

From Words to Action

2016 - 2017 Annual Report



Introduction

The last 12 months have been really busy and exciting for us at Healthwatch Brent. Our Community Chest small grants funds has enabled groups to promote Healthwatch and healthy lifestyles. The larger grants have funded organisations to engage with under-represented communities to better understand how they access, use and experience health and social care services.

Our Enter and View Programme has visited care homes, hospital wards and points of care. We have presented qualitative reports on a range of services including maternity, phlebotomy and fracture services. We are delighted that our Hub and Spoke partners produced reports which were presented to the Health and Wellbeing Board, Clinical Commissioning Group and Children's Trust for information and consideration.

These achievements reflect our focus over the past 12 months which has been to:

- Increase the profile of Healthwatch Brent to residents
- Focus our engagement with communities who are under-represented in statutory consultations
- Present the views of residents through our growing volunteer base
- Increase our social media and printed literature presence
- Present reports to both Brent Clinical Commissioning Group Governing Body and Brent Health and Wellbeing Board on the resident, patient and service user experience of health and social care services
- Deliver our statutory functions as defined by the Health and Social Care Act 2012

To achieve this was dependent on the dedication and hard work of Ian Niven, Claudia Feldner and Elaine Fletcher, Meena Thakur, supported by John Gribbon, Amani Fairak, Mike Rich, and Julie Pal who oversaw the team during a time of change.

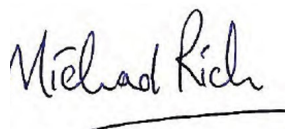
Special thanks must be extended to Nicola Mills who set up the successful Community Chest, Advisory Board and Promotion and Reach Groups. This report is dedicated to the late Nicola Mills in recognition of her passionate support for Brent's under-represented communities.



Julie Pal
CEO
Community Barnet



Selina Rodrigues
Head of Healthwatch
(Feb 2017 – Present)



Mike Rich
Head of Healthwatch
(May 2015–Jan 2017)



Ian Niven
Manager
Healthwatch Brent

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In numbers

9

Enter and View visits

700+
friends

1,200+
twitter followers

12,000
**reached through
network of partners**

2,000
**people reached
through public events**

1,000
**views presented to
statutory partners**

10
**reports presented to
Health & Wellbeing
Board, Brent CCG
Governing Board and
the Children's Trust**



An independent voice for Brent residents

Healthwatch Brent is the independent voice through which Brent residents can share their experiences of using health and social care services.

It is delivered by a Brent-based staff team, a partnership of Brent based voluntary and community organisations and a team of capable volunteers.

Healthwatch Brent is an arms-length department of COMMUNITY Barnet, an independent legal entity and a registered charity and company limited by guarantee.



A vision for the future

Healthwatch Brent was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice both locally and nationally.

Healthwatch Brent was established in 2013 and is part of a national network led by Healthwatch England. We have a seat on the Brent Health and Wellbeing Board and the Brent Clinical Commissioning (CCG) Governing Board.

We are the independent voice for residents of Brent who use health and social care services. Our vision is of a thriving and active community of Brent people who want to influence and contribute to the development and delivery of quality health and social care in the borough.

To achieve this, Healthwatch Brent:

- has a powerful relationship with residents, volunteers and service users to gather their views and experiences, capturing and presenting the voices of under-represented communities
- promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services
- signposts individuals to available advice and information to help them make informed choices about their health and social care

Working in partnership

Healthwatch Brent is leading one of the largest charity partnerships in Brent. It works with eighteen of Brent's charity, voluntary and community organisations who have been instrumental in helping us to succeed.



Albahdja
South Kilburn
Women's health group



**Brent Centre
for Young People**
"Healthy minds, brighter futures"



We would like to thank them for their support in promoting and disseminating information about Healthwatch Brent and for their work in liaising with some of Brent's key communities. All of our partners have a seat on our Advisory Board.

Our priorities in 2016/2017

- To produce a guide to setting up Patient Participation Groups in Brent GP surgeries
- Capturing the patient experience of maternity services at Northwick Park Hospital
- Engaging with Black and Asian communities on sensitive areas of health and social care
- Consulting with patients and carers about their hospital discharge experience
- Consulting with children and young people using health and social care with a focus on mental health
- Exploring the user experiences of Adult Safeguarding



Promotion and Reach

- Through our network of charity partners, we have reached over 12,000 Brent residents to inform them of health and social care services
- Healthwatch Brent is a member of Brent's Sustainability and Transformation Plan Steering Group and works with Brent Council and Brent CCG to promote Brent's big ticket items



Community Chest

- Understand the experience of Eastern European Communities using urgent care services
- Understand the experience of Irish young travellers accessing statutory services
- Identifying young carers living in households where parents misuse substances

Enter and View

- Capturing the mealtime experience in hospitals focusing on dietary and cultural needs



Our resources

Have you been to our website recently? We have recently updated our Resources pages, you will find lots of useful information available.



How we used your voice

Much of this year has been spent capturing the voice of Brent residents in a system of commissioners and to place the patient and resident voice at the heart of decision making.

We are delighted that the Chair of the Health and Wellbeing Board wants to set in place measures into the relevant health and social care plans.

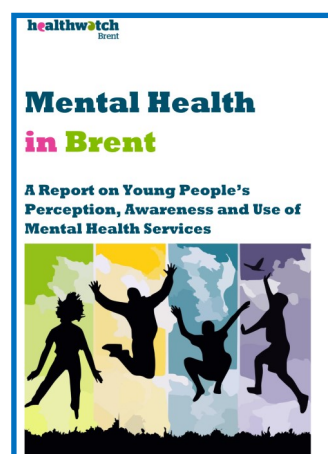
We are also working closely with other partners and providers of health and social care and



A guide to setting up Patient Participation Groups (PPG)



Patient experience of maternity services at Northwick Park Hospital



Consulting children and young people views on mental health



The experience of carers and users of mental health services

Engaging with Central and Eastern European organisations on their experience of Urgent Care Centres

We had received two concerns from Health Commissioners about the high number of people using the Urgent Care Centre (UCC) at Northwick Park Hospital:

- the high numbers put pressure on waiting times at this service,
- that new and emerging communities were using the UCC rather than going to see a GP.

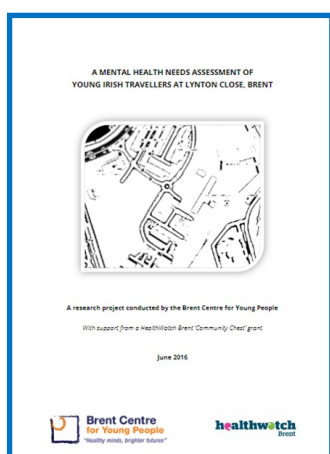
Our volunteers and Dr Brian Dear visited Northwick Park and collected 307 responses from people using this service. Their primary finding was that it was new and emerging communities who were over reliant on the UCC because they had not yet registered with their general practices. Longer established communities were familiar with the primary

and emergency access systems and were already registered with local GP surgeries. The information will be presented to the Health and Wellbeing Board to enable elected members to better understand the behaviour and preferences of some of Brent's emerging communities.

Patient experience case studies

We collected 50 detailed case studies from local residents about their experiences of services. This became part of a new Toolkit for NHS Brent CCG Commissioners to refer to when redesigning services. The Toolkit is part of the work of the NHS Brent CCG Engagement, Equality and Self Care group (BEES).

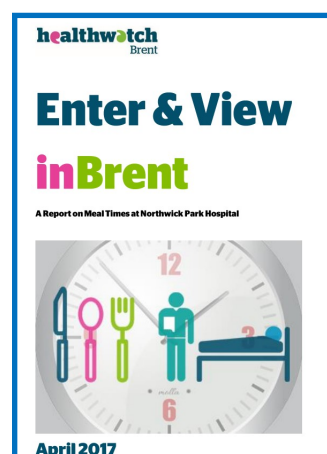
All of our reports are shared with Healthwatch England and the Care Quality Commission (CQC) so that your voice becomes part of a larger body of evidence.



Mental health needs assessment of young Irish travellers



Phlebotomy—Blood tests



Consulting patients on mealtime experiences in hospital

Capturing out-patient experiences at Northwick Park and Central Middlesex Hospitals

We visited six out-patient departments to listen to patients' and carers' experiences, including the referral process, waiting times, being treated with respect. We are just awaiting the responses to our findings and recommendations from the following hospital departments: Physiotherapy, Orthopaedics, Gastroenterology, Diabetes, and Phlebotomy.

Young People's Awareness and Use of Mental Health Services

We spoke to young people in youth centres and to young carers. Young people told us they were aware of mental health conditions, but not always sure where to go for help or treatment.

They said some school staff needed more training and they were concerned about confidentiality in school. Therapists were not always aware of cultural issues. We presented our report to the Children's Board and the Scrutiny Task Group, which were particularly interested in our recommendations to improve support in schools.

Consulting with patients on the hospital discharge experience

Brent Mencap engaged with 75 patients about their discharge experience from Northwick Park Hospital. The findings are currently being reviewed with Brent CCG and our ambition is that these findings will inform some of the service re-design as part of the Better Care Fund initiative.

All reports can be found on our website: www.healthwatchbrent.co.uk/reports

Enter and View

The national Healthwatch network was established through the Health and Social Care Act of 2012. Through this, each Healthwatch has the legislative right to undertake announced and unannounced visits to health and social care settings for adults.

These visits are carried out by staff and volunteer lay-people and review the quality of care for patients/residents and their friends and relatives. All Enter and View representatives have current DBS checks and receive training for this as part of their role. As in accordance with the Healthwatch network, settings to visit are identified through meetings and guidance from the CQC.

The most important aspect of Enter and View is that it is intended to add value; the representatives review services from a lay-person's/potential users' point of view and work in collaboration with service providers, residents, relatives, carers and those commissioning services. As such, the visits do not apply CQC or other standards to their review and checks, rather it is an opportunity to reflect on what the setting may be like for a potential resident/patient with an emphasis on gathering feedback on areas that can significantly affect quality of life, such as activities, engagement, food and the levels and approach of staff.

The Enter and View reports are written by the Enter and View team and sent to the care provider to check for factual accuracy and to respond to the report recommendations. The Reports are reviewed and authorised at each stage by Healthwatch senior staff, and once finalised are uploaded to the Healthwatch Brent website.

The reports are then sent to Healthwatch CQC Liaison Officer, who has expressed the team's appreciation for the additional insight that the reports provide. Healthwatch visited a number of care homes, primary care settings and acute and mental health trusts. The report "Enter and View in Brent—A summary report on meal times at Northwick Park Hospital" summarises the Enter and View visit to Northwick Park hospital to observe mealtimes. This report was presented to Brent CCG's Governing Body for information and noting and was well received by all. This report can be downloaded at www.healthwatchbrent.co.uk/meal-times-reports



Our volunteers

I found the experience rewarding as the visits contributed towards improvements in local health and social care services in Brent and I feel that I am contributing back to the community that I live in. I enjoy my role as a volunteer at Healthwatch Brent because my time is usefully spent, I meet other volunteers from a range of different backgrounds and also I feel supported by Healthwatch Brent staff.

Enter and View volunteer



We have a fantastic group of volunteers without whom we could not deliver our Healthwatch responsibilities.

Their enthusiasm, commitment and passion to improving the experience of health and social care users and capturing and presenting their voices to strategic decision makers has enabled Healthwatch Brent to become a trusted voice for local residents.

We would like to thank all our volunteers who freely give their time, commitment and expertise to help local Brent residents experience better health and social care services.

Community engagement



Our engagement team, volunteers and partners attended 70 events this year, raising awareness of Healthwatch Barnet to over 2,000 local residents, and listening to their experiences of health and social care services. We visited services to speak to patients about hospital discharge, blood testing, maternity, food on wards and Urgent Care.

We heard from over 1,000 local people through Enter and View visits, our Information and Signposting service, events, visiting groups, calls and emails to the office, specific surveys for reports, our website, and public meetings.

We attended strategic meetings with local key partners to make sure that your voice is represented.

Healthwatch Brent has a seat on:

- Health and Wellbeing Board
- NHS Brent CCG Governing Body
- Safeguarding Adults Board
- Brent Health and Social Care Plan/Sustainability and Transformation Plan.

We also regularly meet and liaise with key local partners including:

- **Brent CCG Engagement, Equality Self-care group**
- **Brent CCG Primary Care Co-commissioning Committee**
- **London North West Healthcare Trust** (Northwick Park Hospital and Central Middlesex Hospital), Patient Experience Committee
- **Care Quality Commission.** Our Brent liaison meetings were named as a good practice example to encourage other local Healthwatch and CQC teams to work more closely.
- **The Mental Health Trust Director** (Central North West London). The Director is keen that patients have the opportunity to speak to us as an independent organisation and has welcomed us to their services
- The Urgent Care provider at **Northwick Park Hospital** worked with us on our survey to find out who uses the service and why.
- We worked closely with **Brent CCG Head of Patient and Public Engagement** to encourage commissioners to consider the needs of protected groups when they access services
- We also work closely with the **Brent Council Engagement Officer** and are working towards better liaison with Council Commissioners
- We consult with **NHS Brent CCG commissioners** when conducting studies so that we can all be sure that such work is effective in bringing the patient experience to the redesign of services



We have attended 16 formal meetings with key local partners each quarter of 2016-17 in addition to a further 14 quarterly liaison meetings. Healthwatch Brent provided responses to:

- NHS Brent CCG Public Sector Equality Duty
- Brent Joint Strategic Needs Assessment
- CNWL Quality Accounts
- LNWHT that operate Northwick Park and Central Middlesex hospitals.
- Imperial College NHS Healthcare Trust

Community Chest

Healthwatch Brent committed £20,000 to establish a Community Chest to increase the capacity of local organisations to provide evidence based reports from under-represented communities whose voices are not heard enough. We awarded funds to these communities to increase public awareness of Healthwatch Brent, and increase the number and range of views we gather.

We run two funding programmes:

- A large grants programme where we can provide up to £3,000 to provide evidence based reports on issues of specific interest or importance to Brent communities
- A small grants programme where organisations can apply for up to £600 to support wellbeing events, raise awareness of Healthwatch and gather the experiences of a range of local people

Over the past 12 months:

- Through the reports, the Community Chest has relayed the experiences of 291 Brent residents to key Brent forums such as the Health and Wellbeing Board
- The role and activities of HWB have been presented to 550 new people, including how they can use HWB as a route to having their experiences heard by key decision makers
- 550 people have directly benefited from the wellbeing work of our partner organisations.
- The capacity of 14 local organisations was increased to enable them to use their specialist knowledge of different sections of Brent's diverse communities

A report summarising the Community Chest programme was presented to the Health and Wellbeing Board in March 2017.

Advisory Board

The Advisory Board is made up of a network of Brent charities to support Healthwatch Brent to:

- Identify key areas of work
- Develop and deliver activities
- Provide guidance and support to project teams
- Offer expertise, experience and knowledge which will promote and support Healthwatch Brent activities

Membership is drawn from:

- Brent-based organisation representatives
- Active residents involved in influencing health and social care policy

Members are recruited from a range of Brent Communities. The composition and objectives of the Advisory Board are determined and/or influenced by consultation on priorities and needs, challenges and emerging needs, set out in key strategic documents and resident feedback. Arrangements are in accordance with the requirements set out by the Department of Health, Healthwatch England and the Care Quality Commission.



Information and signposting

We want to hear your views on Brent health and social care, contact us by email or on the information and signposting line:



If you would like a copy of our current literature above, please call us on 020 3598 6414

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You can download this publication from www.healthwatchbrent.co.uk/annual-report

Financial information

Healthwatch Brent is funded to carry out statutory activities.
Funding is provided by the London Borough of Brent.

Income

Funding received from local authority to deliver local Healthwatch statutory activities	£149,110
Additional Income	£0
Total Income	£149,110

Expenditure

Office costs	£24,500
Staff costs	£62,095
Direct delivery costs	£38,290
Project management costs	£4,000
Total Expenditure	£128,885



CommUNITY Barnet is a registered charity and company limited by guarantee registered both with the Charity Commission and Companies House. We are governed by a Board of Trustees. Our Memorandum of Association allows us to operate in this way.

Healthwatch Brent is a borough-wide service working in collaboration with committed and passionate Brent-focused organisations who have local knowledge, are experienced and trusted. The partnership is the eyes and ears in the community and can effectively act on complaints or concerns because it has direct access to seldom-heard and under-represented members of the community. Through existing channels the partnership engages these communities with the Healthwatch agenda.

CommUNITY Barnet's Board of Trustees reviews performance, oversees risk and contributes to the promotion of the Healthwatch agenda. It is the decision-making body responsible for approving the action plan throughout the life of the contract.

CommUNITY Barnet's Board of Trustees are: Tony Vardy, Adam Goldstein, Chris Cormie, Andrew Harper, Antony Jacobson, Jyoti Shah and Marley Obi.



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