

## Annual Monitoring Report 2016/17

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

The annual report for Healthwatch 2015-16, which included financial information, was published on the 20th June 2016 and can be read here:

[http://www.healthwatchwandsworth.co.uk/sites/default/files/hww\\_annual\\_report\\_2015-16\\_0.pdf](http://www.healthwatchwandsworth.co.uk/sites/default/files/hww_annual_report_2015-16_0.pdf)

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

Annual reporting for Wandsworth Borough Council was also provided according to timescales.

### Evidence of input into Local Accounts

Healthwatch Wandsworth had the opportunity to give feedback on the local accounts at various meetings with Social Services and at the [Health and Adult Care OSC](#).

We also gave feedback on priorities for the OSC's work plan for 2017-8.

### Evidence of input into Local NHS Quality Accounts

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

The Healthwatch Wandsworth responses can be read on page 62 of the St. George's Foundation Trust report: <https://www.stgeorges.nhs.uk/wp-content/uploads/2016/07/Quality-Account-2016.pdf>

The Healthwatch Wandsworth responses can be read on page 75 of the SWLSGT Mental Health NHS Trust report: [http://www.swlstg-tr.nhs.uk/images/Quality\\_account/Quality\\_Account\\_2015-2016.pdf](http://www.swlstg-tr.nhs.uk/images/Quality_account/Quality_Account_2015-2016.pdf)

This year we provided comment on the 2017-18 Quality Priorities of the SWLSGT Mental Health NHS Trust and one of our representatives attended a workshop to discuss these further. We received a response from the Deputy Director of Nursing and Quality at the Trust to say that many of our comments on proposed community service quality standards were accepted.

### Evidence of contribution made to JSNA and H&WB Strategy

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

Health and Wellbeing Board meetings have been attended by our Healthwatch Wandsworth Chair and regular feedback reports from these meetings have been published on our website <http://www.healthwatchwandsworth.co.uk/about/docs>.

We have also established contact with the team who are developing the revised JSNA to make sure they are given our reports and findings to inform their understanding of local needs.

## Evidence of Enter and View activities

- We have sustained a reasonably sized Enter and View team, and whilst a few have left, we have also recruited and trained new team members.
- The below Enter and View visits have been carried out and then reported on. Providers have been encouraged to put into place action plans to address our recommendations and our findings have also been discussed with commissioners and other stakeholders at regular meetings.
  - Mental Health Trust
    - [Crocus Ward](#)
    - Ward 2
    - Laurel Ward
  - St. George's Hospital
    - Champney's Inpatient Ward and Colliers Wood Dialysis Unit of St. George's Hospital Trust Renal Services
    - The team also worked with Healthwatch Richmond on two Enter and View visits to [Mary Seacole](#) and [Gwynne Holford](#) Wards at Queen Mary's Hospital in Roehampton.
  - Supported Living
    - [Ashley House](#)
    - [Besley Street](#)
- In May and June representatives from Healthwatch took part in 8 visits to users of the KITE (Keep Independent Through Enablement) service. The service gives short-term support to people in their own homes to help them be as independent as possible when they have been discharged from hospital or when their health has deteriorated. In total 32 service users were interviewed and feedback was shared with Wandsworth Council. Our review of KITE services was used as preparation for inspection of the service by CQC.

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

- As part of our ongoing work we have been represented on over 50 regular meetings, boards, steering groups, forums and committees throughout the year. During these meetings we have had the opportunity to influence, contribute and advise commissioners and providers. This work enables us to raise issues of engagement and comment on engagement strategies. Our representatives regularly write reports for the website about the meetings they have attended and these can be found in the '[our work](#)' section of our website. Other evidence of our work can be found in the minutes and reports held by the organisations we work with.

This year, we have also been involved in Patient and Public Engagement Steering Group meetings with the South West London Collaborative Commissioning Communications Team to comment on engagement around the developing Sustainability and Transformation Plan (STP). We have also had representation on a variety of STP work stream reference groups.

- We recently provided comments on the developing Communications and Engagement strategy of Wandsworth CCG.
- We also participated in the consultation and webinar held by NHS England around developments to a Framework for Patient and Public Participation in Primary Care Commissioning to influence engagement system-wide.

We published the following reports based on outreach and consultation with the public, and discussed our findings during regular liaison with commissioners and providers:

- [Healthwatch LGBT+ Mental Health Report](#)

- [What Keeps Me Well - A Pictorial Report](#)
- [Patient Data Consultation Report](#)
- [Carers Strategy Consultation](#)
- [Consultation on Pharmacy Standards](#)
- [The Great Weight Debate](#)
- [Mental Health Needs of Deaf & Disabled People](#)
- [Mental Health Transition Service for 17-25 year olds](#)

This year we have also provided input and support to other organisations conducting consultations. For example, St. George's Hospital and Wandsworth Borough Council wanted to collect views to help them transform sexual health services. We provided feedback on questions, provided useful contacts in the borough and supported the survey on social media and on our website. As another example, The Family Information Service spoke to us about a carers' survey they were planning. We shared our report from our own carer's survey in 2016 and provided feedback on their developing survey. At our assembly in September we had presentations from Family Action and Wandsworth Carer's Centre to showcase services for carers and heard directly from service users. We also held a roundtable discussion about the Wandsworth Memorandum of Understanding for Carers so that feedback could shape both the memorandum and the carer's strategy.

We have also been invited on many occasions over the year to comment specifically on developing plans of commissioners. We used these opportunities to raise questions about ensuring patient and public views are reflected in services developed and to encourage patient and public involvement in shaping and continually improving services. For example, we were approached to comment on Wandsworth Borough Council's Prevention Framework at an early stage in its development and have participated in workshops developing system-wide services including the Mental Health Trust Urgent Care Pathway and the Psychiatric Decision Unit and Crisis Cafe services. We contributed to the Outpatient and Frequent Attendee workshops at St. George's Hospital and were also invited to comment during service specification developments and procurement panels for the new Talk Wandsworth Service and Multispecialty Community Provider contracts.

At our Assembly meetings we ensured the public had a forum to hear updates from commissioners and service providers on local health and care developments and an opportunity for questions and discussion on issues important to them. Topics included:

- [Multispecialty Community Providers](#)
- [Moving services into the community: Sustainability & Transformation Plans, Changes to Mental Health services in the borough and Accessible Information](#)
- [Carers and support in Wandsworth](#)
- [St George's Hospital Outpatients Transformation Programme](#)

This year a Voluntary Sector Forum has been combined with Healthwatch Assembly meetings ensuring better links and engagement with the voluntary sector. Agendas of these forums and feedback from them has been developed in collaboration with the Voluntary Sector Co-ordination Project Manager. Healthwatch Wandsworth records feedback from the voluntary sector at these meetings to inform our work.

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

We have developed relationships with commissioners and providers over our four years of operation. The influence of our work can be immediate if we have provided evidence of local

experiences to inform more immediate developments. However, we are now also starting to see longer-term influences on services.

Below are some examples of feedback we have received about how our work has shaped local services.

- Following KITE interviews mentioned in the Enter and View section above, feedback was discussed with the Council. As a result, the Council committed to review their survey questions to include important questions on safety, effectiveness, care, responsiveness and leadership. They also agreed to signpost users to alternative support other than day centres and employed 2 new enablement officers to support, supervise and identify training needs for all care staff to ensure standardisation in care provided.
- In 2015 the Health Visiting Commissioning Group used the feedback included in our Health Visiting Report to help shape the specification for the new service. This specification has now been drafted. Recently the Council wrote to us explaining this and invited us to comment on the specification:

“The findings of the Health Watch survey into Health Visiting, undertaken in 2015, have influenced the development of the specification, especially in terms of availability of health visiting services in a range of venues, the use of social media and the need for continuity of care through a ‘named health visitor’ approach”

- The St. George’s Outpatient Transformation Team told us that they have developed their change project and its engagement using feedback received at one of our Assembly events in June 2016.
- Last year we presented and discussed recommendations in our extra care reports to the team commissioning the new contract for two Extra Care schemes in Wandsworth. The specification has not been finalised and advertised but Wandsworth Council told us:

“We can confirm that the extra care service specifications cover in some detail aspects of the recommendations made by Healthwatch.

The underpinning principles of the service specification incorporate the support and care of residents alongside the relationships fostered by the Provider with both residents and partner agencies. 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. The specification talks about respecting tenants, matching tenants to residents in terms of skills, personality, ability, gender and cultural requirements where possible. Continued development of staff through specialist training and educational opportunities will ensure that the required regulatory standards are met.”

- South West London and St. George’s Mental Health NHS Trust used feedback from our Enter and View visits to their wards at an away day to help inform priority setting.
- The Enter and View team had seen examples of new care/nursing homes being given planning permission without the formal knowledge of health and social care commissioners, causing problems in managing the impact on the provision of GP services in particular. Our representative on the Quality Board pursued this with the Wandsworth Planning Policy team and highlighted the planning policy issues. The Head of Planning and Transport strategy replied:

“We can add Wandsworth Social Services and Wandsworth CCG to our consultee list in the development management software, and ask development management case officers to include you in any consultation on applications for residential care facilities. This will require the case officer to manually include you as the existing software is not capable of doing this automatically.”

- We facilitated feedback on the development of the local Sustainability and Transformation Plan by administering funding and facilitating events through the South West London Grass Roots fund. The team commented:

“We’ve been delighted with how this programme has worked in Wandsworth. You’ve always been great at flagging events as soon as they are on your radar so that we can organise our diaries in advance. It’s also been really helpful having healthwatch at most of the sessions as we’ve been able to share feedback and maximise our reach at the sessions” Jill Mulelly.

In our annual stakeholder survey, which gained feedback from a wider audience than our regular contacts, most organisations (84%) felt that their understanding of the experiences, needs and wishes of people using health and social care services increased as a result of the work of Healthwatch Wandsworth. Most (70%) also felt that we allowed residents to influence health and social care services in the borough. Nearly half provided specific examples of our contribution such as:

- Contributing to understanding ‘the hidden and unheard populations; we hear lots from the easy to reach’
- ‘Healthwatch engages with both the local community and the local Authorities and NHS, sharing information and representing views. It complements the work of our organisations and many others’.
- ‘One of your staff joined our recreational club to speak with people about their experiences of health services. It was great to enable them to have a voice.’
- ‘Helped run a workshop to gain feedback from students’
- ‘HWW asks relevant questions, raises issues of importance, provides a different perspective’
- ‘Provided a critical friend role in making sure we are considering the effects of our decisions on patients’
- ‘HWW’s work on mental health inequalities has been really useful, contributing useful submissions and member feedback on our work for LGBT+ people and disabled and deaf service users. We have found these contributions valuable.’

It is encouraging that the survey showed positive working relationships with organisations and that we had provided a useful contribution to understanding needs and experiences of local people. We will be using useful feedback from the survey to further raise awareness of our work and engage with a wider audience.

### **Activities show involvement of a wide range of groups and individuals in service design facilitated by local Healthwatch.**

In 2016-17 Healthwatch Wandsworth was represented on the following boards, groups and committees:

Acute Service at St. George’s CQRG/CQRM  
IAPT Procurement Group  
Wandsworth Children and Voluntary Network  
Adult Care and Health Overview and Scrutiny Committee  
Adult Safeguarding Board  
BME Mental Health Forum  
BME Mental Health Forum - strategy working group  
Care Homes Group  
Wandsworth CCG Board  
Children Safeguarding Children Board  
Children’s Health Overview and Clinical Reference Group (CHOCRG)  
Children’s CAMHS commissioning group  
Wandsworth CCG Communication and Engagement Board  
Community Health CQRM/CQRG Project Group

CQC Adult Social Care Co Production Group  
 CQC Co production meeting on the development of inspection of adult care services nationally  
 End of Life Care project group  
 Enhanced Care Pathway project group  
 St. George's Hospital Frequent Attendees focus event  
 Health and Wellbeing Board  
 Health and Wellbeing Partnership  
 Health Visiting Commissioning Group  
 Kingston Hospital Healthwatch Forum  
 London Ambulance Service patient representative reference group  
 London Healthwatch Forum  
 Mental Health Trust Board Meeting  
 Mental Health Providers Forum  
 SWLCC Patient and Public Engagement Steering Group (PPESG)  
 Patient and Public Involvement Reference Group (PPIRG)  
 St. George's Patient Experience Committee  
 Patient Safety and Quality Board (PQSB) Formerly Patient Safety Committee  
 STP Primary Care Clinical Workstream  
 Quality Board  
 Quality Forum - Royal Hospital for Neuro Disability (RHND)  
 Right Care, Right Place Leadership Group  
 Royal Hospital for Neuro Disability (RHND) CQRC/CQRM Project Group  
 Sexual Health Strategy Working Group  
 South London Quality Surveillance Group  
 South West London Primary Care Committee  
 St. Georges Clinical Quality Review Group  
 St. George's Quality Board  
 St. George's Board Meeting (Governor representing Healthwatch Wandsworth)  
 St. George's Maternity Forum  
 St. George's Council of Governors  
 Stakeholder Reference Group  
 STP Programme Board  
 Wandsworth Suicide Prevention Group  
 SWL Integrated Urgent Care Patient Participation Board  
 SWL Integrated Urgent Care Programme Board  
 Wandsworth CCG Systems Resilience Group  
 The ECP 500 Mobilisation Board  
 Thinking Partners  
 STP Urgent & Emergency Care Clinical Workstream  
 Wandsworth Advice Forum  
 Wandsworth Health Action group (WHAG)  
 Wandsworth Learning Disabilities Partnership Board  
 Wandsworth Community Empowerment Network  
 Youth Participation Strategy Group

We have continued to develop local networks and strengthen engagement and involvement through working with local organisations. We have carried out a programme of outreach including engagement at events for the general public and more targeted events. We were also able to target hard to reach groups at community events meetings of community based organisations. For example, we actively participate in activities of the Wandsworth Community Empowerment Network, a charity supporting a network of community and faith based organisations and people to collaboratively improve public services design and delivery. This includes activity at monthly meetings and ensuring the collection of views to inform our consultations. Feedback raised at groups like these can be discussed with commissioners and service providers at our regular liaison meetings with them.

Administering a Seldom Heard Grants Fund for the CCG and a Grass Roots fund for NHS South West London Collaborative Commissioning helped encourage groups to engage with us. These groups were enabled to hold events which we attended to gain feedback from service users and the public to help us understand their experiences. Some of the groups we've worked with are as follows:

#### The Seldom Heard Fund

Name of Group	Group/beneficiaries
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Baked Bean Theatre	Adults with learning difficulties
Wandsworth Access Association	Disabled adults
Share Community	Adults with disabilities and learning difficulties
60+ Cafe	Younger older people
RCCG The King's Court	Black and Minority Ethnic
The Somali Community Advancement Organisation	Somali community
Mimosa	Women experiencing trauma
Aspire2Inspire Dyslexia	People with dyslexia
The Hope Project	Mental Health
Aurora	Adult Survivors of Childhood Abuse
A2ndVoice	People with autism, their parents and carers or professionals working with this group
Women of Wandsworth	Parents and children in Battersea

### The Grass Roots project

Name of Group	Group/beneficiaries
Baird Court Residents Association	Sheltered housing 55 - 97 year olds, older men and women with physical and mental health issues
A2ndVoice	Parents and children with Autism
The Hope Project	Mental health
Free2B Alliance	LGBTQ young people, parents and professionals working with young people and parents
Neighbourhood Network	Older people, young children and parents
Carneys Community	Young People 11-25 year olds and families
STORM	Unemployed people of all ages may also have physical/learning disability, mental health, carers, single parents survivors of domestic abuse and people from socioeconomic deprived backgrounds
Parent Champions (supported by WBC)	Carers of disabled children
Learning Disability Network	People with learning disabilities and service providers
Supporting Relationships and Families	People who have experienced bereavement and professionals who support them

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

The work plan 2016-17 objectives in the annual plan were based on feedback received from our members and stakeholders through the annual survey, at our assembly events and on the analysis of feedback collected during outreach as well as feedback from our representatives. For example, feedback we have received about St. George's Hospital has shaped our involvement with the Outpatient's transformation project.

Progress against these objectives has been reported quarterly and published on our website.

### Evidence of any recommendations to CQC/HWE

- Our consultation reports have been sent to Healthwatch England and our staff and representatives regularly contribute at the London Healthwatch meetings and South West London Healthwatch meetings.
- Our Suicide Prevention consultation report from early 2016 was used by [Healthwatch England](#) to raise awareness of the male suicide issue.
- All of our Enter and View reports were sent to the CQC.
- We have regular telephone and email contact with inspections teams at the CQC.
- We contribute to the South London Quality Committee, in which the CQC is involved.
- Healthwatch Wandsworth has chaired the Wandsworth Quality Board.



- We gave feedback on St. George's ahead of their CQC inspection.
- We attended the Quality Summit held by the CQC and St. George's after the Trust received a 'special measures' rating. At the summit we highlighted the importance of communicating with the public and involving them in improvements and changes.

### Activities show evidence of avoiding duplication and adding value

We continued to support commissioners and providers in their existing monitoring activities and patient involvement structures such as Quality Inspections at St. George's and KITE inspections.

We regularly work with the Thinking Partners Group, which works with the CCG on equality, diversity and health inequality issues.

Before planning a consultation, we try to liaise with commissioners and providers to avoid duplication. For example, we undertook a consultation to inform plans for a Mental Health Transitioning Service. The council had already worked on engaging young people so we sought the views of carers and others who might have useful insights to share.

We have also worked with, and continue to liaise with, other local Healthwatches. This includes co-ordination of attendance at various working groups relating to the STP. We also worked with Healthwatch Richmond on Enter and View visits as detailed above and have co-ordinated with local Healthwatches to share information we have received from local people about St. George's Hospital.

We also co-ordinate plans with the Voluntary Sector Co-ordination project to increase engagement with community organisations and to share resources. For example, we share event costs by holding the Healthwatch Assembly and Voluntary Sector Forum on the same day.

### Activities show evidence of joint projects with VCOs and community groups

We continue to work closely with the Wandsworth Voluntary Sector Co-ordination project. At Voluntary Sector Forum events we listen to the views of the voluntary sector. We try to work with voluntary organisations when undertaking surveys to gain feedback from the organisations and their services users.

As described above, the Seldom Heard Fund and the Grass Roots funds have helped us give additional support to voluntary and community groups and have been a conduit to further developing our relationships with voluntary and community groups and our understanding of their needs.

### Activities show evidence of outreach to a diverse range of age groups (incl. under 21 and over 65)

To engage with young people under 21 we regularly attend meetings and events of the Wandsworth Youth Council to understand the experiences of young people and for feedback on engaging with younger people.

This year we looked at ways young people might engage in online discussions about health and social care and found that young people mostly used Instagram –an online social media platform. We created an Instagram page to begin a health focused campaign called #whatkeepsme well, encouraging people to think about the things they do to help keep them well. We asked them to take part by posting a photograph on our Instagram page. The Youth Council helped us develop the campaign and we took the campaign to a number of outreach events.

We also ran the campaign as part of 'NCS: The Challenge' and worked with 9 young people to promote the campaign at Sports in the Park in Battersea Park, where 93 responses were gathered. As mental health awareness was an important topic of discussion in the public domain at the time, we wanted to encourage a focus on mental health and wellbeing so we invited the Mental Health Project Manager from Wandsworth Care Alliance to speak to the group. The young people set up an Instagram page to share their experience of working with us [instagram.com/ncsmindhw](https://www.instagram.com/ncsmindhw). The Delivery Assistant Programme Manager of The Challenge wrote to us to thank us for the work we



had done with the young people who had enthusiastically shared with her positive experiences of working with us.

This year we have sought feedback from young people for a number of our consultations, including What Keeps Me Well and the Great Weight Debate. Our regular outreach activity includes groups like Share Community, whose students gave us feedback on our consultation about the mental health needs of deaf and disabled people during an interactive workshop session we facilitated in their immersive learning space to explore difficulties they might face when accessing health and social care. Free2B Alliance helped us gain feedback from young LGBT+ individuals for our consultation about the mental health needs of the LGBT+ community. The Grass Roots project and Seldom Heard Fund events also enabled us to facilitate the collection of views from groups including younger people, parents and families. As outlined above, we have continued to feedback on the development of the new Health Visitor specification.

Our regular outreach programme has also included gaining feedback through groups like the Older People's Forum and the 60+ café and we have started working with the 60+ café to develop a survey to understand the needs of younger older people. The Grass Roots project and Seldom Heard Fund events also helped us reach this group and collect their experiences of health and social care. Our Enter and View team visited Ashley House, a Supported Living scheme in Battersea that provides care and support for older people and continues to monitor the progress of the new specification for Extra Care schemes, based on knowledge gained from visits in previous years to ensure services meet the need of their users.

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

Throughout the year we have continued to work with a range of community organisations and groups to gather feedback about the experiences and views of local health and social care services. Over the year our outreach team have attend around 90 events.

In our fourth year we developed our network of contacts within the community and regular communication with them. The Grass Roots project and Seldom Heard fund as detailed above have helped us reach more disadvantaged and seldom heard groups and have provided clear lines of communication to provide feedback to commissioners regarding the needs and experiences of these groups. The funds also provided a useful source of income for these groups who could use the money to hold an event or activity that supported the needs of their groups.

This year we also delivered 5 workshops to ESOL students about how to access health and social care services in the UK.

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

Our work and plans are developed to target people who are most likely to use health and care services, who are most likely to have difficulty accessing services or who have one of the "protected characteristics". We also aim our consultations to incorporate the views of people who will be affected by service changes and some of the most vulnerable groups. For example, this year we have undertaken consultations on LGBT+ and deaf and disabled mental health needs. Both of these groups have an increased likelihood of needing mental health services and belong to "protected characteristics" groups.

As described above, the Grass Roots project and the Seldom Heard fund have helped us reach target groups. The Grass Roots project particularly targeted groups who would most likely be affected by potential changes through the NHS Sustainability and Transformation Plan.

### **Evidence of income generated from alternative sources**

Below are additional funds we were able to access in 2016-7.

- £10 000 NHS Grass Roots project fund
- £35 000 Wandsworth CCG Seldom Heard Fund

- £5 000 Migrant workers project
- £1920 IT equipment donated from the National Grid

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

Our work with young people has been outlined above. We continue to learn from feedback Wandsworth residents have shared with us and continue to raise issues identified with service providers and commissioners. For example, having undertaken a consultation on Health Visiting last year, we have continued to offer feedback to the team developing the new specification for the service. We have also continued our interest in the healthy eating issues identified in our Junk Food consultation from last year and provided a consultation report for the Great Weight Debate this year.

### **Activities show involvement of ward councillors in local Healthwatch engagement activities**

Healthwatch Wandsworth attends the Wandsworth Adult Overview and Scrutiny committee and submits comments for consideration and discussion to the committee. We have also provided feedback to the committee on their annual work plan and have sought their feedback about our organisation and our priorities by asking them to complete our annual survey.

Councillors also attend our regular Healthwatch Assemblies and engage with us at other community events.

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

In 2016-7 we attended events to engage with local employers including engagement at a Business Networking Day in May, an event in Tooting Market and the Eid Festival. In February 2017 we attended a networking session at the Trident Business Centre in Tooting and spoke to representatives from local businesses to ask them what they might be able to do in their local community to promote health and wellbeing of their employees and the wider community. We gained some interesting feedback from a variety of companies who showed enthusiasm for supporting health and wellbeing. We fed back the results to Wandsworth Council who are developing a framework for their services to prevent ill-health and maintain wellbeing in the community.

Our social media channels continue to engage local businesses.