



Contents

Introduction	3
Independent voice for Brent residents	4
About us	
In numbers	5
Working in partnership	6
Our priorities 2017 - 2018	
Our resources	8
Our networks	9
The North West London Health & Care Partnership	9
How we used your voice to make a difference	10
Prostate Cancer infographic	
Enter & view	13
Our volunteers	14
Community engagement	15
Community chest	16
Advisory board	
Information & signposting	
Financial information	19

Introduction

Healthwatch Brent is built on the energy and drive of its staff, volunteers, partners and community organisations all working together to improve health and social care services for the residents of Brent.

Our annual report shows how our work over the last year has met and in some cases, exceeded our targets and delivered against the key priorities. We were humbled by the encouragement we received from the sector to re-apply for the Healthwatch Brent contract and were delighted to receive the news that we had been recommissioned for the next two years. With this at the forefront of our minds we are looking forward to codesigning a new work programme with local partners, converting the independent views of residents using health and social care services into service improvements and improved life outcomes. In 2017-18 our focus turned to the impact of health and social care services on Brent's diverse communities.

This report also summarises our key areas of work including:

- Increasing the profile of Healthwatch to Brent's protected communities
- Focusing our engagement with communities who are under-represented in statutory consultations
- Presenting the views of residents through our growing network of charity partners and community organisations
- Increasing our social media presence
- Presenting 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
- Delivering our statutory functions as defined by the Health and Social Care Act 2012

These achievements were only possible due to the hard work, dedication and passion of Ibrahim Ali, Sara Ali, Fran Evans, Agatha Ferraro, John Gribbon, Leah Kenny, Ian Niven, Julie Pal, Selina Rodrigues, Meena Thakur and no successful Healthwatch programme is possible without the contributions of our fabulous volunteers.

Julie Pal

CommUNITY Barnet

Selina Rodrigues

Solina

Head of Healthwatch CommUNITY Barnet lan Niven

lan Niven Manager Healthwatch Brent





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.

About us

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 underrepresented communities
- promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services
- signposts individuals to available information and advice to help them make informed choices about their health and social care.

One of our achievements has been to transform Healthwatch Brent into a network of local charities, community organisations and social enterprises who have come together over the years to reach out and engage with Brent users of health and social care. Our network is constantly growing and includes a wide representation of Brent communities.

In numbers

friends

660+

social media followers

1,417

number of visits to partner websites

2,620

reached through network of partners

11,059

number of visits to website

2,567

individual views gathered

1,256

number of reports produced

19







Working in partnership

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





Albahdja
South Kilburn
Women's health group

























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



- Capture the resident experience of registering with a dentist
- Understand the barriers to healthy eating and exercise for communities with a greater risk of developing Type 2 diabetes
- Listening to different caring communities.

Community Chest

- Invite applications from children and young people's organisations to promote dental hygiene in the two poorest wards in Brent as a way of engaging with residents to explore barriers to good oral hygiene
- Listening to the views of young carers living in substance misuse households
- Review the ease of access to prostate cancer pathway and the referral to treatment rates
- To run a mystery shopping exercise in a GP surgery to check the understanding of d/Deaf and hearing-impaired residents about how they access health services.

Enter and View

 Undertake Enter and View visits in care homes to explore adult safeguarding awareness and experiences.

Promotion and Reach

 Through our various social media platforms we have an audience of over 1,345 Twitter followers compared to 1,100 last year to inform them of emerging health and social care services and issues.

Our resources

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



Our networks

We want to use Healthwatch Brent's Network to reach out to different parts of Brent's diverse communities and, through our statutory membership, present our findings to statutory commissioners and providers. We remain committed to ensuring we place the patient and resident voice at the heart of decision making.

Healthwatch Brent is a member of Brent's Sustainability and Transformation Delivery Board.

We set ourselves some challenging targets to increase our reach. We are pleased that we have increased the number of friends receiving our news. We focused on gathering direct views and experiences of patients at the points of care and presented these through our reports and participation at strategic meetings and liaison meetings.

We value the support and sponsorship provided by the Chair of the **Health and Wellbeing Board** and the requests from the Chair of the **Community and Wellbeing Scrutiny Committee** to actively comment and participate in strategic policy discussions.

Our relationship with the **Care Quality Commission** and other key partners has enabled us to work and share our findings with them and meet with them regularly to monitor progress.

Actively listening to communities and understanding their priorities is one of the key roles of Healthwatch. Through our innovative Community Chest we were delighted when Brent Carers' Centre approached us and proposed to undertake a piece of work identifying and capturing the experiences of young carers living in substance mis-use households and their support needs.

Examples of where we believe we have made a difference include: capturing the hospital mealtime experience at Northwick Park Hospital and the decision of London North West University Healthcare (LNWUNHT) to use our recommendations to inform their nutrition and hydration study day; our work on phlebotomy and the constructive engagement with commissioners and our collection of patient experience studies. LNWUHT have set the standard for showing their use of patient experience to improve services. We look forward to working with other partners to reach this level.

The North West London Health and Care Partnership

Healthwatch Brent is a member of the North West London Health and Care Partnership which comprises of the NHS and eight councils across NW London who are working together to provide an even better health and care system for our two million residents.

The five key areas that they are looking to improve across NW London over the next five years are:

- Preventing ill health
- Long term care
- Care for over 65s
- Mental health
- Quality of care.

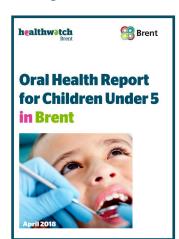


How we used your voice to make a difference

Much of this year has been spent capturing the voice of Brent residents in a systemic way and presenting that information to the borough's strategic decision makers, 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 methods to make sure these resident, patient and service user experience reports are built into the relevant health and social care plans.

We are also working closely with other partners and providers of health and social care and sharing our findings with them and meeting with them regularly to monitor progress.

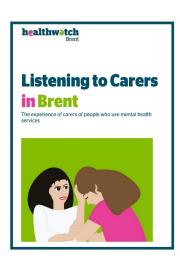


Oral Health for Children Under 5

Working with Public Health Brent we explored the effectiveness of dental services and family barriers to accessing dental information and their services by collecting the views of 284 parents.

The majority found it easy to register their child at an NHS dentist and found their dentist to be child friendly, helpful and a source of advice. However, 13% found it difficult to obtain suitable dentist appointments.

We were concerned to note that 31% had not registered their child with a dentist and that 11% did not know NHS dental treatment was free for under 18s. A programme of information is being developed with Public Health Brent to address our findings.

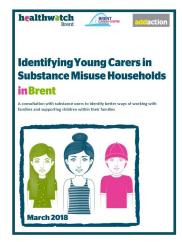


Listening to Carers

We worked with Brent Mental Health social work teams and Brent Carers Centre to better understand the support issues facing carers.

We looked at:

- Gaps between expectations of support and delivery of support.
- Signposting and access to voluntary sector and other agencies for help when patients and carers are assessed as not being eligible for support.
- Issues with accessing appropriate support.



Identifying Young Carers in Substance Misuse Households

Brent Young Carers' Service had received 102 referrals from Brent Children's Service where substance misuse had been a key factor complicating the family circumstances, but this had not been identified as a defining factor as part of the referral and that the young people could be supported more.

Working collaboratively with Addaction and their service users we identified these young carers who went on to receive support from Brent Carers Centre from their Carers Advice Surgery and Carers Awareness Briefings. We were distressed to see how ashamed young carers felt about their circumstances and to seek additional support. As a result a number of recommendations have been made which will be implemented.



Accessible Information Standard in Brent GP Practices

Brent is in the worst quartile nationally for patient experience of GP services so we wanted to empower communities to take better care of themselves. We commissioned Brent Mencap to provide a snapshot of how the implementation of the Accessible Information Standard (A.I.S.) was progressing in GP practices in Brent.

There were good examples of individual GP practices using their own forms to identify patient needs, providing links to external sites with Easy Read or Large Print health related information and using technology to make appointments or contact the GP that could be shared with other practices.



Diabetes Awareness

Type 2 diabetes rates in Brent are particularly high compared to other parts of the UK. Brent Council has a pool of Diabetes Champions who co-facilitated workshops with the Asian People's Disability Alliance and the West Indian Self Effort group. The workshops revealed that although aware of the increased risk of developing Type 2 diabetes due to their community profile, most said they are uncertain on how to help themselves or where to go to find out more information about the support available.

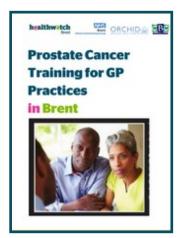
The prevalence of diabetes is projected to rise in Brent, fueled by an ageing population, increasing numbers of people who are overweight or obese and the high proportion of some ethnic groups in the borough, who are more at risk of diabetes.



Out-Patient Experiences at Northwick Park and Central Middlesex Hospitals

We visited seven out-patient departments to listen to patients' and carers' experiences, including the referral process, waiting times and being treated with respect.

We are pleased to see that London North West University Hospital Trust has demonstrated a particular appetite for learning directly from the patient experience and taking immediate and direct action to improve patient care. All the reports can be read here: www.healthwatchbrent.co.uk/hospital



Prostate Cancer

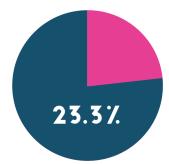
Each year there are around 1,100 cancer cases in Brent and 450 deaths from this disease, of which 23.3% of patients are diagnosed through emergency routes, i.e. via A&E. This is higher than the England average of 19.8%. Reducing the number of patients diagnosed at a late stage is crucial to preventing poor outcomes, as well as helping them to access greater treatment options.

The aim and purpose of the Prostate Cancer Training for GP practices in Brent was to deliver a focused prostate cancer awareness initiative aimed at key healthcare professionals i.e. GPs, Practice Nurses and Practice Managers across the London Borough of Brent to help them better support black African and Caribbean men at risk of or affected by prostate cancer.

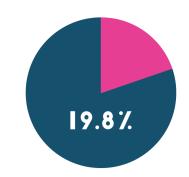
All reports can be found on our website: www.healthwatchbrent.co.uk /reports



PROSTATE CANCER



OF PEOPLE ARE DIAGNOSED THROUGH EMERGENCY ROUTES I.E. A&E IN BRENT



IS THE NATIONAL AVERAGE



I IN 8 MEN WILL BE DIAGNOSED WITH PROSTATE CANCER IN THEIR LIFETIME



FOR BLACK AFRICAN AND CARIBBEAN MEN THERE IS DOUBLE THE RISK WITH I IN 4

×2

A TOTAL OF

I,200

FREE PROSTATE
CANCER AWARENESS
RESOURCES

WERE SENT OUT TO GP'S AS A RESULT
ONE GP
IDENTIFIED 60
OF THEIR 'AT
RISK" BLACK
AFRICAN/CARIBBEAN
COMMUNITY

ONE GP HAS INCLUDED PSA TEST AS PART OF THE HEALTH CHECKS THEY OFFER MEN OVER 45

SEVERAL GP PRACTICES HAVE GONE ON TO ORDER FURTHER RESOURCES 124 SUPPORT GROUP POSTERS WERE SENT OUT TO GP PRACTICES

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 volunteers who 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 volunteers review services 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 Brent's CQC Liaison Officer, who has expressed the team's appreciation for the additional insight that the reports provide. Healthwatch Brent have visited a number of care homes, primary care settings and acute and mental health trusts.

This year Healthwatch Brent decided to use its Enter and View powers to review the experience of adult safeguarding in Brent Care homes. The reports were then presented to the Safeguarding Adults Board (SAB) and the Establishment Concerns Group, for information and for any further actions that the Board considers that should be taken forward. These visits were undertaken after discussions with the Chair of Brent Safeguarding Adults Board and the manager of Brent Council Safeguarding Team.

We visited five residential homes through announced visits. Recommendations made related to staffing levels, training, activities and engagement of residents and relatives.



Our volunteers



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 for service users has enabled Healthwatch Brent to become a trusted voice for local residents and strategic decision makers.

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.

Together we are making a difference.



Community engagement

Our engagement team, volunteers and partners attended 49 events this year, raising awareness of Healthwatch Brent to over 1,000 local residents, and listening to their experiences of health and social care services.

Throughout the year we have spoken to patients about hospital discharge, blood testing, maternity, food on wards, and Urgent Care.

Our Enter and View visits, Information and Signposting service, visiting groups, calls and emails, surveys and reports, our website, and public meetings has ensured we remain committed to actively engaging with our residents.

We attend Strategic meetings with all the local key partners to make sure that the local residents' voice is presented. Healthwatch Brent has a seat on:

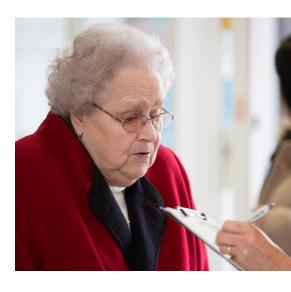
- Health and Wellbeing Board
- NHS Brent CCG Governing Body
- Safeguarding Adults Board
- Brent Health and Social Care Plan/Sustainability and Transformation Plan.

In 2017-18 we attended 117 meetings with key statutory and strategic partners including:

- NHS 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 in 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 have 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.

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
- Central Middlesex hospitals.







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 414 Brent residents to key Brent forums such as the Health and Wellbeing Board.
- The role and activities of Healhwatch Brent have been presented to these residents, including how they can use Healthwatch Brent as a route to having their experiences heard by key decision makers.
- These residents have also directly benefited from the wellbeing work of our partner organisations.
- The capacity of 5 local organisations was increased to enable them to use their specialist knowledge of different sections of Brent's diverse communities.



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.

Healthwatch Brent Advisory Board Members:



Promotion & Reach Partners

Ashford Place, Brent Carers Centre, Brent Mencap, Elders Voice and Jewish Care.

Community Chest Delivery Partners

Asian Peoples Disability Alliance, Brent Carers Centre, Brent Mencap, Dr Brian Dear, Help Somalia Foundation, Orchid Cancer, Tipity Toes and WISE.

We are also working closely with other partners and providers of health and social care and sharing our findings with them and meeting with them regularly to monitor progress.

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:









Financial information

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

Income

Total Expenditure

Funding received from local authority to deliver local Healthwatch statutory activities	£149,110
Additional Income	£O
Total Income	£149,110
Expenditure	
Office costs	£30,431
Staff costs	£76,265
Direct delivery costs	£7,921
Project management costs	£8,990



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.

£123,607

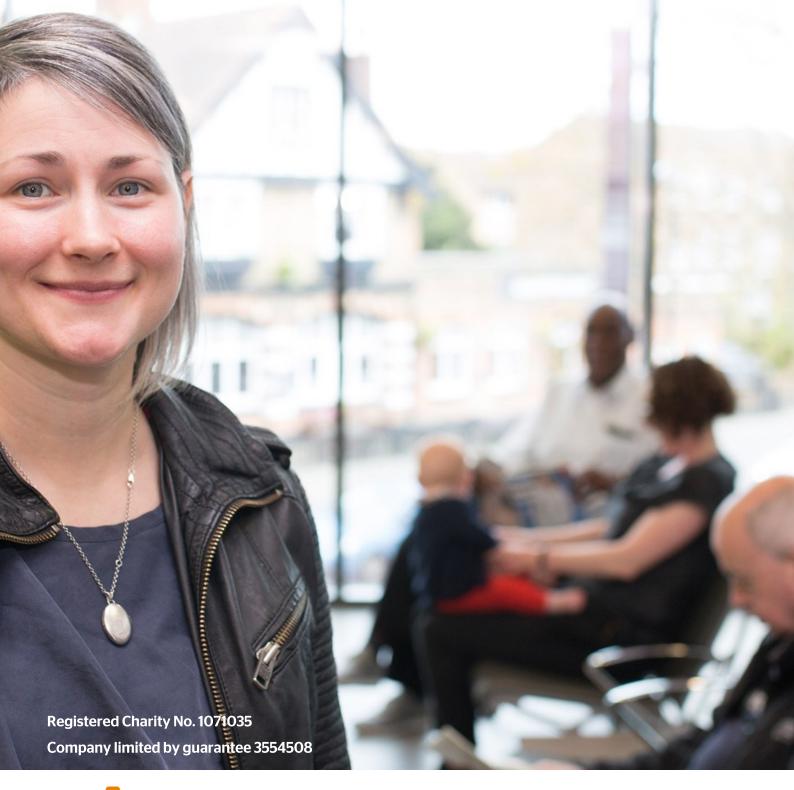
Healthwatch Brent is a borough-wide service working in collaboration with committed and passionate Brent focused organisations who have local knowledge, are experienced and trusted. The partnership is the eyes and ears in the community and can effectively act on complaints or concerns because it has 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: Chris Cormie, Martin Edobor, Adam Goldstein, Anita Harris, Antony Jacobson, Michael Lassman, Jyoti Shah and Tony Vardy.

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