating an understanding of how digital technology could support them.

People with learning disabilities have had access to technology because we facilitated workshops with the Baked Beans Theatre Company, Wandsworth Adult Social team and technology providers Brain in Hand and AutonoMe to help them learn about how technology can support daily routines. The Adult Social Care team have followed up with some of the attendees on a one to one basis to tailor a technology package that meets their needs. Read more [here](#).



We supported young people to research the mental health impact of the pandemic on their peers and will ensure services hear their findings.

Young people involved in Wandsworth Youth Council (aged 10-18) launched a survey with their peers about mental health. We helped them with their survey questions and held a workshop with them to help them analyse the findings. We agreed to support them again in future to help them write up the recommendations and promote the findings.

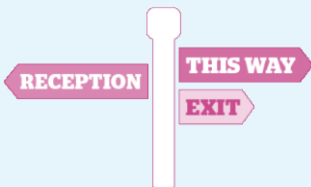


We are ensuring the involvement of people in the health and care system as the way and health and social care works changes to an Integrated Care System.

Our staff and volunteer representatives have been raising the issue of the involvement of people in health and care in Wandsworth. We have been discussing with decision makers how this might happen and how to involve people.

We have also shaped proposals for how Healthwatches across South West London can best champion the views of local people when important decisions are being made across South West London.

Helping people access services



Navigating the health and care system can be challenging at times. We provide information about access to local care services and gather feedback about how the community can be involved in choices about their care.

A group of 25 young people at [the Islamic Culture and Education Centre](#) (ICEC) learned more about how Healthwatch can help people to find and access services they want and how sharing their views can help improve services. We worked with [Enable Leisure](#) so that the young people also learned more about healthy eating and exercise at a time when people were re-adjusting after a long period of lockdowns. We have continued to look for opportunities to work with the ICEC and their newly formed Older Adults Support Service.

We helped seniors in Wandsworth learn about how to access health and care online through our work with [Superhighways](#). The recordings can also be viewed on YouTube. Read more [here](#).



Photo: Picture of Baked Bean Company actors holding a copy of the survey we created together.

We worked with local students with learning disabilities at [SHARE Community](#) and [Baked Bean Company](#) actors to improve access to our health and social care survey and make it easier for them to share views with us. We worked together to create an easy read version of our survey and learned more about the importance of using Makaton so that we can communicate better in future. Read more [here](#).

We worked with Voicing Views and the Voluntary Sector Co-ordination Service to host an event about how the community can support mental health wellbeing and access to services. We will be using what people told us in future meetings with decision makers.

The difference we make over longer term

Improving care over time



Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes. We rely ultimately on our ability to influence and inform, using our understanding of the views of people in Wandsworth. Sometimes it can take time to see change. Here are a few examples of things we have done through our continuous work, as an independent organisation, holding the system to account and working constructively with health and care decision-makers.

Services to support people who pay for their social care will be improved from 2023 because people told us about their experiences and needs which helped the people in charge of those services understand how things had to change. Find out more [here](#) about how we talked to older people, people with a physical disability, learning disability or mental health needs and how our recommendations will lead to more creative support to find solutions that are focused on a person's specific needs.

Local people's views and experiences will influence planning of services into the future because they now feature in the Wandsworth Joint Strategic Need Assessment (JSNA). A large number of our reports and findings over time have been used to describe local needs for the health and care support. Healthwatch is mentioned 63 times. Services are expected to plan according to the information in the JSNA, particularly at a strategic level.



Local people's experience of mental health wellbeing as new parents will inform how services supporting them better help them maintain their mental health. Our report on what people have told us will be used in the next year to gather organisations together to discuss how more can be done to support people. Talk Wandsworth have used the report to plan future mental health wellbeing workshops.

Experiences of carers helping their relatives and friends will shape the Wandsworth Carers' Strategy which improves support for them. Views shared with us this year and previously informed the strategy review, including the need for short breaks, benefits advice services, employer initiatives, digital grants and carer assessments.



"The work of Healthwatch Wandsworth has been vital in the past year supporting the NHS and local community in the pandemic through the vaccination programme. Healthwatch continued their work through challenging times and ensured the voice of people was heard giving us valuable feedback on what people living in Wandsworth needed.

Looking to the future with the launch of the Integrated Care System (ICS) we hope to strengthen our links as the focus moves to more locally commissioned services. This will build on the success of the covid vaccination roll out delivered with the local community and volunteers making it possible. Healthwatch Wandsworth has been fundamental in helping to shape our engagement as we move to becoming an ICS.

Carers have a key part in healthcare in the borough and we welcome the Carer's report published by Healthwatch which captures their insight and lived experience to improve health and care services in partnership with the local community."

Mark Creelman, Executive Director for the ICS in Wandsworth



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist or how to make a complaint – you can count on us.

This year we helped people by:

- Signposting them to relevant health information online
- Sharing portals for identifying dentists in the area
- Signposting to advocacy services for help with complaints
- Referring them to organisations who provide more knowledge and resources



People can call us, email us or speak to us when we are out in the community for help to navigate the often-complex health and social care system. 152 people contacted us directly this year for support (more than in the previous year). Most people contacted us by email (69) or telephone (46). Most people wanted information and about a quarter wanted to talk about a complaint they had with a service.

The three most queried services were GPs (23%), Dental Services (21%) and Social Care (17%). The services we signposted the most people to for help were Rethink Independent Advocacy Service and Citizens Advice Wandsworth.

There are other activities we do to make sure people know about how we can help with information and signposting and to help them find out about service. You can read more on page 12.

Access to dental services

Since the pandemic, we've had a larger number of queries than usual about getting access to dental support. Some people were finding it difficult to find a dentist or find a dentist who would accept new NHS patients. Others were finding it hard to find a dentist who met their individual needs. Along with Healthwatch across the country we shared the difficulties people were having to contribute to conversations in national bodies who make the decisions about what support is available. [Information](#) was created to help people find a dentist and we were able to signpost to [a website](#) that gives information about dentists who are accepting patients.



Access to Covid passports

In the past year Covid passports have been needed for travel and access to many other things. A member of the public contacted us because they had had their second vaccination outside of the UK and, although this was registered with their GP, the information did not show in the NHS app to provide proof of vaccination. 'I'm fully vaccinated and should have my COVID passport but, I'm going in circles and can't return in peace to the UK.'

We provided the enquirer with other places to try getting the Covid Pass, including calling 119 and getting a digital version through the NHS website.



Contact us to get the information you need

If you need help finding health and social care services. Get in touch.



www.healthwatchwandsworth.co.uk



020 8516 7767



information@healthwatchwandsworth.co.uk

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Used websites and phone calls to services to help inform people about dementia support services available.
- Helped design our surveys and helped us write reports about what people told us.
- Raised important questions about how local needs and local people are involved in plans for health and care.

Thank you to everyone who has helped us

All of the work we do relies on the skills and contribution of our volunteers. We can't thank them enough.

Thank you Avril, Brenda, Caroline, Caroline, Cherill, Colleen, Donovan, Elizabeth, Erin, Harriet, Jahan, Jamie, Janis, Jeremy, Jummy, Kabeh, Lou, Martin, Michael, Michelle, Mike, Nada, Nina, Pearlena, Penelope, Rebecca, Sara, Sarah, Stephen, Sue, Theresa, Tom, Zenobia.



Haren Thillainathan – Committee Member and Representative volunteer



My involvement with HWW began with a bang in September 2021 when I was elected to the Committee. I've since gone on to other volunteer activity but that was a fairly stellar start! I got involved with some of HWW's outreach activity with the blind and partially sighted (BPS) in the borough. The survey of Wandsworth's BPS was completed and is informing HWW's priorities for 2022/23 including the issue of digital access. I am also the HWW representative on the Wandsworth & Richmond Pharmaceutical Needs Assessment over the next year, which will determine whether pharmaceutical services are meeting the needs across Wandsworth. As a committee member I have input into HWW's corporate governance and strategic objectives.

Volunteering with HWW has been a rewarding experience and a great opportunity for me to give something back to Wandsworth's communities. It has complemented other engagement activity I have been increasingly involved in the borough this year. My career in the energy sector has been primarily focussed on national policy and strategy so it has been personally satisfying to engage at a local community level and interact with local government and health authorities.

Sue Stern – Committee Member and Representative volunteer.

The highlight of my year in Healthwatch was being elected on to the Committee in September 2021. I wanted to support patient groups in GP surgeries. I have since taken the lead in Primary Care on the committee at a time when the NHS structure is changing, providing more opportunities for patients to have a voice.



I represented Healthwatch Wandsworth at meetings about quality in GP practices, the new assessment structure in the Care Quality Commission, and public engagement in community health services. I also attended conferences about how public engagement will feature in the new NHS health and social care structure.

Being on the committee and attending meetings enabled me to meet a range of professionals and volunteers involved with public engagement and helped me to think of new strategies to support the patient voice and ideas about how to progress community engagement and particularly patient groups in the new NHS.



Do you feel inspired?

We're often looking for new volunteers, so please take a look at our [website](https://www.healthwatchwandsworth.co.uk) for how you can be a part of our work.



www.healthwatchwandsworth.co.uk



020 8516 7767



information@healthwatchwandsworth.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income		Costs	
Funding received from local authority	£185,810	Staff costs, management, support and administration	£140,073
Additional funding	£9775	Operational costs	£45,149
Total income	£195,585	Total expenditure	£186,585

Please note: these figures have been taken from management data and have not been formally examined or audited and therefore may be subject to future adjustment.

Top priorities for 2022–23

1. Hospital discharges
2. Perinatal mental health
3. Dementia service provision and carer support
4. Health inequalities – with a focus on the Ethnicity and Mental Health Improvement Project, experiences of people affected by sight loss, cost of living crisis and displaced people.
5. Reviewing Wandsworth Council’s Social Care Front Door approach to holistically help people to remain independent.
6. Local information and co-design during the implementation of social care reforms

We want to hear from you about your experiences of these topics.

Plans for the next year

We will need to remain flexible and respond to the situation as it evolves, including ensuring the voice of local people in the reshaped health and care services under the Integrated Care System, underlying challenges that the pandemic highlighted such as health inequalities and a need for integration across services as well as a back log in care.

The pandemic has brought many issues and challenges into much sharper focus, we will continue to shape the work within our priorities areas above around the issues of focus on digital support, health inequalities, mental health and support to carers.

For more information see [our business plan](#) for 2022–3.

Statutory statements

About us

Healthwatch Wandsworth, Tooting Works, 89 Bickersteth Road, Tooting, SW17 9SH. Healthwatch Wandsworth is contracted by Wandsworth Council through Wandsworth Care Alliance, a registered charity, which is the accountable corporate body for Healthwatch Wandsworth.

Healthwatch Wandsworth uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our [Healthwatch Committee](#) has eight members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. They ensure that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021/22 the board met five times and made decisions on matters such as updating our [Decision Making Process](#), which documents how we make decisions and how people can be involved, and deciding on the focus of our priorities for 2022-3. Three new committee members were elected in September 2021 (Haren Thillainathan, Sue Stern and Sara Turner). Claire Collins also joined the committee as a non-elected member and WCA Trustee.

We ensure wider public involvement in deciding our work priorities by using the information people have shared with us over the year to decide on our priority topics. When people contact our Information and Signposting Service, the experiences people share also inform our priorities. We ask our members (over 800 people) to comment on our priorities. By becoming members, people are kept up-to-date with our work and learn about opportunities to take part via our newsletter. We use social media and local contacts to circulate information to people who are not yet members. Our events are open for people to attend and contribute to our work and our team of staff and volunteers go to community settings to speak to people.

Methods and systems used across the year's work to obtain people's views and experience.

We use a range of approaches to ensure that as many people as possible have the opportunity to give us their experience of health and care services. During 2021/22 we have been available by phone, by email, provided a webform on our website, attended virtual and face to face meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year, for example, we have done this by telephoning people with learning disabilities, mental health conditions, older people and disabled people to make sure we heard their views on social care direct payments. We built relationships with local community networks to ensure diversity of carers taking part in our interviews about hospital discharge. We also attended 58 public events to meet and listen to people in the community, from the NHS forum for 'seldom heard' groups called Thinking Partners, to people with a learning disability at Generate, elder people at Regenerate Rise, Be-Enriched, the Asian Carers group and many more. We built relationships with organisations working with people affected by sight loss, who helped us hear from people in a survey we developed. To reach more people in this survey our Enter and View team helped with telephone calls.

To ensure that this annual report is made available to as many members of the public and partner organisations as possible, we publish it on our [website](#).

Responses to recommendations and requests

In general we have maintained contact and received responses and acknowledgements of our report recommendations from most providers and commissioners as well as can be expected in the circumstances. However, due to increased pressure of dealing with the pandemic and the back log in 2021-2 it was more difficult to hear from these people than last year. A number of liaison meetings were cancelled, which limited the opportunities for discussion of issues and it has been difficult to receive responses for understandable reasons. Due to the focus on pandemic related problems, we also found it difficult to pursue our recommendations when they fell between the responsibility of organisations. Therefore we have rolled forward some of our priorities from last year to this year in the hope that this year staff and services will have time to collaborate with us and each other.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity. But we did begin planning for activity to start in 2022-3 and our team of volunteers made a significant contribution to our other work, writing surveys, analysing information, writing reports and more.

There were no issues or recommendations formally escalated by our Healthwatch to the Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Chair, Stephen Hickey, represents Healthwatch Wandsworth on the Wandsworth Health and Wellbeing Board. During 2021/22 he has effectively carried out this role by attending meetings and seminars, contributing to discussions and raising issues from the patients' perspective. He also attended the Adult Social Services Overview and Scrutiny Committee, raising questions and explaining the work of Healthwatch. Stephen also represents us on the Wandsworth NHS Health + Care Board. During the year Stephen has contributed to important issues discussed by these boards, such as those relating to the delivery of health and care as the pandemic continued. There were also important discussions about the strategic Health and Care plan for the borough and the governance of a refreshed Health and Wellbeing Board membership and the membership of a Wandsworth 'Place' based committee to lead the new Integrated Care System at a local level. Our volunteers and staff regularly attend meetings with the South West London Clinical Commissioning Group and a range of local NHS and Council organisations to ensure the needs of patients and service users are at the forefront of decision-making. Sarah Forrester is our Healthwatch Wandsworth appointed Governor on the board of St George's Hospital.



Healthwatch Wandsworth
3rd Floor Tooting Works,
89 Bickersteth Road,
Tooting,
SW17 9SH

www.healthwatchwandsworth.co.uk

t: 020 8516 7767

e: information@healthwatchwandsworth.co.uk

 @HWWands

 [Facebook.com/hwwands](https://www.facebook.com/hwwands)

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