



Presenting the Voices of Brent Communities

Annual Report 2018 - 19



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Introduction

This year, 2018/19 has been a time of significant change for health and social care services. Healthwatch Brent has worked with a range of Brent residents, listening, responding and helping change services to meet their needs.

With input and contributions from residents, volunteers and staff, we have been able to achieve our key priorities which were:

- Patient engagement and feedback at Northwick Park Hospital
- Capturing the experiences of Brent's protected communities on accessing primary care services
- Working with residents of Sheltered Housing services
- Identifying the community's needs in safeguarding
- Reviewing the frailty pathway of frail elders
- Listening to experiences of social isolation and recommending action
- Providing NHS Brent CCG and GP practices with patient experience of making appointments.

We have just completed the first year of our re-commissioned contract and we have been particularly pleased to see changes for local residents as a result of our work.

This report highlights and summarises our key areas of work including:

- Increasing the profile of Healthwatch to Brent's protected communities
- Focussing engagement with communities who are under-represented in statutory consultations and engagement
- Presenting the views of residents through our growing network of charity partners and community organisations
- Increasing our social media presence and engagement
- 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.

NHS England has recently published its 'Long Term Plan' of how services will be delivered in the next 10 years. Health and social care will be working together closely. We would like to thank our active and dedicated volunteers, whose feedback and ideas are helping shape these services. Our staff team, past and present, have shown their energy and commitment in these times of change to ensuring your voices are heard.

We would like to thank our volunteers, our Advisory Board of Brent charities and all the residents and community organisations for taking the time to share their views and experiences. These achievements were only possible due to the hard work, dedication and passion of Ian Niven, Ibrahim Ali, Agatha Ferraro and John Gribbon, supported by Selina Rodrigues, Clair Thorensen-Woll, Leah Kenny and Julie Pal. No successful Healthwatch programme is possible without the contributions of our fabulous volunteers, thank you.

Julie Pal
CEO
CommUNITY Barnet

Selina Rodrigues
Head of Healthwatch
CommUNITY Barnet

Ian 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 under-represented 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.



Our connections with Brent residents

1,523

**SOCIAL MEDIA
FOLLOWERS**

79

**OUTREACH
EVENTS**

18

**REPORTS
PRODUCED**

1,744

**INDIVIDUAL
RESIDENTS
REACHED**

12,000

**REACH
THROUGH
PARTNERS**

802

**INDIVIDUAL
VIEWS
GATHERED**

891

FRIENDS

4,361

WEBSITE VISITS



Our priorities for 2018/19 were:

- To evaluate the Home First service as part of the frailty pathway
- Understanding the difficulties faced by residents to navigate the Adult Social Care assessment process
- Review GP surgeries on how they provide information in accessible formats for people living with sensory impairments
- To increase the number of Black African and Caribbean men who present themselves to their GPs to openly discuss prostate cancer
- Provide NHS Brent CCG and GP practices with patient awareness and experience of alternatives to GP appointments
- Gather the experiences of Sheltered Housing tenants
- Find out from Brent residents their experience of groups and services that provide social contact and recommend action to reduce social isolation and the poor health outcomes it causes.



Making my
voice count!

What we do with what you tell us

We attended 89 Strategic meetings with all the local key partners to make sure that the voice of Brent residents is presented. Healthwatch Brent has a seat on, and presents reports to:

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

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

- NHS Brent CCG Engagement, Equality and Self-care group
- Brent CCG Primary Care Commissioning Committee
- London North West Healthcare Trust (Northwick Park Hospital and Central Middlesex Hospital), Patient Experience Committee
- Care Quality Commission
- Brent Safeguarding Adults Board, and two sub-groups.

We consult with NHS Brent CCG and Council 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 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 with and share our findings with them and meet with them regularly to monitor progress. Healthwatch Brent also provided responses to:

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

Working in partnership

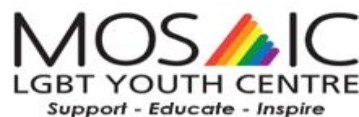
Healthwatch Brent is leading one of the largest charity partnerships in Brent. It works with fifteen of Brent's charity, voluntary and community organisations who have been instrumental in helping us to succeed.



Albahdja
South Kilburn Women's health group



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



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.



Advisory board and partners

We 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.

Our protected groups reach includes organisations representing Mental Health, Learning Disabilities, Physical Disabilities, Homelessness, Alcohol Abuse, Dementia, Age, Faith, Ethnicity, LGBT Support and a wide range of Voluntary Groups and Advice Centres.

Al Bahdja - Community Chest recipient
Ashford Place - Advisory Board, Promotion and Reach
Asian People's Disability Association - Advisory Board and a Community Chest recipient
Brent Carers - Advisory Board, Promotion and Reach and a Community Chest recipient
Brent User Group - Advisory Board and Community Chest recipient
Brent Mencap - Advisory Board
Brent Advocacy Concerns - Community Chest recipient
Brent Multi-Faith Forum - Advisory Board
CVS Brent - Advisory Board
Elders Voice - Advisory Board
Iraqi Welfare Association - Community Chest recipient
Mosaic LGBT Youth - Promotion and Reach
Young Brent Foundation - Advisory Board

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 also awarded funds to these communities to increase public awareness of Healthwatch Brent and increase the number and range of views we gather.

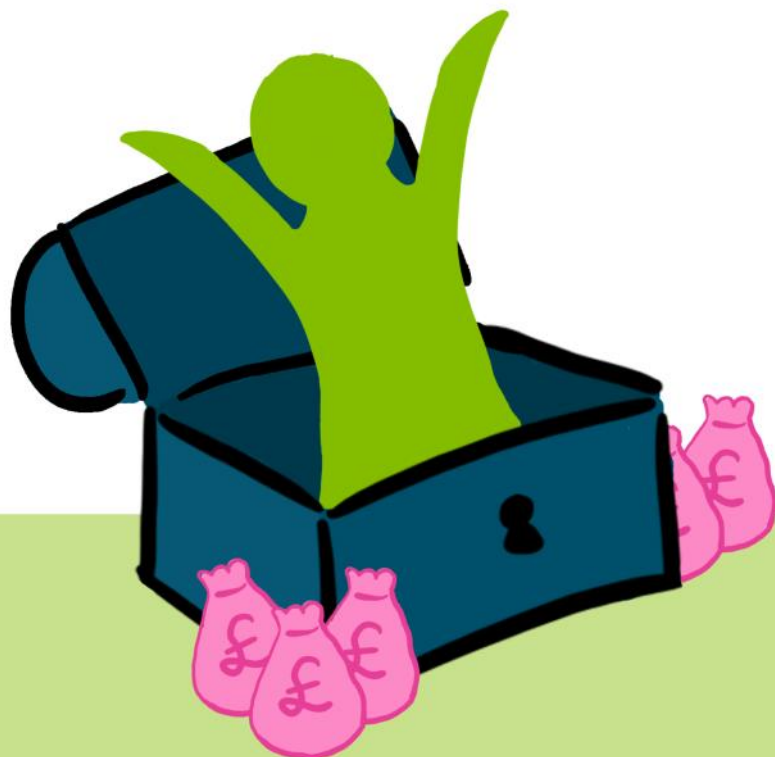
We run two funding programmes:

- 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 £400 to support wellbeing events, raise awareness of Healthwatch and gather the experiences of a range of local people.

The grants allow organisations to make sure that seldom heard voices are included on health and social care issues. The chest also allows those organisations to put on events that improve the well-being of local communities. The Community Chest is advertised in :

- Healthwatch Brent newsletter
- Healthwatch Brent website
- Healthwatch Brent social media
- CVS Brent newsletter - funding section
- Via our Promotion and Reach partners' newsletters.

In 2018/2019 we distributed grants to the Iraqi Welfare Association, Brent Mencap, Orchid Cancer Appeal, Asian People Disability Alliance (APDA) and Brent Carers Centre.



Engagement

Our engagement team, volunteers and partners visited 79 groups and events this year, raising awareness of Healthwatch Brent to over 1,700 local residents, and listening to their experiences of their health and social care services.

We visited services to speak to patients about hospital, social isolation, access to services for users of British Sign Language, Adult Social Care Assessments, GP appointments and many other services.

We have heard from over 800 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.

The comments we heard included issues about hospital transport for carers, carers not being fully included in decisions about family members care, fear about making a complaint about adult social care services, how to make a complaint, and registering with a GP.

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 89 strategic meetings.



How we used your voice to make a difference

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.



Provision of British Sign Language for GP Visits

Brent and Harrow United Deaf Club met with Brent Council, Brent Clinical Commissioning Group (CCG) and Healthwatch Brent in November 2018 to express their concerns about the difficulties they faced in accessing health and social care services. The purpose of this research was to find out if the availability of British Sign Language through GP practice reception and appointment telephone lines matched the availability advertised on both the NHS and local websites.

We recommend that practices and the CCG use this opportunity to address the issue of consistency, and of easy access for people with sensory impairments. Our work will continue with the deaf community to make sure they receive the same level of service as the rest of Brent residents.

We have also been working with Brent GP practices to implement the action plan from our 'Accessible Information Standards' report. We recognise that our GP practices are very busy but there is still much to be done to make sure all patients have equal access to all information and services..



Social Isolation in Brent

Social isolation is a great public health challenge. The effects on physical health are akin to smoking 15 cigarettes a day and the impact on mental health is well established in existing literature. Approximately 30% of visits to GPs are related to preventable social issues such as loneliness and isolation. Social isolation has been identified on the health and wellbeing agenda both nationally and locally in Brent.

We spoke with 152 Brent residents through Together In Brent, a group of charities who share this concern. We also mapped out the services that the council and NHS in Brent provide. Our report recommends that Brent Council, NHS Brent CCG, and Brent voluntary groups work together to provide a directory to signpost people to supportive groups and places. This report will be presented to the Brent Health and Well-being Board with the Board's responses.



Patient Experience in Hospital

We visited 8 wards and out-patient departments at Northwick Park Hospital, Central Middx. Hospital and Willesden Centre for Health and Care. 91% of patients we spoke to describe the care they received as very good or excellent. A very small number of patients rated their care as fair or poor. Patients also reported issues which can be thought of as improvement objectives - the Trust has responded positively with actions.

During a recent visit it was great to see the 'Red Tray' policy in use. Red trays clearly identify which patients need support when eating, something we had previously worked with the hospital to improve. The Hospital Trust now post a 'You Said, We Did' notice on each of the wards we visit so that patients are aware that they have been listened to, and that both patients and staff are encouraged to voice their experiences.



New Ways to See a GP or Healthcare Professional

We have been hearing from residents that it takes weeks to get an appointment with a GP. Brent Clinical Commissioning Group told us that there are more ways than ever to get an appointment. We spoke with 216 people about their experiences and awareness.

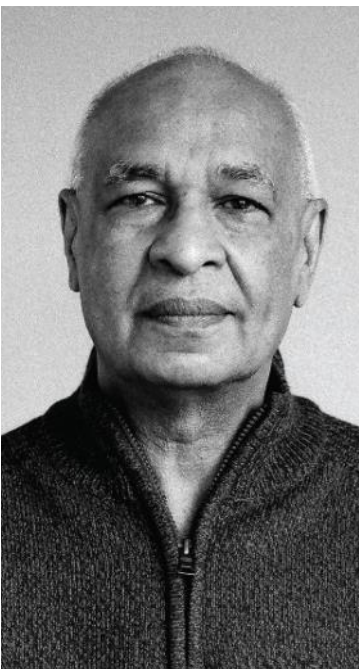
On the positive side we found that most patients were able to see a GP of their choosing and that 69% of patients found the process of booking appointments easy. There is still work still that needs to be done to raise awareness of booking appointments on-line and booking and through GP Hubs. Currently, only 25% of patients were aware of these appointments and of this system of booking.



Frailty Pathways at Northwick Park Hospital

In 2017 NHS Brent CCG set up a new service at Northwick Park Hospital. Elderly patients arriving at A&E who were identified as being at risk from frailty would be assessed by a specialised team. They would not necessarily be admitted to hospital, but often treated at home. Some family members expressed concern at this idea. We worked with Brent CCG to understand how the new service worked and we spoke to patients who used the service.

We found no overall problem with this new service, but we did report a few operational glitches to the hospital team to correct. We also learned from Brent CCG that the service greatly improved the health of patients and treated them more successfully and mostly at home. It was so successful that Brent CCG were asked to present their work to an international conference.



Prostrate Cancer

We teamed up with Orchid - Fighting Male Cancer and Brent Museums and Archives to bring you a new and exciting photographic exhibition - One in Four.

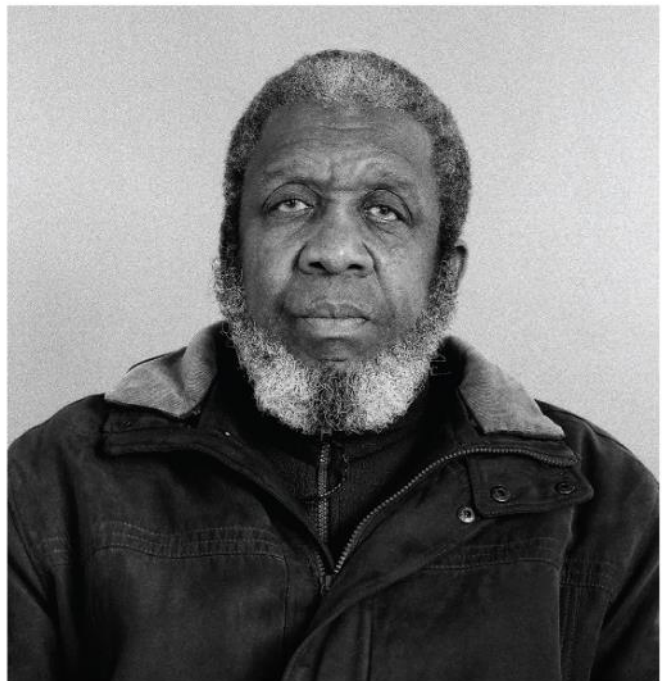
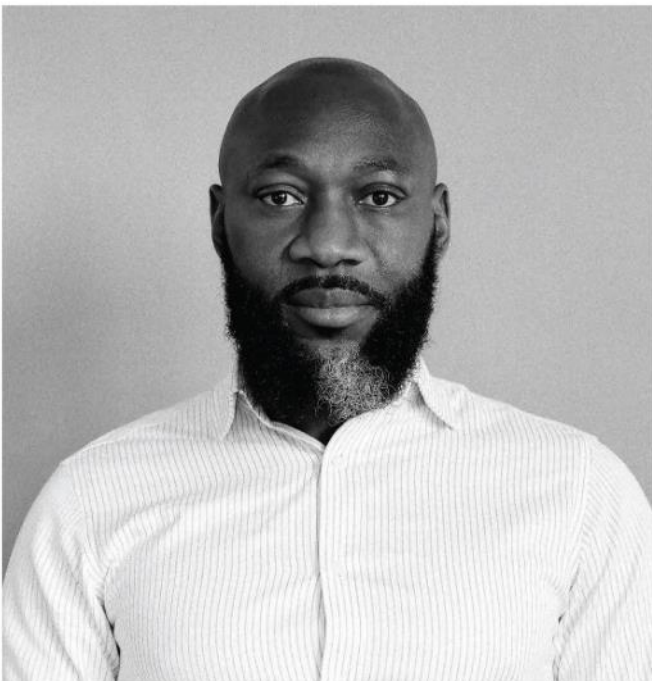
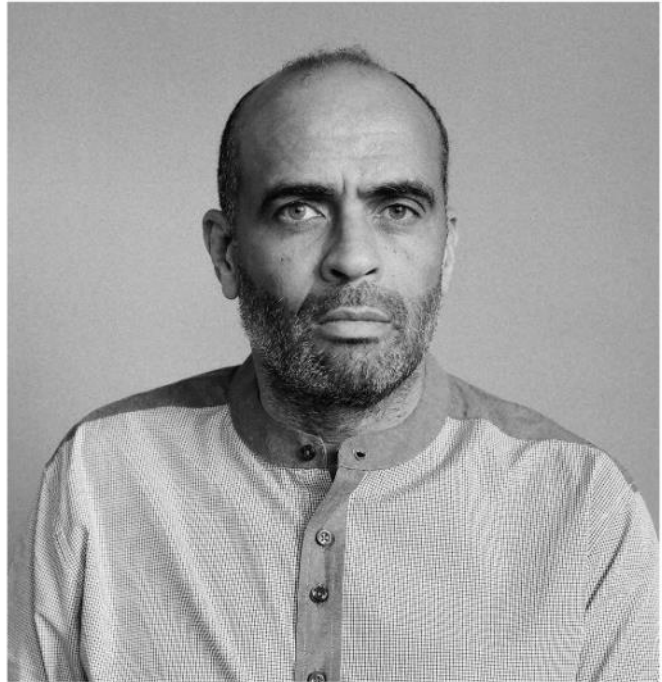
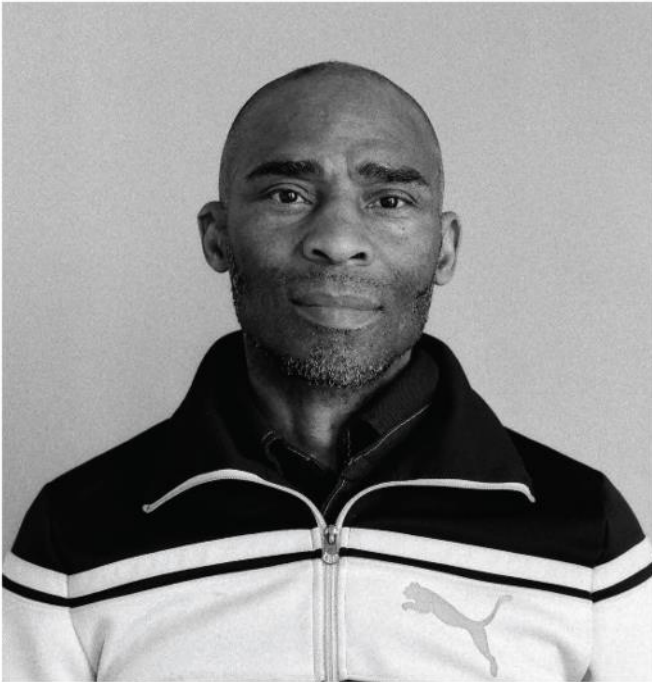
This photographic exhibition comprising of sixteen powerful and thought-provoking portraits of local black African and black Caribbean men to help raise awareness regarding ethnicity being a risk factor associated with prostate cancer. Incidences of prostate cancer are increasing every year and are predicted to be the most common form of cancer by 2030. With 1 in 4 black African and black Caribbean men being diagnosed in their lifetime, this vital exhibition demonstrates the importance and need for awareness and support within the communities.

One in Four forms part of a suite of resources and activities developed specifically by Orchid as part of the "Changing lives, engaging Black African and Black Caribbean men at risk of or with prostate cancer" programme, which is funded by the Big Lottery Fund - Reaching Communities Programme. #oneinfourblackmen

#oneinfour

One in four

a photographic exhibition



21st May - 16th August 2019
Brent Civic Centre, Exhibition Wall,
Ground Floor, Engineers Way,
Wembley HA9 0FJ

Orchid, the UK's leading male cancer charity has teamed up with HealthWatch Brent and Brent Museum and Archives to bring you 1 in 4, a photographic exhibition comprising of 16 portraits of local black African and black Caribbean men. The aim of the exhibition is to help raise awareness of prostate cancer and highlight the fact that 1 in 4 black men will be diagnosed with prostate cancer in their lifetime.

Alfred Samuels, I am #oneinfour

For the voiceless, Alfred Samuels is the voice that echoes hope, motivation and inspiration in the fight against the deadly disease of prostate cancer, a disease that disproportionately affects black men.

Currently, over 2.5 million people in the UK are living with cancer, including Alfred. He received his diagnosis of prostate cancer, stage 4, almost eight years ago. Given less than a year to live, Alfred embarked upon the early part of his journey with horrendous bouts of pain, physical limitations, mental anguish and hospitalisation.

As time progressed, Alfred decided to share his story through Healthwatch Brent, which was able to provide him with a platform to have his voice heard. He also worked with Orchid Cancer Care, which is a male cancer charity that has increased GPs awareness of the prevalence of prostate cancer in black men. Together, the three parties have collaborated to breakdown the pre-existing barriers which exist to help engage the British black community and raise awareness of prostate cancer.

“It has been an absolute pleasure and great learning curve for me working with Healthwatch Brent over the past two years. Regardless of funding restrictions they have managed to achieve their intended goal,” Alfred said.

Most recently, the group has delivered a photographic exhibition called ‘One in Four’ at Brent Civic Centre, which is centred on the black African and black Caribbean men who live, socialise and work in Brent. Alfred said the images were critical to starting a conversation around prostate cancer.

“It was not until you sit back and reflect that you see the powerful impact and message that these pieces of work bring,” he said.

Alfred will be named Ambassador of the Year at the Cancer Research UK Flame of Hope awards later this year, which pays tribute to the extraordinary achievements of volunteers across the UK. Alfred said he sees this as not only an award for him and his community, but also all other ambassadors and volunteers that relentlessly give their time in a bid to help others regardless of race or creed.

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 and sent to Brent's Liaison Officer.

We presented a report to the Brent Safeguarding Adults Board (SAB). Overall, we found that 6 care homes had reasonable awareness and practice of adult safeguarding. But some were far better than others. This promoted a great deal of discussion and resulted in two significant recommendations being taken forward:

- The Providers Concerns sub-group of the SAB were given the additional task of sharing good practice between nursing and care homes in Brent,
- and all key parties should be members of this group - NHS, Council, CQC, Healthwatch Brent, and the Police.

This group was set up in December 2018 and has already demonstrated the benefits of this partnership approach.

The Healthwatch Brent Enter & View Team also visited 6 Sheltered Housing Schemes in Brent, with the aim of gaining a better insight of the residents' experience of health and social care provided within their own home.

Both Sheltered Housing and Extra Care Housing are important community resources in supporting an ageing population, enabling older people to live independently for as long as possible. Both these types of housing schemes are different from Residential Care Homes.

We made recommendations to the care providers and shared our insights with Brent Council Adult social Care and the Care Quality Commission.



Enter and view visit

This year our Enter & View volunteers concentrated their visits on Sheltered Housing Schemes. They visited six schemes, with the aim of gaining a better insight of the residents' experience of health and social care provided within the Schemes.

The Enter & View visits aimed to cover various aspects of life in the sheltered home, such as psychological & social well-being, care planning, complaints, and staff/workforce.

The lack of a communal space in one scheme made gathering the views of the residents more difficult, however, everyone worked together to make this happen. The volunteers discovered that there was antisocial behavior occurring in the area outside the scheme which made the residents feel unsafe. They had also experienced intruders, some under the influence of drugs, gaining access to the scheme.

The Healthwatch Brent team gathered evidence of anti-social behavior and inspected the premises thoroughly so that detailed evidence could be presented to the Housing Officer later in the day.

After a meeting with the housing officer a series of changes were agreed, including:

- Operational CCTV approved with remote monitoring, which also helped to address a fly tipping concern
- Doorways monitored, and any suspicious activity reported to the police
- Security lights to be installed and the addition of security gates will be explored.

All residents we spoke to were concerned about safety. Our Enter and View volunteers were able to contribute to multi-agency working to resolve issues affecting the residents. Because of our visit, the lives of residents of the Sheltered Housing scheme has been dramatically improved. They now feel safer and have more confidence in reporting issues to the Housing Association and the Police.

Our volunteers

Our volunteers are at the heart of what we do. They are out in the community everyday listening to people to find out if health and care is working for them.

Our volunteers support us in many different ways. From speaking to local people to find out what they think about health and care, to using these views to influence those who run services. Volunteers play an important role at Healthwatch.

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

Their enthusiasm, passion and commitment 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.



Social media

@HWBrent 1 Apr 2018 It's our birthday today - we are 5 years old! We wanted to thank you for your work to help improve #health and #socialcare in our #community#HappyBirthdayHealthwatch #Brent

Healthwatch Brent Retweeted @BrentCCG 19 Jul 2018 The NHS in North West London is delighted to offer parents and carers their free full colour guide to "Your child's health". Download here ow.ly/e7SH3011jTI

@HWBrent 5 Jul 2018 Happy 70th birthday #NHS! Find out more about the NHS at 70, take the quiz or get involved: bit.ly/2MS6v51 #NHS70 #health #Brent



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	£1,000
<hr/>	
Total Income	£150,110

Expenditure

Office costs	£26,214
Staff costs	£113,780
Direct delivery costs	£10,116
<hr/>	
Total Expenditure	£150,110

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: Chris Cormie, Martin Edobor, Adam Goldstein, Anita Harris, Antony Jacobson, Michael Lassman, Jyoti Shah and Tony Vardy.



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

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