

# Healthwatch Wandsworth Annual Survey report 2016/17



## Executive Summary and key conclusions

In March 2017, at the end of Healthwatch Wandsworth's fourth year of operation, we carried out our annual survey to understand how local residents, members and organisations view us and our role and to find out if there are ways we could develop what we do. The survey was circulated widely and we received 99 responses across stakeholders, volunteers and staff.

**With special thanks to** Kelsey Flott and Chris Quince, our Research and Policy volunteers, who volunteered their time and expertise to help write, analyse and report on our survey results. Their input has been invaluable to our understanding of responses and writing this report.

### Key findings and conclusions

- Respondents generally held positive views on Healthwatch Wandsworth where they were aware of our work.
- Responses measuring understanding of our role suggest that a significant number of respondents have an awareness of and understand our organisation, though results indicate more could be done to clarify our role. A number of respondents said they were not aware of, or had not used, various Healthwatch Wandsworth communication channels. Generally, those who had used such channels were positive.
- Engagement with Healthwatch varied. Healthwatch Wandsworth Members who have received regular communication from us told us they understood our work and had been involved. However, a number of respondents, mostly the general public who are not members, were less sure about our work and had little or no engagement with us.
- Organisations had positive views of working with Healthwatch Wandsworth, including how we have helped them understand the needs, wishes and experiences of people using local health and care services, though suggestions for improvements were offered.
- Stakeholders were generally positive about our role providing an independent voice for users of health and social care services. However there was less certainty, particularly amongst the public, about our impact on service changes.

The findings indicate more could be done to raise our profile and to promote our work to influence health and care services and to engage with us, especially amongst the general public. Wandsworth has a transient population<sup>1</sup> and there were many staff changes in local organisations over the year demonstrating a need to continually raise awareness of our work and engage new people. In 2016 Healthwatch England's national survey found that 20% of people had heard of Healthwatch<sup>2</sup>. They will be promoting awareness of Healthwatch nationally in 2017, which will be an opportunity for us to do likewise at a local level. We will begin by sending information via the same channels used to circulate our annual survey. We will also need to work with service providers and commissioners to try to capture and communicate the influence of our work with them.

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<sup>1</sup> Wandsworth Borough Council (2014) Joint Strategic Needs Assessment: Key Messages [online] Wandsworth Borough Council. Available at: [http://www.wandsworth.gov.uk/info/200449/joint\\_strategic\\_needs\\_assessment/1887/key\\_messages\\_2014/9](http://www.wandsworth.gov.uk/info/200449/joint_strategic_needs_assessment/1887/key_messages_2014/9) [Accessed 30 March 2017]

<sup>2</sup> Healthwatch England. (2017) Brand Awareness and Audience Insight Report.

Finally, we asked respondents which areas they thought we should prioritise in our fifth year. The following topics were most frequently raised in order of popularity:

- **Mental health**
- **Social care**
- **Older people**
- **Engaging with health and social care changes taking place in the borough**
- **Raising awareness of Healthwatch Wandsworth and our services**

We will be working to incorporate the areas identified above in our work plans over the coming year.

## Introduction

This report summarises findings from Healthwatch Wandsworth's annual survey sent to local stakeholders including local residents, members and organisations as well as Healthwatch Wandsworth volunteers and staff. It is intended to help us understand our performance of our role in the borough and to identify possible areas for improving our work.

Healthwatch Wandsworth is measured against performance metrics set by Wandsworth Borough Council in its contract with Wandsworth Care Alliance for Healthwatch services in Wandsworth. When developing our survey and this report we took into account these local performance metrics alongside the Quality Statements developed by Healthwatch England to measure Healthwatch performance.

### Our Survey

Our Stakeholder Survey was sent to:

- Over 700 Healthwatch Wandsworth Members<sup>3</sup> via our e-newsletter and was posted to those who indicated preference for postal communication.
- People who work with us regularly across health and social care organisations in Wandsworth, including statutory service commissioners and providers as well as voluntary and community based organisations.
- We also sent the survey wider than our usual channels of communication, asking organisations and contacts to distribute the survey widely in their own communications. For this reason we are unable to estimate the number of people who received information about the survey.

We also sent a volunteer and staff survey to our volunteers who regularly help us perform our role in the borough and to our staff members. As they work close to the project their answers could further our understanding about what we do well and what we might need to do better.

In this report responses are given as a percentage of people who answered because the number of respondents to each question varied. Some respondents chose not to answer all questions. Also, a number of questions were only asked of specific groups as relevant to them, for example, some questions were only relevant for respondents working in health and social care services.

Response data can be found in Appendix 1.

### Who responded?

The Stakeholder survey had a total of 86 responses.

#### Members of Healthwatch Wandsworth

Respondents were asked to indicate whether they were members of Healthwatch Wandsworth and were prompted that a member was someone who received the Healthwatch Wandsworth newsletter.

- 37% (32 respondents) replied they were a Healthwatch Member
- 64% (54 respondents) said they were not.

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<sup>3</sup> Healthwatch Members are people who have signed up to receive regular communications by us, including our newsletter.

Being a member should indicate someone who regularly receives news and information from us and as mentioned later in this report, 28 out of 32 respondents felt that they were aware of our work. Nevertheless, whether they were a member or not does not seem to have had an impact on further responses about satisfaction or engagement with us.

However, non-members made up the majority of respondents replying “No” or “Not sure” to a number of questions in the survey, including a question about whether respondents understood the role of Healthwatch Wandsworth. It is likely some of these non-members are people who received the survey but have had little or no previous engagement with Healthwatch Wandsworth.

### Members of the public or organisations

The majority of these respondents (46 respondents; 53%) said they were members of the public. Of these about half (25 respondents; 54%) identified themselves as Healthwatch Wandsworth Members.

The remaining 47% of respondents (40 respondents) were from organisations:

- 23% (20 respondents) responded on behalf of an organisation
- 21% (18 respondents) were a health or social care commissioner, provider or regulator.
- 2% (two) of respondents were from a statutory information providing service.

Of the organisations, only 7 (18%) indicated they were Healthwatch Members, suggesting that we reached many organisations who were not engaged in our regular communications.

Respondents from organisations were asked what type of organisation they worked for.

- 71% (27 respondents) said they worked for an NHS or public sector organisation.
- 21% (eight respondents) said they worked for a voluntary sector organisation
- 3 respondents said they worked for other types of organisations.

The staff and colleague survey received 13 responses. Of these 3 were members of staff and 10 were volunteers which included 6 Healthwatch Wandsworth Representatives and 4 Enter and View team members.

In total, 99 responses were received compared to a higher 153 in 2015/16. Though we can't be sure why we had a lower response rate this year, we could highlight that there have been a lot of changes in staff within key organisations in the borough, which might have influenced the number of respondents who were inclined to complete and circulate the survey.

With a survey of this size and type, drawing conclusions from statistics is difficult because results will not provide statistically significant themes. However, care has been taken to ensure that statistical significance is not implied when the findings are outlined but that the voices of respondents are represented to provide valuable feedback and indicators on performance, as well as insights and suggestions for future developments and improvements. The feedback can only be understood as an indicative measure of perceptions of our work based on a snapshot of views from people who took the time to complete our survey.

## Section 1. Awareness, knowledge and satisfaction

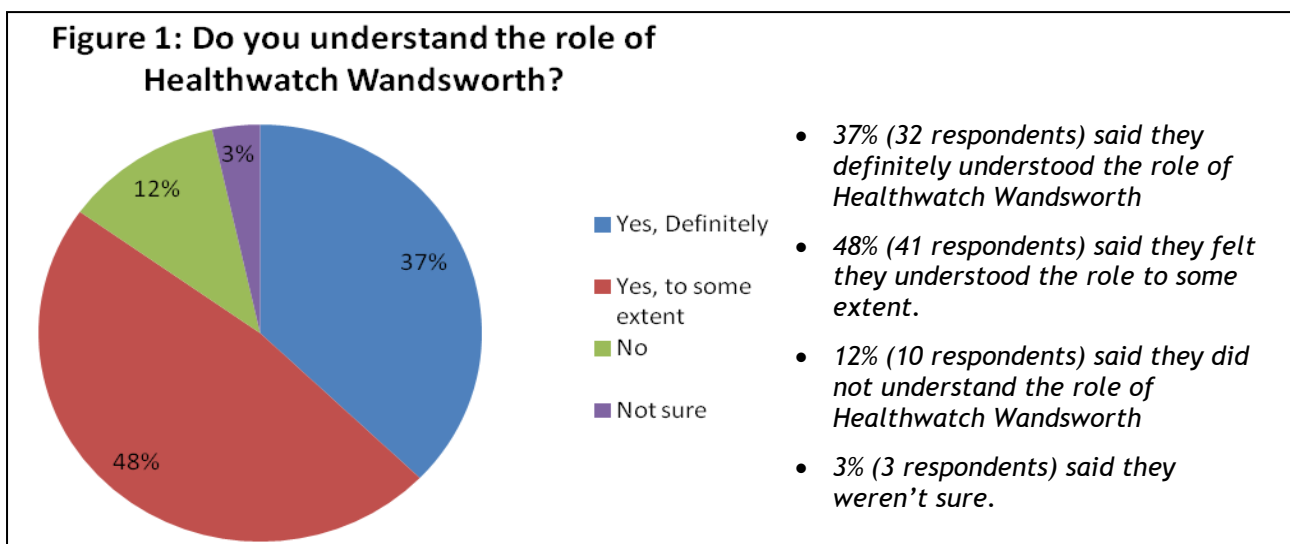
This section outlines findings from the survey around knowledge of Healthwatch Wandsworth and its purpose, as well as respondents' overall impressions of the work Healthwatch Wandsworth has done.

These questions were designed to measure awareness of our organisation and our work as well as perceptions about our influence, effectiveness and how responsive we are to local views. Questions were also designed to measure satisfaction with our work, how valued our work and working relationships are, and perceptions of our credibility and independence.

Comments on engagement with Healthwatch Wandsworth work are included in Section 2.

### Understanding the role of Healthwatch Wandsworth

To measure awareness and understanding of our work, we asked respondents how confident they were that they understood our role. Our stakeholder respondents generally felt that they had some understanding of the role of Healthwatch Wandsworth. In 2016 Healthwatch England found that nationally about 42% of people who have heard of Healthwatch have some awareness of what it does, and about 8% said they 'know a lot'.<sup>4</sup>



The results suggest that, among those organisations who are working with Healthwatch Wandsworth there is a good level of awareness and understanding of our role, especially among providers, commissioners and regulator respondents. However, members of the public responding seemed less certain they understood the role of Healthwatch Wandsworth. All except one of the respondents who said they did not understand the role of Healthwatch Wandsworth, were members of the public.

Commissioners, providers and regulators responding all said they understood the role of Healthwatch Wandsworth as did the information providers. However, only four respondents responding on behalf of an organisation said they definitely understood the role of Healthwatch Wandsworth, with 14 saying they understood to some extent and one saying they did not understand the role of Healthwatch Wandsworth.

<sup>4</sup> Healthwatch England. (2017) Brand Awareness and Audience Insight Report.

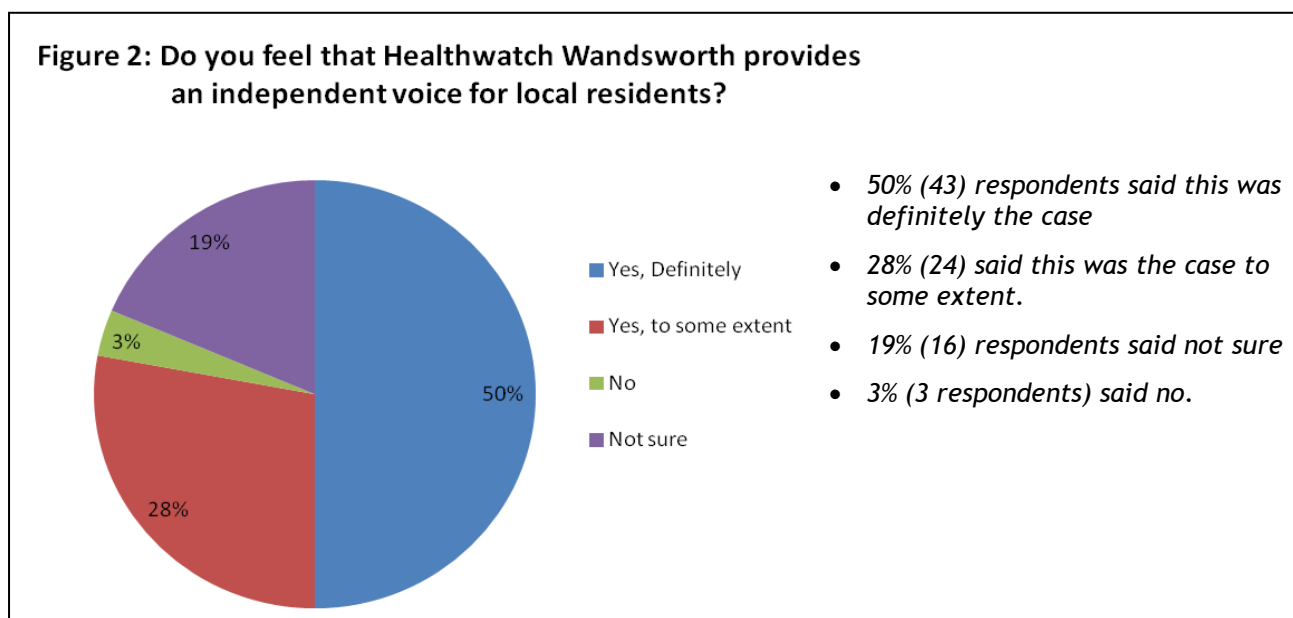
Lower levels of certainty in responses about understanding may indicate that it could be beneficial to raise awareness about the purpose and role of Healthwatch Wandsworth among the public in Wandsworth.

Staff and volunteers were positive in their responses about understanding the role of Healthwatch Wandsworth.

- 11 of 13 respondents said they definitely understood the role of Healthwatch Wandsworth
- The remaining two respondents said they understood the role to some extent

### Independent voice and enabling the community to express views

To understand satisfaction with our role locally, we asked respondents if they thought we enabled an independent voice for local residents. The majority of respondents (78%, 67 respondents) said they felt Healthwatch Wandsworth provided an independent voice for local residents.



Organisations responding to this question were very positive in their responses, with 25 of 39 respondents saying 'yes, definitely'. However, almost all respondents who replied 'Not sure' were members of the public as were the three respondents who said no.

Seven of the 13 staff and volunteers said Healthwatch Wandsworth definitely provided an independent voice for local residents. The remaining six said this was the case to some extent.

As an indication of how representative and inclusive our work is, we asked respondents if they regarded Healthwatch Wandsworth as an organisation that supported all members of the community to express their views on health and social care services. The majority of responses (81%, 70 respondents) were positive. Although fewer respondents reported that they thought this was definitely the case, as opposed to those that felt Healthwatch Wandsworth provided an independent voice.

- 36% (29 respondents) said this was definitely the case
- 48% (41 respondents) replied this was the case to some extent.
- 14% (12 respondents) said they weren't sure
- 5% (four respondents) said no.

Almost all health and social care commissioners, providers and regulators and those responding on behalf of an organisation replied yes; either definitely or to some extent, with only one respondent saying no. All respondents who said they ‘weren’t sure’ were members of the public as were three of the four respondents who replied ‘no’.

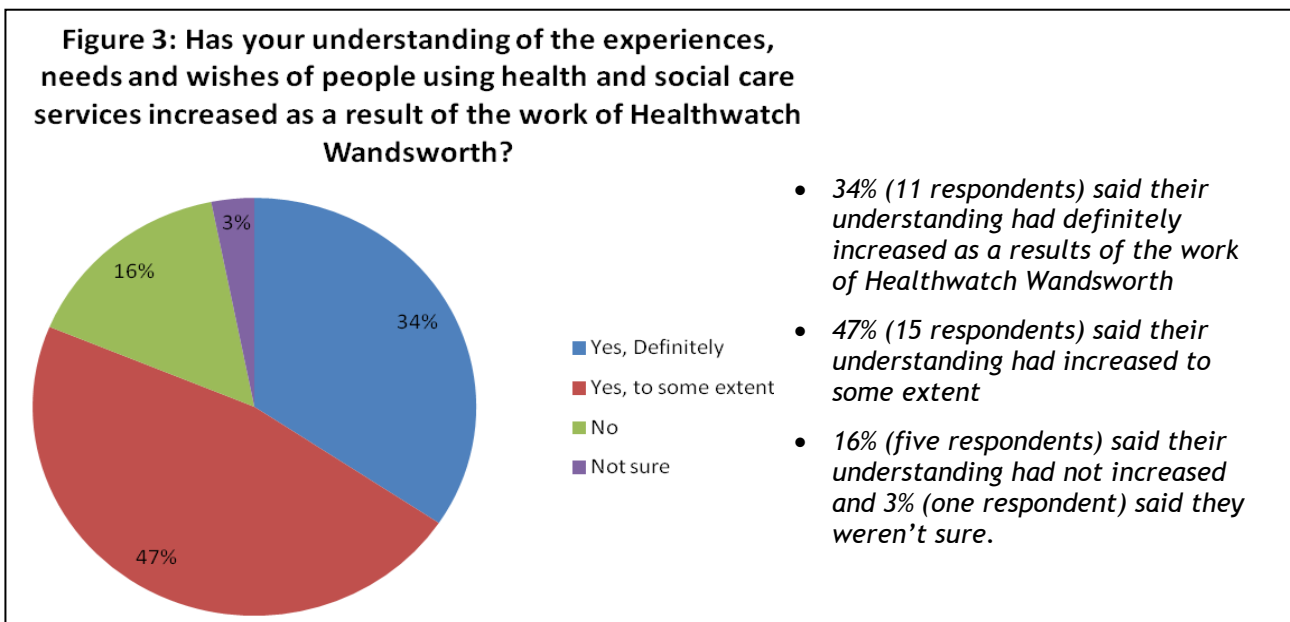
Nine of the 13 staff and volunteers responding to this question in their survey said they felt Healthwatch Wandsworth was definitely an organisation that encouraged and supported members of the community to express their views on health and social care services. The remaining four said this was the case to some extent.

Although no statistical analysis can be drawn on numbers this small, it is worth noting that whilst stakeholders were more positive that Healthwatch Wandsworth provided an independent voice, staff and volunteers were more positive about Healthwatch Wandsworth encouraging and supporting members of the community to give their views.

### Helping organisations understand the views of local people

To understand how effective we are at presenting the views of local people to influence health and social care services locally, organisations responding to the stakeholder survey were asked a further question on the role of Healthwatch Wandsworth when representing the views of service users.

**Most organisations (84%) felt 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.** The survey did not capture to what extent the experience, needs and wishes of people using health and social care is relevant to the work of organisations that responded. However, 13 of 15 respondents who said they were a health or social care commissioner, provider or regulator had responded positively to this question.



Although the above is mostly positive, 17 of 30 (57%) organisations responding felt Healthwatch Wandsworth could improve how it supported organisations to improve their understanding of the needs, wishes and experiences of users of health and social care services. They offered a variety of suggestions, including engaging under-represented groups and participating in service reviews. Many suggested greater awareness-raising of our work and role.



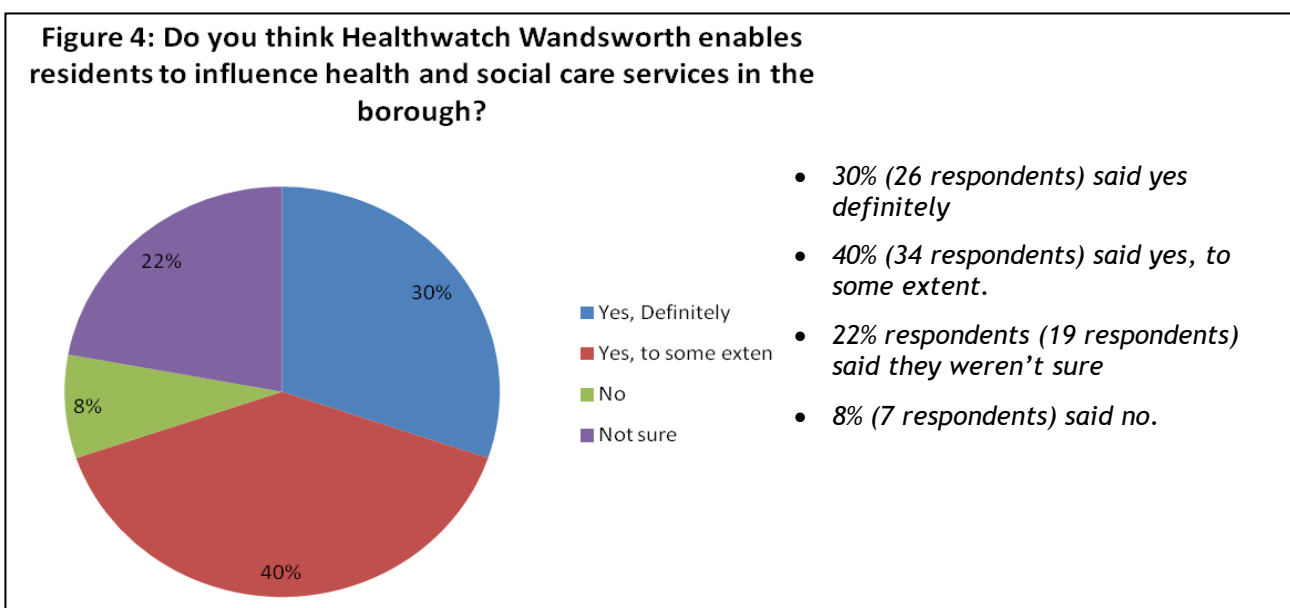
Further results later in the report about Healthwatch Representatives, who work closely with organisations, indicate a generally positive view of how they represent the collective view of Wandsworth residents in discussions.

### Influencing health and social care services

We designed a number of questions to measure how effective our work has been as a conduit to enable local resident voices to have an influence locally.

Respondents to both surveys were asked if they thought Healthwatch Wandsworth enabled residents to influence health and social care services.

**About 70% of respondents (60) replied they felt Healthwatch Wandsworth was an organisation that allowed residents to influence health and social care services in the borough.**



Of the 40 respondents from organisations, 16 replied 'yes, definitely', 18 said 'yes, to some extent', two said 'no' and four said 'not sure'.

Responses from staff and volunteers were as follows

- 20% (three respondents) said yes, definitely
- 70% (nine respondents) said yes, to some extent
- 10% (one respondent) said not sure.

We asked respondents to provide examples where Healthwatch Wandsworth has played a role in improving health and social care services in the borough. About a third (27 of 86) of responders to the stakeholder survey were able to provide specific examples about providing input on local views via surveys, enter and view visits, other types of inspections, and contributing to workshops, projects and procurement processes to influence the design of services.

Here are a few of the comments:

*'Lots of positive influence... Healthwatch assemblies really good'* - Organisation - Voluntary, community based

*'Healthwatch have been a great support to Mental Health in the community'* - A member of the public

*'Visiting care homes'* - A member of the public

*'Enter a view of extra care impacted on quality of services'* - Organisation

*'Audit completed in community beds has helped us develop services within SGH [St. George's Hospital]'* - Organisation - NHS or public sector

*'Healthwatch rep attending meetings and positively challenging decision making'* - Organisation - NHS or public sector

*'Survey by Healthwatch of the Health Visiting service. Resident feedback was taken into account when considering key elements of the service such as home visits verses visits in other settings'* - A health or social care commissioner, provider or regulator.

Another third (35%, 30 respondents) said they weren't sure they could recall an example.

Almost half of respondents from organisations (19 of 40) said they could recall an example, and this group would be the most likely to be aware because they may belong to the organisations making changes to health and social care services. We also asked organisations if they felt Healthwatch Wandsworth had contributed to the work of their organisation and 17 people (or 86%) provided examples.

*'Healthwatch engages with the local community and the local Authorities and NHS sharing information and representing views. It complements the work of our organisations and many others.'* - Organisation - Voluntary, community based

*'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.'* - Organisation - Voluntary, community based

*'Development of falls service and CAHS'* - A health or social care commissioner, provider or regulator.

*'Provided a critical friend role, in making sure we are considering the effects of our decisions on patients'* - A health or social care commissioner, provider or regulator

*'Enter and view reports are very useful'* - A health or social care commissioner, provider or regulator

Staff and volunteers recalled more examples of Healthwatch Wandsworth influencing health and social care services, possibly because they are more likely to be involved with or aware of examples of influence. Of respondents, 83% (ten people) said they could recall an example, with 16% (two respondents) saying they weren't sure. Staff and volunteers were more positive.

The results about influence suggest respondents from both surveys were more confident about Healthwatch Wandsworth allowing all residents to express views and providing an independent voice than they were about our influence on health and social care services. These findings suggest that communicating and emphasising the impact of our work in changing services, especially to the public, could be valuable.

Positive working relationships with organisations are essential to ensuring we are able to be effective in influencing local services. **Organisations reported positive working relationships with Healthwatch Wandsworth with no organisation stating they had a poor working relationship with Healthwatch Wandsworth.**

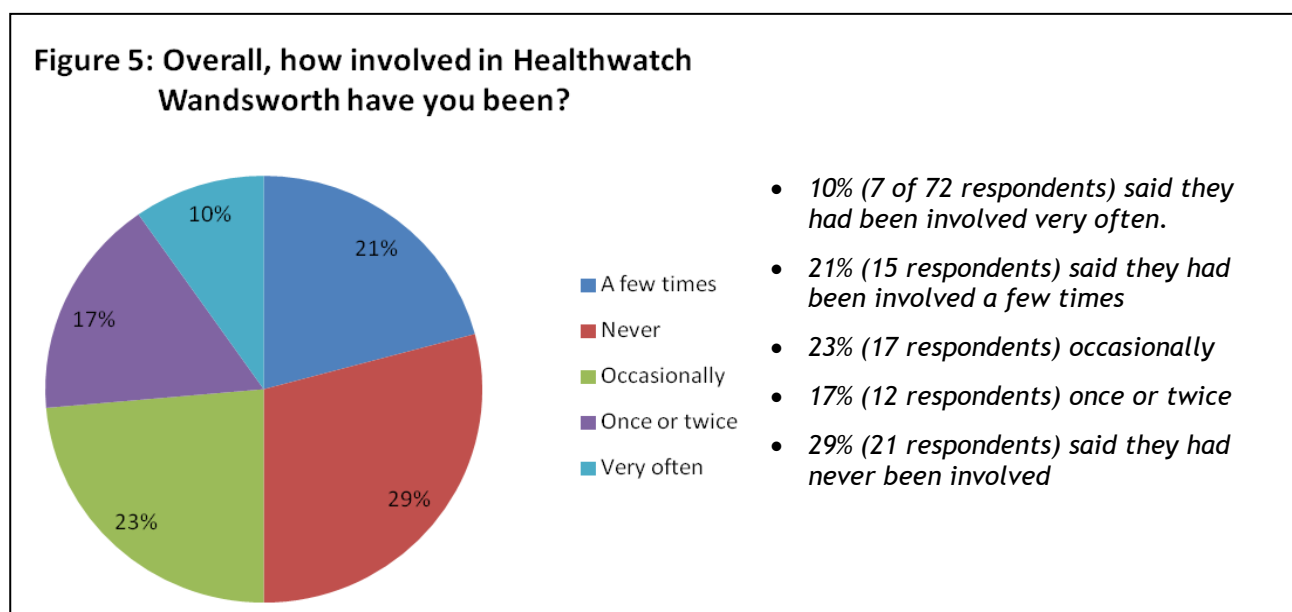
- 28% (nine respondents) of organisations responding said their working relationship with Healthwatch Wandsworth was very good
- 47% (15 respondents) said it was good
- 25% (eight respondents) said their relationship was neutral.

## Section 2. Involvement and engagement with Healthwatch Wandsworth

We asked a number of questions relating to how involved and engaged our respondents had been in our activities, to understand how effectively our work enables us to be representative and responsive, and how accessible we are.

### How involved were respondents?

To measure the level of engagement with Healthwatch Wandsworth, stakeholder respondents were asked how involved with Healthwatch Wandsworth they had been overall. The majority of people responding to this question (51 of 72) said they had been involved. However a significant number had not.



The results suggest that a group of respondents, predominantly members of the public who replied to the survey, had had no engagement with Healthwatch Wandsworth. The majority of respondents who reported they had never been involved with Healthwatch Wandsworth (17 of 21) were members of the public, whilst the remaining four respondents who said they had never been involved were commissioners, providers or regulators. Of 32 members responding, 28 (88%) felt that they had been involved in our work, although we would expect someone who was a member of Healthwatch Wandsworth to have greater awareness of our work.

Respondents who reported they had been involved more regularly with Healthwatch Wandsworth generally gave more positive responses to subsequent questions about satisfaction with Healthwatch Wandsworth.

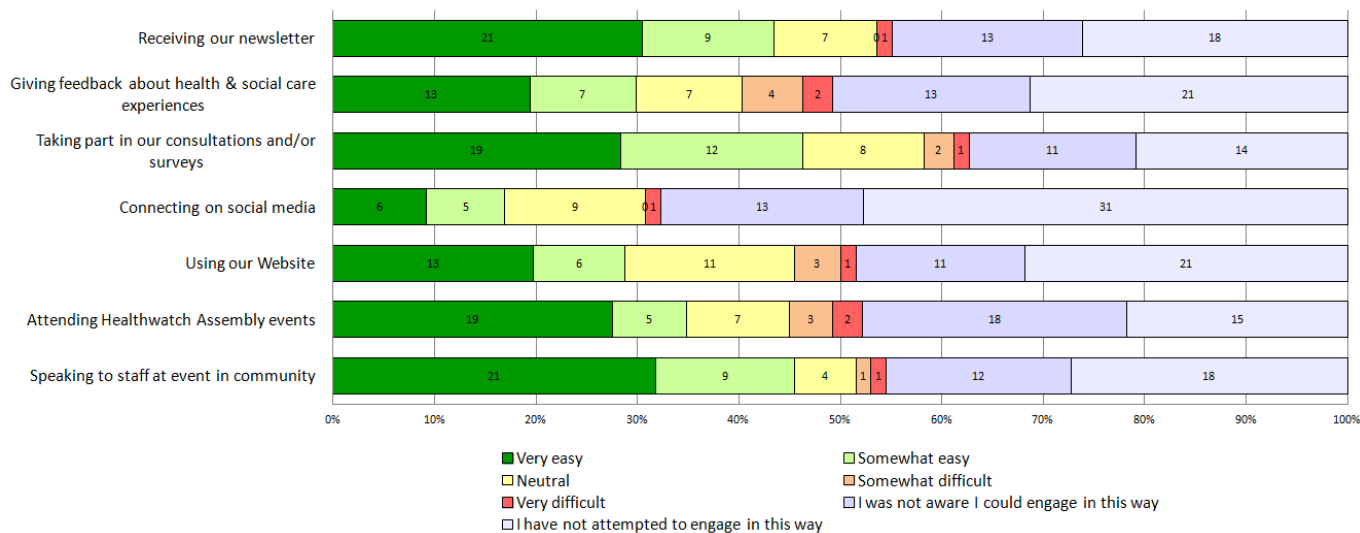
These findings suggest that either regular engagement with Healthwatch Wandsworth improved perception of our work, or that those organisations who had more positive perceptions of Healthwatch Wandsworth tended to work more regularly with it. It is not possible to identify causal relationship in this finding.

### Use and views on Healthwatch services and channels

To understand both the effectiveness and the accessibility of our engagement with local people, we asked respondents how they had found engaging with Healthwatch Wandsworth via our different activities and means of communication. Respondents who had engaged with us in the ways

described were broadly positive about doing so. To some extent responses will reflect communication preferences of respondents. However, for each category around half of respondents reported they had either not engaged with us or were not aware that they could engage with Healthwatch Wandsworth in that way. This implies that general awareness and engagement could be better.

Figure 6: How have you found engaging with Healthwatch Wandsworth in the following ways?



The one exception to this is when respondents were asked about views on taking part in consultations or surveys, where only 37% (25 respondents) said they were either unaware or had not attempted to engage in Healthwatch Wandsworth through this channel.

Though we collect and record views on local services through each channel, the channels that saw the highest number of respondents reporting they found it difficult to engage with us on was ‘Giving feedback on health and social care services’ (where 6 respondents reported they found it difficult and 20 reported it easy), perhaps suggesting that people might find it difficult to approach us with feedback outside of our targeted activity to collect views. With regards to attending our Assembly events, 5 respondents reported it was difficult<sup>5</sup> and 4 respondents reported it difficult to engage via our website<sup>6</sup>. Although numerically small, improving the ease with which people can engage through these channels could be considered further.

Responses to a question at the end of the survey gave respondents opportunity to provide any additional comments about our work or areas we could improve.

Responses were varied. A few commented that they felt Healthwatch Wandsworth was well run and professional, that we helped local organisations realise potential to promote health and wellbeing. However a number of respondents flagged that either that they had not heard of Healthwatch Wandsworth or felt it needed to raise its profile with the public. Other respondents mentioned ways of communicating; using more electronic or less electronic communication, for example.

A few questions were included in the survey for respondents, where relevant to them, to comment on specific activities of Healthwatch Wandsworth.

<sup>5</sup> 24 respondents said they found it easy to attend our events.

<sup>6</sup> 19 respondents said they found it easy to use our website

## Healthwatch representatives

Organisations responding to the Stakeholder survey were asked about their engagement with Healthwatch Wandsworth Representatives who attend various boards, committees and groups to ensure that the views of local residents are reflected in service planning and review.

**Broadly, responses showed Healthwatch Wandsworth Representatives were known and their contribution was regarded as effective.**

- 84% (27 respondents) said they had come into contact with a Healthwatch Wandsworth representative, whilst 16% (five respondents) said they had not.

**Respondents generally felt that Healthwatch Wandsworth representatives represented the collective view of residents in discussions.**

- 44% (14) said they definitely did
- 28% (9) said they did to some extent.
- 9% (3) said they weren't sure
- 6% (2) said Healthwatch Representatives did not represent a collective view of residents in discussions
- 13% (4) said they had not come into contact with Healthwatch Wandsworth Representatives.

**Respondents were more confident that Healthwatch Wandsworth Representatives ensured that the patients and the public have an influence on developments in health and social care.**

- 59% (19) respondents said they definitely did
- 19% (6) said they did to some extent
- 6% (2) respondents said they weren't sure
- 3% (1) respondent said they didn't feel Healthwatch Wandsworth Representatives ensured patients and the public had an influence on developments in health and social care
- 13% (4) respondents said they hadn't come into contact with Healthwatch Wandsworth Representatives.

## Enter and view reports

Only organisations were asked this question because the reports are relevant to health and social care services specifically, and organisations would be able to provide feedback on the usefulness of the reports in their work. About half of the organisations (21 of 40) said that they had read the reports. Of those who had read Enter and View reports, 2 had read many, 5 a few and 4 had read one. It is important to note that recommendations in Enter and View reports are specific to an organisation, though some of the findings could influence the work of others.

- Nine respondents who had read Enter and View reports felt they had contributed to the work of the organisation in that area (one respondent said 'no' and one said 'not sure'). When asked to give details one respondent specified that they **'provide insights not available from other sources'**.
- Eight respondents who had read reports or had discussions about them said they had contributed to an understanding of users of health and social care services. One respondent said 'not sure, two said that they had not contributed to their understanding.
- Three respondents who had read Enter and View reports reported they had implemented improvements as a result of discussions raised at Enter and View visits (three said 'not sure' and five said 'no').

Four respondents who had read Enter and View reports felt that the reports could be improved to increase their impact. Three gave further details: Carrying out more visits, reducing the range of premises visited and aligning closer with general Healthwatch priorities.

**Generally, results suggested respondents felt that Enter and View reports had influenced some organisations.** However responses relating to implementation of specific recommendations and improvements suggest further clarity and understanding of influence might need to be developed.

### **Outreach and Engagement and feedback reports**

Respondents were asked a few questions relating to our outreach and collection of local views of health and social care services and the reports based on such feedback. How relevant the topics of consultations were to people and whether they had feedback to give may have influenced responses.

We asked how often they were involved in Healthwatch Wandsworth's consultations, surveys or providing feedback on health and social care in the borough, to measure the level of engagement with this type of work. Over half of those who responded, 41 of 72, said that they had never been involved in providing feedback. Three respondents said they had been involved 'very often', and 28 said they had been involved occasionally or once or twice.

About 37% of respondents said they had read Healthwatch reports (27 of 72), slightly less said they had read none (23) and as many said they were not sure (22). Four people had read many and the remaining 23 had read one or a few.

To gauge how people valued this work and how effective they thought it was we asked if they thought our reports express the collective voices of local residents about local health and social care services. Of 32 respondents to this question, 75% (24) answered that they either 'definitely' agreed (10 responses) or that (14 responses) they agreed to some extent. Six respondents were not sure.

We also asked if they thought our reports enable residents to influence health and social care in the borough. Of 32 respondents to this question, 75% (24) answered that they either 'definitely' agreed (9 responses) or that they did 'to some extent' (15 responses). Five respondents were not sure.

Finally we asked if there were ways we could improve how our reports express the views of local residents and enable influence of residents on health and social care services. Seven offered suggestions, including providing stories at provider events, providing the voices of unheard people and providing more feedback.

### **Information and Signposting**

Only three respondents replied that they had accessed our Information and Signposting service which might reflect the fact that the inbound information and signposting requests via telephone and email have been relatively low. This is because our information and signposting work mainly focuses on delivering information and signposting during outreach and it might not be clear to those who receive the information that they had accessed a service.

Of the three who did respond, two were satisfied and found it easy to access and one gave a 'neutral' response.

Three organisations had said that they were aware of referrals to them from us and that these were considered appropriate referrals.

Most respondents said that they couldn't think of any ways we could improve the service; others made suggestions relating to raising awareness and clarifying local support from Healthwatch Wandsworth and other organisations.

## Section 3. Future Priorities

The last two questions of both surveys asked respondents for their views on what future priority areas for Healthwatch Wandsworth should be and for any additional comments. Responses from both surveys have been combined below.

Generally, the following themes around priorities for 2017/18 emerged:

- Several respondents replied with specific health areas they felt Healthwatch Wandsworth should prioritise
  - 14 respondents mentioned **mental health**
  - 10 respondents mentioned **social care/care of older people/dementia**
  - 3 respondents said **young people**
- 13 respondents said Healthwatch Wandsworth should prioritise **explaining NHS transformation**
- 3 respondents mentioned **cuts or privatisation**
- Other responses included **health promotion**/keeping people active or specific service/hospital issues
- A number of responses indicated **raising awareness of Healthwatch Wandsworth** could be prioritised.

## Conclusions and considerations

Although responses indicated a significant level of awareness of our role and our work, especially in comparison to the national picture, a clear theme emerged from the responses that more could be done to raise awareness of our work and particularly awareness of where our work influences changes in health and social care services.

We will now need to explore with service providers and commissioners changes they have put in place that we can share and promote to raise awareness. Our resources to carry out this work locally have limitations, but as outlined in the Executive summary, we will make use of the Healthwatch England National campaign to raise awareness of Healthwatch locally.

To ensure that residents, stakeholders and other organisations continue to be engaged with us and involved in our work it will be important to ensure they are aware of our impact.



## Appendix 1

### Response data from surveys

#### Do you understand the role of Healthwatch Wandsworth?

##### Stakeholder survey responses

No	10
Not sure	3
Yes, definitely	32
Yes, to some extent	41
Grand Total	86

##### Staff and volunteer survey responses

Yes, definitely	11
Yes, to some extent	2
Grand Total	13

#### Do you regard Healthwatch Wandsworth as an organisation that encourages and supports all members of the community to express their voices about local health and social care services?

##### Stakeholder survey responses

No	4
Not sure	12
Yes, definitely	41
Yes, to some extent	29
Grand Total	86

##### Staff and volunteer survey responses

Yes, definitely	9
Yes, to some extent	4
Grand Total	13

#### Do you feel that Healthwatch Wandsworth provides an independent voice for local residents?

##### Stakeholder survey responses

No	3
Not sure	16
Yes, definitely	43
Yes, to some extent	24
Grand Total	86

##### Staff and volunteer survey responses

Yes, definitely	7
Yes, to some extent	6
Grand Total	13

#### Do you think Healthwatch Wandsworth enables residents to influence health and social care services in the borough?

##### Stakeholder survey responses

No	7
Not sure	19
Yes, definitely	26
Yes, to some extent	34
Grand Total	86



*Staff and volunteer survey responses*

Not sure	1
Yes, definitely	3
Yes, to some extent	9
Grand Total	13

**Can you recall any examples where Healthwatch Wandsworth has played a role in improving health and social care services in the borough?**

*Stakeholder survey responses*

No	27
Not sure	30
Yes	29
Grand Total	86

*Staff and volunteer survey responses*

Not sure	2
Yes	10
(blank)	
Grand Total	12

**If yes, please give examples. These can include Healthwatch Wandsworth engagement and outreach and Healthwatch Assembly events**

*Stakeholder survey responses*

Lots of positive influence... Healthwatch assemblies really good.  
 Healthwatch have been a great support to Mental Health in the community, giving advise and counselling and support to the eadler(not sure on last word)  
 Frequent meetings at Earlsfield Library where people from community at large came together to air their views on areas of concerns. Newsletters and etc. Healthwatch Wandsworth holds us together, kept us engaged with information needed.  
 Healthwatch Wandsworth gave us a lot of help and support when I was having a problem with my son's moving and is mental Capacity assessment  
 Visiting care homes  
 Support pop up shop in southside  
 Attending carers events  
 Influencing design of adult social care services  
 Robust Healthwatch involvement in 111 and out-of-hours services procurement Healthwatch input to clinical area walk-rounds at St Georges hospital  
 Organising HW Forums with speakers on topical issues - engaging the wider community in proposed health care developments  
 Assisting an organisation to improve its delivery of emotional health services  
 Peter has been a member of the ECP mobilisation and has been a patient voice throughout the process.  
 involvement in hospital quality inspections  
 I have not been involved directly with Healthwatch Wandsworth but I am aware of them  
 Audit completed in community beds has helped us develop services within SGH  
 on St Georges Committees  
 part of workshops in community service remodelling  
 Healthwatch rep attending meetings and positively challenging decision making  
 Good links with mental health trust, regular meetings arranged.  
 enter a view of extra care impacted on quality of services.  
 Ongoing work at St George's - contributing to Clinical Quality Review Group meetings and holding Enter & View visits  
 Designing of information leaflet to help Enhanced Care Pathway patients.  
 Survey by Healthwatch of the Health Visiting service. Resident feedback was taken into account when considering key elements of the service such as home visits versus visits in other settings.

Assemblies when there is a focus on local effects of national projects  
 I think it was good to have a Healthwatch Wandsworth representative at the Wandsworth Suicide Prevention group. It is pity that Healthwatch Wandsworth is not able to do home visits to ask people to evaluate services.  
 engagement with the London Assembly on its mental health work, including surveys of residents

*Staff and volunteer survey responses*

Providing feedback to SW London on its STP programme  
 Various engagement events and attendance at organisations to hear concerns from members of the local community. For example: the Older Peoples Forum, representation at strategic meetings such as Transforming Primary Care

Enter & View visits often lead to improvements in the services visited

Suicide Prevention Strategy

Examples given in a separate email to Sarah Cook

Forums. Published enter and view reports. HW representatives at various meetings.

Feedback from Enter and View visits leads to recommendations and hopefully passive changes for service users. Healthwatch (specifically Peter West) supported patient's representatives in co-producing a new PPI strategy for St George's Hospital that was approved by the Trust Board in 2016.

Yes, especially by taking information to the Wandsworth residents. Before becoming involved with HW, I was impressed by their regular appointments with prospective, and eventually, regular clients in Putney Library, and elsewhere. I witnessed counselling sessions, by appointment; and, in particular, fun and informative open evenings, where members of the public were able to try such sessions as massage and yoga, as well as becoming acquainted with all the services at their disposal, through Healthwatch Wandsworth. I have also been impressed by the availability of printed information at many places around the Borough, where residents are able to acquire easy access to the information. In person, those individuals connected to the service, have always been welcoming, personable and pleasant. I have always been very impressed by the service.

**I am...**

*Stakeholder survey responses*

A health or social care commissioner, provider or regulator	18
A member of the public	46
A statutory information providing service	2
Responding on behalf of an organisation	20
Grand Total	86

**Are you a Healthwatch Member?**

*Stakeholder survey responses*

No	54
Yes	32
Grand Total	86

**Does your organisation work with users of health and/or social care services in Wandsworth?**

*Stakeholder survey responses - Organisations only*

No	6
Yes (blank)	32
Grand Total	38

**What type of organisation do you work for?**

*Stakeholder survey responses - Organisations only*

NHS or public sector	27
Other (please specify)	3
Voluntary / Community-based (blank)	8
Grand Total	38

Other (please specify)

I volunteer for organisation
None
Wandsworth GP Federation

### Has your 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?

Stakeholder survey responses - Organisations only

No	5
Not sure	1
Yes, definitely	11
Yes, to some extent (blank)	15
Grand Total	32

### Are there ways in which Healthwatch Wandsworth could improve how we contribute to or increase your understanding of people using health and social care services?

Stakeholder survey responses - Organisations only

No	13
Yes (blank)	17
Grand Total	30

#### If yes, please provide details

To do more needs more resources/more money  
I'm not aware of all of your services - but would be useful to have some public / personal health education programmes for people using services, particularly those who are disabled  
Engage more disabled people  
Feedback on accessing services  
More reporting  
more of the same; more Enter and View visits & reports  
Increased publicity/ talks to local services on your role  
more PR, I will sign up to your newsletter  
Staff Need to be more aware of this service/organisation  
Being an active part in service reviews  
by communicating with other similar colleagues  
the hidden and unheard populations we hear lots from the easy to reach  
change of approach  
continuing engagement events with under-represented groups

#### If you feel Healthwatch Wandsworth has made a contribution to the work of your organisation or your area of work please provide details.

Stakeholder survey responses - Organisations only

Healthwatch engages with both the local community and the local Authorities and NHS sharing information and representing views. It complements the work of our organisation and many others.  
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.  
Health Wandsworth gave us grant to run chair yoga class for people with all disability  
Helped run a workshop to gain feedback from students  
HWW asks relevant questions, raises issues of importance, provides a different perspective  
Better working with Healthwatch comms  
Apols, see previous comment! Peter has been a member of the ECP mobilisation committee.  
Yes, as previous  
Patient voice is heard at CQRG meetings.  
sit with on committees  
development of falls service and CAHS  
A great link with the public voice  
as previous free text question

helpful engagement with mental health agenda  
 provided a critical friend role, in making sure we are considering the effects of our decisions on patients  
 Enter and view reports are very useful  
 HWW has been really useful in the work of the Assembly on mental health inequalities, contributing useful submissions and member feedback on our work for LGBT+ people and disabled and deaf service users. We have found these contributions valuable.

**Please describe any specific comments or recommendations provided by Healthwatch Wandsworth that you or your organisation have implemented?**

*Stakeholder survey responses - Organisations only*

ensuring there is patient & public membership on new committees, working groups  
 It's been an incremental project.  
 True engagement of patients views when implementing a service change  
 n/a  
 unable to recall the specific contributions  
 we have adjusted information and re-shaped processes in response to feedback  
 We have found engagement with HWW very useful and would be keen to explore further options to work together

**How would you describe your working relationship with Healthwatch Wandsworth?**

*Stakeholder survey responses - Organisations only*

Good	15
Neutral	8
Very good (blank)	9
Grand Total	32

**If you answered not very good or poor, please provide details**

No responses

**Have you come in to contact with Healthwatch Wandsworth Representatives?**

*Stakeholder survey responses - Organisations only*

No	5
Yes (blank)	27
Grand Total	32

**Did they represent the collective view of residents in discussions?**

*Stakeholder survey responses - Organisations only*

I have not come in to contact with a Healthwatch Representative	4
No	2
Not sure	3
Yes, definitely	14
Yes, to some extent (blank)	9
Grand Total	32

**Did they ensure that the public and patients have an influence on developments of health and social care?**

*Stakeholder survey responses - Organisations only*

I have not come in to contact with a Healthwatch Representative	4
No	1
Not sure	2

Yes, definitely	19
Yes, to some extent (blank)	6
Grand Total	32

### Have you read an Enter and View report by Healthwatch Wandsworth?

*Stakeholder survey responses - Organisations only*

No, none	21
Yes, a few	5
Yes, many	2
Yes, one	4
(blank)	
Grand Total	32

### Have reports or discussions with Healthwatch Wandsworth relating to Enter and View increased your understanding of people using health and social care services?

*Stakeholder survey responses - Organisations only*

No	2
Not sure	1
Yes	8
(blank)	
Grand Total	11

### Have the reports contributed to the work of your organisation or your area of work?

*Stakeholder survey responses - Organisations only*

No	1
Not sure	1
Yes	9
(blank)	
Grand Total	11

#### If yes, please provide details

provide insights not available from other sources  
queen marys hospital on ward

### Have you implemented any improvements to your organisation as a result of a report or discussions with Healthwatch Wandsworth relating to Enter and View?

*Stakeholder survey responses - Organisations only*

No	5
Not sure	3
Yes	3
(blank)	
Grand Total	11

#### If yes, please provide details

kept a closer watch on certain services; increased scrutiny  
not I specifically other people have

**Are there any ways Healthwatch Wandsworth could improve its Enter and View work or the impact of the reports?**

*Stakeholder survey responses - Organisations only*

No	7
Yes	4
(blank)	
Grand Total	11

**If yes, please provide details**

*No responses*

**Have you contacted our information and signposting service?**

*Stakeholder survey responses*

No	40
Yes	3
(blank)	
Grand Total	43

**If you answered yes, were you satisfied with the service?**

*Stakeholder survey responses*

Does not apply	23
Neutral	1
Somewhat satisfied	1
Very satisfied	3
(blank)	
Grand Total	28

**If you answered yes, did you find the service accessible?**

*Stakeholder survey responses*

Not sure	15
Yes, definitely	3
Yes, to some extent	1
(blank)	
Grand Total	19

**Are you aware of people contacting your organisation because they have been signposted to you by Healthwatch Wandsworth?**

*Stakeholder survey responses - organisations only*

Not sure / Does not apply	9
No	19
Yes	3
(blank)	
Grand Total	31

**If you answered yes, do you think that Healthwatch Wandsworth makes appropriate referrals to your organisation for information on health and social care relevant to the enquirer?**

*Stakeholder survey responses - organisations only*

Not sure / Does not apply	15
Yes, definitely	3
Yes, to some extent	1
(blank)	
Grand Total	19

## If no, please explain

No responses

## Are there any ways Healthwatch Wandsworth could improve its Information and Signposting service?

### Stakeholder survey responses

Try to make it simple for the community to aware of the support that Healthwatch or offering to encourage churches to extra...(word unreadable) the support that health watch are offering to the community. Respondent didn't answer previous questions about the information and signposting service except that they had used the service. Note: a written letter was given relating to the persons health and social care situation. This will be logged and dealt with as an information and signposting event.

More easy read

Not that I can think of

can't think of any

Not to my knowledge

A directory of mental health services in Wandsworth. Schemes and pilots evolve, and it would be helpful to have a directory which reflects this. attending Wandsworth MH Provider Forum may help, link in closer with organisations (e.g. Family Action, Your Way, WWMind, Katherine Low, Sound Minds, Thrive, Battersea Befriending Service, Wandsworth Citizens Advice etc.) For this info to be relayed to CMHTs and GPs under in a social-prescribing model (keeping people 'well' in the community, hence reduced re-admissions, empowerment, peer support, etc.)

more publicity

Provide Leaflets for staff so we could share with patients

colleague could communicate with us

more visible and integrated

Alternative methods of communication

I don't know enough about it to comment

more formats, so its more accessible. different languages could help those from other communities

not sure

## Overall, how involved in Healthwatch Wandsworth have you been?

### Stakeholder survey responses

A few times	15
Never	21
Occasionally	17
Once or twice	12
Very often	7
(blank)	
Grand Total	72

## How have you found engaging with Healthwatch Wandsworth in the following ways?

### Stakeholder survey responses

	Speaking to our staff at an event in the local community	Attending our Healthwatch Assembly events	Using our Website	Connecting with us on social media	Taking part in our consultations and/or surveys	Giving us feedback about your experiences of health and social care	Receiving our newsletter
Very easy	21	19	13	6	19	13	21
Somewhat easy	9	5	6	5	12	7	9
Neutral	4	7	11	9	8	7	7
Somewhat difficult	1	3	3	0	2	4	0
Very difficult	1	2	1	1	1	2	1
I was not aware I could engage in this way	12	18	11	13	11	13	13
I have not attempted to engage in this way	18	15	21	31	14	21	18
Grand Total	66	69	66	65	67	67	69

## How could Healthwatch Wandsworth improve how it gathers local views on health and social care?

By meeting people in local churches and local lunch centres or groups of old peoples where they go to lunch club or centre  
 Focus groups, face to face interviews  
 Not everyone has access by computer or can come to meetings. Phoning the office is very difficult when you feel the person you are speaking to is totally disinterested  
 More newsletters, meetings at local libraries, schools, news through local weeklies, staffs during hospital open days, leaflets through GP surgeries. GP surgeries, school parents association, school open days, regular newsletters through libraries.  
 To find out how many people who go untreated. To look at groups i.e. sungroup springfield are failing member as well as checking finances the group meant to be run 3 x week only once and only 1hr  
 I don't know. For me, it is a question of priorities which are elsewhere.  
 Telephone and letters for those of us not well enough to leave home Publish in other languages and circulate via chemist, doctor's surgeries and day centres. CABs and law centers  
 It is fine as it is  
 Already very efficient  
 2 last question about how involved and engaged not answered  
 Arranging local meetings  
 To be honest I've never heard of Healthwatch Wandsworth  
 I have never heard of Wandsworth Healthwatch.  
 I have never heard of Healthwatch Wandsworth  
 Inform users of health services they exist  
 Get more people involved who use social media especially young adults with illnesses or disabilities etc. A lot of us are advocates and would like to help or give talks to raise awareness at events etc as a Wandsworth resident.  
 Do more surveys and consultations - though I realise that resources and people are limited. Think they do well with what they've got  
 Note: new member still awaiting first newsletter More visits to organisations  
 Make people more aware of its service and also engage with the large mental health community in wandsworth  
 Not aware of current methods.  
 by raising your profile  
 Questionnaires to Housebound patients  
 by communicating with like minded colleagues  
 hard to reach people  
 Many ways  
 Send us a questionnaire  
 Having more resources to evaluate services.

## How often have you been involved in Healthwatch Wandsworth's consultations, surveys or providing feedback on health and social care in the borough?

### Stakeholder survey responses

Never	41
Occasionally	14
Once, twice or a few times	14
Very often (blank)	3
Grand Total	72

## Have you read Healthwatch Wandsworth reports?

### Stakeholder survey responses - organisations only

No, none	23
Not sure	22
Yes, a few	18
Yes, many	4
Yes, one (blank)	5
Grand Total	72



**Do you think the reports express the collective voices of local residents about local health and social care services?**

*Stakeholder survey responses - organisations only*

No	2
Not sure	6
Yes, definitely	10
Yes, to some extent (blank)	14
Grand Total	32

**Do you think the reports enable residents to influence health and social care in the borough?**

*Stakeholder survey responses - organisations only*

No	3
Not sure	5
Yes, definitely	9
Yes, to some extent (blank)	15
Grand Total	32

**Are there any ways Healthwatch Wandsworth could improve how its reports express the views of local residents and enable the influence of residents on health and social care services?**

*Stakeholder survey responses - organisations only*

Due to my chronic health conditions I do find it harder to Shorter seasonal feedback to coincide with NHS campaigns e.g. Carers Day, stop smoking etc and fund raising events e.g Red Nose Day  
 No  
 nothing comes to mind  
 Provide real patients stories at provider events  
 the unheard populations  
 Change of emphasis

**Please tell us what you, or your organisation think are important priorities for Healthwatch Wandsworth to consider.**

*Stakeholder survey responses*

They are doing a lot of effect to talk to people and giving information  
 Changes in health and social care. STP St Georges.  
 A lot of resources are spent on people with mental health in the community, which needs to continue  
 We have a hospital which is in special measures. I myself contacted the CQC about the hospital. Why hasn't it been monitored  
 Annual Health Exhibitions involving young parents, local schools, GP Clinics, social workers, local library staffs, local newspapers.  
 To be able to provide people with treatment have been made to fight for treatment outside borough as Wandsworth will not treat me, inform people why they are not entitled to NHS treatment  
 Our members have learning disabilities. These vulnerable adults often find it difficult or confusing to engage with health services and/or have poor personal health.  
 Role of GPs versus A&E. The GPs are well paid and was pleased to hear that there is talk about 7 day cover. GPs should take more responsibility. My wife and I am not convinced it is entirely necessary to refer every small thing to a specialist.  
 widening reach  
 I want to be sure that treatment options north of the river are available for West Putney residents for whom reaching those hospitals is easy, while travelling to some south of the river hospitals is time consuming and difficult  
 Privatisation by the back door - what services are being cherry picked and scrutiny you are carrying out  
 Engage and take view for people with all disability  
 More mental health provided for young people with autism  
 How changes affect individuals - how care can be person centered  
 younger peoples views

They gave us the help we needed when we needed it your name and contact details  
 Up to date list of voluntary sector organisations. Healthy workplace  
 Happy with service  
 Make sure older residents receive their entitlements  
 Waiting times for appointments.  
 Accessibility Standards for all  
 Improvements in Social Care  
 Representing the health needs of Wandsworth residents  
 to listen to people  
 making access to emergency care easier; ensuring changes to services take account of local concerns  
 Mental Health  
 Don't have a clue what you do  
 I'm unsure as I'm only new and have only been recently made aware of Healthwatch Wandsworth.  
 I can't comment as I don't know the remit  
 Quality services that meet the needs of the community  
 Signposting to services available  
 I have no idea what you do so I cannot answer  
 Access to health services by severely disabled people GP service awareness of access limitations by autistic people  
 Young people  
 Mental health especially in the young too, cancer or other illnesses to offer support nearer to our local areas in Wandsworth rather than having to travel far when unwell or have a physical disability.  
 Help the public to engage meaningfully with any STP consultation  
 Concentrate on the 'transforming primary care' agenda; involving the public in developments along the way.  
 Staying in touch with developments at St George's. Following SWL developments - public information & engagement  
 Mental Health issues. Dementia and general health of the elderly  
 Improved access to integrated services (Physical and Mental Health/ Health and social care)  
 Explaining complicated changes  
 To challenge the local council on all aspects of service in the borough  
 We are working on users who are hard to engage with at the moment to ensure they are accessing services when they need to. Not sure if Healthwatch are doing similar things?  
 care of older people in a 'young borough', death and dying, health and social care divide  
 What the STP means for Wandsworth How can more services be provided in the community/primary care?  
 Nurse - Community Services  
 Cuts to NHS funding and the impact on patients.  
 NHS changes  
 dementia, equity, social determinants of health, mental health  
 helping people be active  
 Views of general public  
 Continue to evaluate and challenge health commissioning planning and decision making  
 continuing mental health agenda  
 Ensure STPs are clearly articulated to the public.  
 All services  
 moving away from high level names like the STP, and instead reframing them as local plans, with local effects.  
 STP is a very scary word!  
 Supporting disabled people especially the elderly  
 On-going support of St George's Hospital. Raising concerns of providers with regulators where appropriate.  
 mental health, in particular crisis services  
 improving engagement with under-represented groups parity of esteem for mental and physical health services  
 social care  
 General health promotion and healthy eating advice and signposting

#### *Staff and volunteer survey responses*

Rationing of healthcare  
 Making sure our work is definable and has definite outcomes for people in our community  
 Adult social care users who are not being heard in the same way as NHS patients  
 Mental Health Engaging with the Somali Community - health and social care awareness Hospital Transport (G4S)  
 Complaints Procedures - ensuring the consumer is adequately and fairly supported and represented  
 Mental Health  
 Monitoring the performance of the new Talk Wandsworth (psychological therapy) service Getting a real handle on the implications of the SWLondon STP Establishing a more meaningful way of holding Social Services to account (but don't ask me to do it!)

To clarify roles and responsibilities of volunteers.

Supporting further Enter and view visits to St George's and the mental health trust. Exploring whether we can listen to service users in Wandsworth prison, especially older prisoners with complex needs. Ensuring that residents are appropriately consulted about the STP and important service changes, especially those affecting provision at St George's.

Interface between health and social care Ongoing service transformations (both health and social care)

1. Monitoring the effectiveness of all aspects of the provision. 2. Canvassing the opinion of users; and by extension, valuing the input of 'amateurs', in practice. 3. Implementing reasonable and practical suggestions arising from 2. 4. A willingness to implement good ideas, quickly. 5. A willingness to discard provisions that fail to achieve desired objectives.

STP

**Please provide any additional comments about Healthwatch Wandsworth including any ways that our work could be improved.**

*Stakeholder survey responses*

Healthwatch Wandsworth is a well run and valuable community asset.

Research out to more people in the community

I think that there are too many health professionals on the team in my experience they are not quick to pick up faults

Healthy food festivals in summer time

When people attend meetings to be able to get to talk would be useful

I was not aware of your service until someone contacted me to speak with our members. Perhaps you do this already, but having a presence at health services - eg waiting rooms - would be helpful.

Not sufficiently knowledgeable about existing work to make any further comments.

Maybe have an article about Healthwatch Wandsworth in the Carer's magazine - I have never heard of you before, sadly.

More easy read / verbal surveys

younger peoples views

Occasional visits

Have no ideas on solutions or how to implement improvements.

We think your very engaged

You need to be contacting more hard to reach communities.

None

more advertising

the website is excellent

Your website is quite difficult to use

More publicity and public awareness about what you offer

I do not know enough about your service

Had never heard of you until I was sent this survey. Think self marketing needs to be improved

Tell us who you are & what you do

More out reach events

Invite residents to take part in Facebook Live chats about different health things with you etc, use social media to your advantage!

Healthwatch reps I have met have always been courteous and professional, robust in their approach and had good insight into the areas in question

none

Utilise local radio for information giving and for phone-in from local people

I have very limited awareness of the work Healthwatch Wandsworth does- my service would benefit from a greater understanding on what you do via local talks/ newsletters/ emails

Not sure, maybe more examples of how feedback and survey results have affected service delivery

make people more aware and accessible to all.

None

Raise your profile! I am fairly informed and a Wandsworth resident, yet I have been only marginally aware of HW. This survey is prompting me to find out more!

More involved with patients post hospital discharge to improve their patient experience due to the number of poor discharges and communication

None

We had a colleague whom we worked well and very closely with. That person changed and communications are now virtually non existent

system wide work together on these system problems

excellent initiative to help local businesses realise their role in promoting health and wellbeing

Making sure that local NHS organisations are presenting their work and sharing their plans more frequently with HW. then healthwatch is kept abreast and can recommend ways of proactively minimising potential issues.

Less meetings and more electronic contact

maybe more staff/volunteers to evaluate services, so that you do not have to rely on people attending public

meetings.

very encouraged by the development of a working relationship with HWW and look forward to continuing to do so

none at present

*Staff and volunteer survey responses*

I am generally very impressed with the work of Healthwatch Wandsworth , and I am unable to suggest improvements at this point, as I am relatively new to the organisation. As a result, I am sure that many of the suggestions I have made above, probably already exist within what appears to be a very organised provision.