

Annual Monitoring Report 2014/15

Evidence of input into Local Accounts

We were invited to and well represented at two meetings with the local authority on the local account, on the 12th February and 25th March 2015. Both reports of our representation at these meetings can be seen on our website

http://www.healthwatchwandsworth.co.uk/sites/default/files/local_account_engagement_meeting-12_feb-mh-web.pdf

http://www.healthwatchwandsworth.co.uk/sites/default/files/feedback_from_local_account_mtg-25_mar-mh-web.pdf

In the 2013/14 local account a full article on the Healthwatch Enter and View report on direct payments appeared on page 9 and the introduction on page 3 highlights our input.

Evidence of input into Local NHS Quality Accounts

We submitted comments to both St Georges Healthcare and South west London and St Georges Mental Health Trust Quality Accounts for 2013/14.

<https://www.stgeorges.nhs.uk/wp-content/uploads/2014/07/St-Georges-Healthcare-NHS-Trust-Quality-Account-2013-14.pdf> page 101

www.nhs.uk/Services/UserControls/.../MediaServerHandler.ashx?id=100... page 28

Evidence of contribution made to JSNA and H&WB Strategy

We continue to be represented at the Health and Wellbeing Board with a non-voting seat. Our representative has participated in Action Learning Sets and seminars of the Board (both non-public) which work on the Health and Wellbeing Strategy. We submit regular reports to the Health and Wellbeing Board from our Community and Voluntary Sector Forums where we discuss items to be considered by the Board, and these are tabled at the Board meetings. We have also received formal responses from the Board and our comments have appeared in the decision sheets.

We are also well represented at the Health and Wellbeing Partnership Board and support by note taking the workshops at this meeting. The board focussed on the JSNA (8th July 2014) and then the Health and Wellbeing Strategy (17th March). The reports of these meetings can be viewed on our website.

We have also participated in conference/seminar/focus groups with the LGA in order to develop our presence and influence.

Reports of the HWBB <http://www.healthwatchwandsworth.co.uk/resources/feedback-wandsworths-health-wellbeing-board-24-june>

http://www.healthwatchwandsworth.co.uk/sites/default/files/health_wellbeing_ptnshp_board-3_dec-dr-web.pdf

http://www.healthwatchwandsworth.co.uk/sites/default/files/health_wellbeing_board-17_feb-dr-web.pdf

Reports of HWBB Partnership Board

<http://www.healthwatchwandsworth.co.uk/resources/feedback-health-wellbeing-partnership-board-8-july> <http://www.healthwatchwandsworth.co.uk/resources/feedback-health-wellbeing-partnership-board-6-november>

Reports of our Voluntary Sector Forums to the H&WBB

http://www.healthwatchwandsworth.co.uk/sites/default/files/health_and_wellbeing_board_report_3_dec_2014.pdf

http://www.healthwatchwandsworth.co.uk/sites/default/files/report_to_the_health_and_wellbeing_board_feb_2015.pdf

Reports on conference conference/seminar/focus groups

<http://www.healthwatchwandsworth.co.uk/resources/lga-healthwatch-chairs-focus-group-18-june>

http://www.healthwatchwandsworth.co.uk/sites/default/files/hw_on_the_board-11_nov-dr-web.pdf

Evidence of Enter & View Activities

This year we have delivered our Enter and View Strategy on Nursing Homes without Care. Three care homes for older people and seven homes for adults with learning disabilities have been visited and we have talked to 58 residents and 22 relatives to get their views on the care provided, focussing on dignity, respect and activities. Reports have been shared with providers, commissioners and the CQC.

The reports of can be viewed on our website

<http://www.healthwatchwandsworth.co.uk/resources/enter-&view-reports> One of the reports on one of the homes for people with learning disabilities is yet to appear on the website as it is awaiting the action plan from the provider.

In addition the Enter and View Team has met formally on 10 occasions and recruited 3 new members, two of whom received their training within this year. To determine our direction for 2015-16 we have conducted a strategic review in which we have:

- Reviewed the context of our work – the extent to which regulators, commissioners and providers have good quality information on service user views – updating the exercise undertaken to underpin the current strategy.
- Used a Healthwatch Assembly meeting to launch a consultation on areas of priority interest and concern.
- Considered the issues that have emerged based on outreach and other contacts with the public.
- Taken account of the limitations of the Enter and View power – which works best when visiting building based services.
- The consultation has gone on to our website, been flagged in our newsletter and sent to key interested parties – other Healthwatch in our region, CCG, Social Services, St George's, Mental Health Trust, Heathwatch Executive members etc.

Members of the team and other Healthwatch members have also participated in “Enter and View-type activity” organised by others, most notably the St George's Quality Inspection programme.

Evidence of LHW involvement, information and reports referenced in commissioning and provider plans and strategies

As part of our ongoing work we have been represented on over 40 regular meetings, boards, steering groups, forums and committees throughout the year in which we influence, contribute and advise commissioners and providers. Evidence of this can be sought through the large number of feedback reports from these meetings on our website and through the group's minutes and reports held by those organisations. In addition we submitted formal statements to the OSC on their annual scrutiny plan; the South West London and St Georges on Community Modernisation Project Proposed Service Model, The Modernisation of Inpatient Services; Public Health on the Sexual Health Needs Assessment and Strategy, the Pharmacy Needs Assessment, the Public Health Biannual Report, the Joint Health and Wellbeing Strategy and JSNA; The Safeguarding Board; The London Ambulance Service; and the CCG on Joint Commissioning Proposals and their Duty to Report on PPI.

The findings of our Enter and View Reports were shared with the providers who responded by completing actions plans against each of the recommendations from Healthwatch. In total the team has made recommendations to 9 provider organisations who have implemented action plans as a direct result of this.

Action plans can be viewed on our website

<http://www.healthwatchwandsworth.co.uk/resources/enter-&-view-reports>

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

Through our annual survey conducted at the end of 2013/14 we learnt from our feedback from members and members of the public that we needed to improve usage and accessibility of our website, promote both our achievements and the information and signposting service. Actions to address this were written into our Annual Plan and workplans for 2014/15 and then implemented and included:

- raising the profile of the organisations and improve the way our achievements are advertised by reporting our activity on our website, through social media and local media and other organisations media/newsletters. 303 articles and reports were shared on our website this year and we used social media to direct our followers to these items. We also has 12 articles appearing in other organisations media.
- Representatives and staff presenting their work at the Assembly (with priority slots at the top/beginning of the agenda)
- Raising awareness of the website through newsletters, ebulletins with links to our website, social media with links to our website, and face to face through outreach events. We also ran a consultation on website accessibility/usage.
- Making our materials and our meetings more accessible by posting reports of the meetings, presentations and films of the public meetings on social media and on our website
- Using the Annual Survey and opinion poll on our website as a feedback mechanisms to test our key messages are being understood.
- Promoting our relaunched Information and Signposting service through new banners and flyers used at all outreach and face to face contacts. Details of the service is available on staff email signatures, outreach reports and on all newsletters and bulletins throughout the year.

We have also continued to engage with our members, members of the public and community and voluntary groups identifying their issues and bringing these to commissioners and providers in our

reports, making them key topics of discussion at our liaison meetings. This has included reports on feedback from sheltered housing, mother and baby groups on maternity services and discharge of the homeless, as well as reports created by community groups themselves such as 'sick of waiting' by transport for all.

Evidence/examples of service design/redesign as a result of HW (health and social care)

The findings of our Enter and View Reports were shared with the providers who responded by completing actions plans against each of the recommendations from Healthwatch. In total the team has made recommendations to 9 provider organisations who have implemented action plans as a direct result of this.

Action plans can be viewed on our website

<http://www.healthwatchwandsworth.co.uk/resources/enter-&-view-reports>

Activities show Involvement of wide range of groups and individuals in service design facilitated by local Healthwatch.

We supported the local authority to deliver their annual engagement event 'Your Day, Your Say'. We were represented on the planning steering group as well as on the day supporting further by facilitating table discussions and taking notes. This event engaged with over 100 people – service users, carers and representatives of community and voluntary sector groups and provider organisations.

In addition we supported public health with both the Pharmacy Needs Assessment and the Sexual Health Assessment and Draft Strategy. We were represented on the steering groups for both exercises providing consultative advice on engagement through our local knowledge and connections, providing lists and contact details of suitable representative groups for them to visit as well as brokering meetings with community groups such as the Battersea Forum and Roehampton Forum.

We continue to host the Community and Voluntary Sector Forum on a quarterly basis enabling a wide range of groups and individuals to influence the Health and Wellbeing Board. The forum presents the issues being considered by the Board with an expert speaker from public health, the local authority or CCG then collates feedback and comments, forwarding this to the Board respective as formal reports. We have considered both items on the agenda of the board taking place a few days after the meeting and items still in consultation which are due to appear on the Boards agenda in the future – such as the Sexual Health Strategy and the Older People's Strategy. This year we enabled 125 people and 30 groups to influence the Health and Wellbeing Board in this way.

In addition we have hosted public meetings and invited guest speakers from Public Health, the CCG, St Georges Hospital, South West London and St Georges to present on their activity, changes to commissioning arrangements, CQC inspections and service redesign. We used this model to enable people to contribute to the consultation on the modernisation of mental health inpatient services and the older peoples strategy.

Through our outreach to a wide range of groups we have encouraged and enabled people to participate in local and national consultations. We supported 28 people from marginalised groups to

participate in the Big Advice Survey, 45 older and disabled people to take part in a London Ambulance Service survey and 13 young people in a survey conducted by the Safeguarding Board. These were individuals who would not otherwise be heard due to lack of access to a computer to take part or lack of awareness of the opportunity. We have promoted wider participation in several more local and national consultations through our website, newsletters, ebulletins and social media, reaching over 3000 people this way.

Evidence of greater and more varied public and service-user engagement by commissioners and providers

See above.

Evidence of recommendations accepted by commissioners/providers

The findings of our Enter and View Reports were shared with the providers who responded by completing actions plans against each of the recommendations from Healthwatch. In total the team has made recommendations to 9 provider organisations who have implemented action plans as a direct result of this.

Action plans can be viewed on our website

<http://www.healthwatchwandsworth.co.uk/resources/enter-&-view-reports>

In addition we presented a report on feedback we had gathered from outreach into sheltered housing to DESS and the CCG. Some of the main concerns were around lack of understanding of the sheltered housing officers roles from health and social care professionals and isolation of older people impacting negatively on their wellbeing. DESS and the CCG responded by rolling out training programmes called 'learning bites' where sheltered housing officers visited professionals to explain their role. In addition a activity co-ordinators post was created from a budget of pooled CCG and DESS funds to combat isolation. Minutes of meetings documenting discussions available on request.

Evidence of any recommendations to CQC/HWE

We have shared with the CQC all reports of our Enter and View visits for the homes we visited for older people – Wood House, Redclyffe and Lyle House. We have also shared with the CQC our Enter and View reports for the homes we visited for people with learning disabilities - Anvil Close, Arabella Drive and St Mary's Convent.

In addition we have participated in the following events:

9th June 2014 - Quality Summit South West London and St Georges (following the CQC inspection)
Martin Haddon

11th June 2014 - CQCs local Healthwatch Advisory conference, Manchester Peter West

14th July 2014 – Liaison Meeting with David Hastings, Inspection Manager, Adult Social Care Directorate – Peter West and Lauren Ashley Boyall

16 July 2014 - Adult Social Care Co production workshop (all day) Peter West

4 September 2014 - Adult Social Care Co production workshop (all day) Peter West

24 September 2014 - Adult Social Care Local Healthwatch Advisory Group – Birmingham Peter West

5 November 2014 - Adult Social Care Co production workshop, Peter West

15 December 2014 - Adult Social Care Co production workshop Peter West

7 January 2015 - Adult Social Care Intelligent Monitoring workshop (all day) Peter West

15th January 2014 - CQC local Healthwatch Advisory conference, London Paul Dinsdale and Andree Kerr

The CQC were also a guest speakers at the June 2014 Healthwatch Assembly, where the findings of the inspection of St Georges Hospital were presented, which enabled our members and the public to ask questions and give direct feedback to the CQC.

We have been represented on at least two regional network meetings with Healthwatch England per quarter, and participated in the Healthwatch England Annual National Conference in July 2014. This provides opportunity to highlight common issues to Healthwatch England and feed in local issues directly.

Activities show evidence of avoiding duplication and adding value

In conducting our strategic review of Enter and View to determine our focus we have taken account of the extent to which regulators, commissioners and providers have good quality information on service user views to identify gaps rather than duplicate.

We have added value to the Seldom Heard Groups Grants programme by co-producing training sessions with groups that were successful in their grant applications. We engaged with 15 seldom heard groups adding value to the programme by supporting them to complete a final report which shared their recommendations with the CCG. We further added value to this programme by identifying additional seldom heard groups (not successful in gaining the grant) and engaged with them in order to gain insight to their issues.

We have added value to a number of local events including the local authority's annual engagement event 'Your Day, Your Say' where we supported the event by facilitating and note taking group discussions. We added value to several local events, held promotional stalls and engaged with those attending, promoting the events through our media. This included St Georges Community Open Day, Wandsworth Council's Get Active Festival, CCG AGM, Balham and Tooting Community Association Street Festival, STORM Annual Conference, Wandsworth Community Empowerment Network Mental Health Conference, Youth Voice Question Time.

We added value to local and national consultations. We supported 28 people from marginalised groups to participate in the Big Advice Survey, 45 older and disabled people to take part in a London Ambulance Service survey and 13 young people in a survey conducted by the Safeguarding Board. These were individuals who would not otherwise be heard due to lack of access to a computer to take part or lack of awareness of the opportunity. We have promoted wider participation in several more local and national consultations through our website, newsletters, ebulletins and social media, reaching over 3000 people this way.

Activities show evidence of joint projects with VCOs and community groups

As part of our work administering the Seldom Heard Grants for the CCG we have collaborated with seldom heard groups to deliver training sessions and seminars on NHS complaints.

Reports of training sessions and seminars are on our website:

A member of Healthwatch staff also enlisted to train as an FGM champion with Healthwatch working alongside the champions programme to share existing networks and connections, gather evidence and secure audiences with previously difficult to engage groups or commissioners/providers.

We also continue to host the community and voluntary sector forum which meets quarterly, mainly to discuss relevant health and social care topics, papers going to the Health and Wellbeing Board etc. However this also gives the sector the opportunity to share information, network and highlight the issues of the individuals they represent. This is filling a gap, as there is no voluntary council in Wandsworth there is little opportunity for Wandsworth voluntary sector organisations to get together on a regular basis.

Activities show evidence of outreach to diverse range of (inc hard to reach) groups

In 2014/15 we have engaged with ... groups, including

1. Tooting Islamic Centre (BME)
2. Wandsworth Access Association (Disability)
3. Autumn Rose (BME and over 65)
4. Seventh Day Adventist (BME)
5. TRC Rompers (25-45year old)
6. WoW Mums (25-45year old)
7. Thames Reach (homeless)
8. Tooting Neighbourhood Centre (BME and Disability)
9. several young people's groups at Youth Voice
10. South Thames College (young people)
11. Faith in Action (homeless)
12. Association of Somali Women and Children (BME)
13. Baked Bean Theatre (disability)
14. FGM Champions (BME)
15. Older Peoples Lunch Club (over 65s)
16. Wandsworth Learning Disabilities Network (disability)
17. Balham Mosque (BME)
18. STORM (BME)
19. Dorris Emerton Sheltered Housing (over 65)
20. Somali Community Advancement Organisation (BME)
21. Several local Barber shops (young people)
22. Social Sundayz (drug and alcohol)
23. Carey Gardens Sheltered Housing Scheme (older people)
24. St Georges University Students Union (young people)
25. Telecare Customers Birthday Event (older people and disability)
26. Battersea Summer Scheme (young people)
27. Hindu Society (BME)
28. Connect UK (disability)

29. Share Community (disability)
30. Yaweh Christin Fellowship (BME)
31. Hestia (homeless)
32. DASCAS (disability)
33. Ceder House Post Natal Depression
34. Somerset Day Nursery
35. Katherine Lowe Settlement ESOL Class (BME)
36. Muslim Women's Network (BME)
37. The Vineyard Community Centre (homeless)
38. Roehampton Forum
39. Mama Low's Kitchen (disability)
40. Wandsworth Service User Forum (drug and alcohol)
41. Gross and Hepplestone Sheltered Scheme (older people)
42. Future Skills Training (young people)
43. Ashburton Sheltered Scheme (older people)
44. Alton Sheltered Scheme (older people)
45. Lennox Sheltered Scheme (older people)
46. Minstead Gardens Sheltered Scheme(older people)
47. St Mary's Church Asylum Welcome (BME)
48. Joshua Oldfield Sheltered Scheme (older people)
49. John Kirk Sheltered Scheme (older people)

Most outreach reports are available on our website.

Activities show evidence of outreach to diverse range of age groups (inc under 21 and over 65)

We engaged with the older people over 65 at the Older Peoples Lunch Club and coproduced 10 training and information sessions within 5 different sheltered housing projects for older people.

We consulted with 40 young people on 'what matters most' to them at the Youth Voice Question Time and have engaged with young people at South Thames College, Future Skills, and the Battersea Summer Scheme. We engaged young people with active roles within Healthwatch, recruiting 5 young volunteers as bloggers, research assistants and admin assistants.

Activities show evidence of outreach to the disadvantaged and vulnerable groups

The list above demonstrates we have completed outreach with disadvantages and vulnerable groups, people with disability, mental health, homeless or from BME groups.

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

Through focussing our outreach with seldom heard groups and those that are disadvantaged and vulnerable we have targeted those whose voices are the least heard and the most frequent users of services.

The strategic review of our Enter and View Strategy to determine our focus for 2015/16 considers which areas are already collecting service user feedback already so as we can focus on voices that may be being overlooked and therefore in most need of our support.

Evidence of income generated from alternative sources

We administered and supported the CCG to deliver its Seldom Heard Groups Programme generating and income of £35k.

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

We consulted with 40 young people on 'what matters most' to them at the Youth Voice Question Time and have engaged with young people at South Thames College, Future Skills, and the Battersea Summer Scheme. We engaged young people with active roles within Healthwatch, recruiting 5 young volunteers as bloggers, research assistants and admin assistants.

Our annual plan 2014/15 stated we would continue to be represented at the Children's Health Overview and Scrutiny Group and Young Peoples Participation Strategy Steering Group which we have continued to do. We also are represented at the Wandsworth Children's Voluntary Sector Network.

Activities show involvement of ward councillors in local Healthwatch engagement activities

Ward Councillors attended and participated in our Community and Voluntary Sector Forums in June and February.

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

In March 2015 we held a market place event within the Trident Business Centre, which hosts over 70 local businesses, organisations and groups, including business launchpad a start-up business support charity for young entrepreneurs (18-28year olds). This event enabled us to engage with a wide variety of people who work in the borough of Wandsworth in particular the working age population.