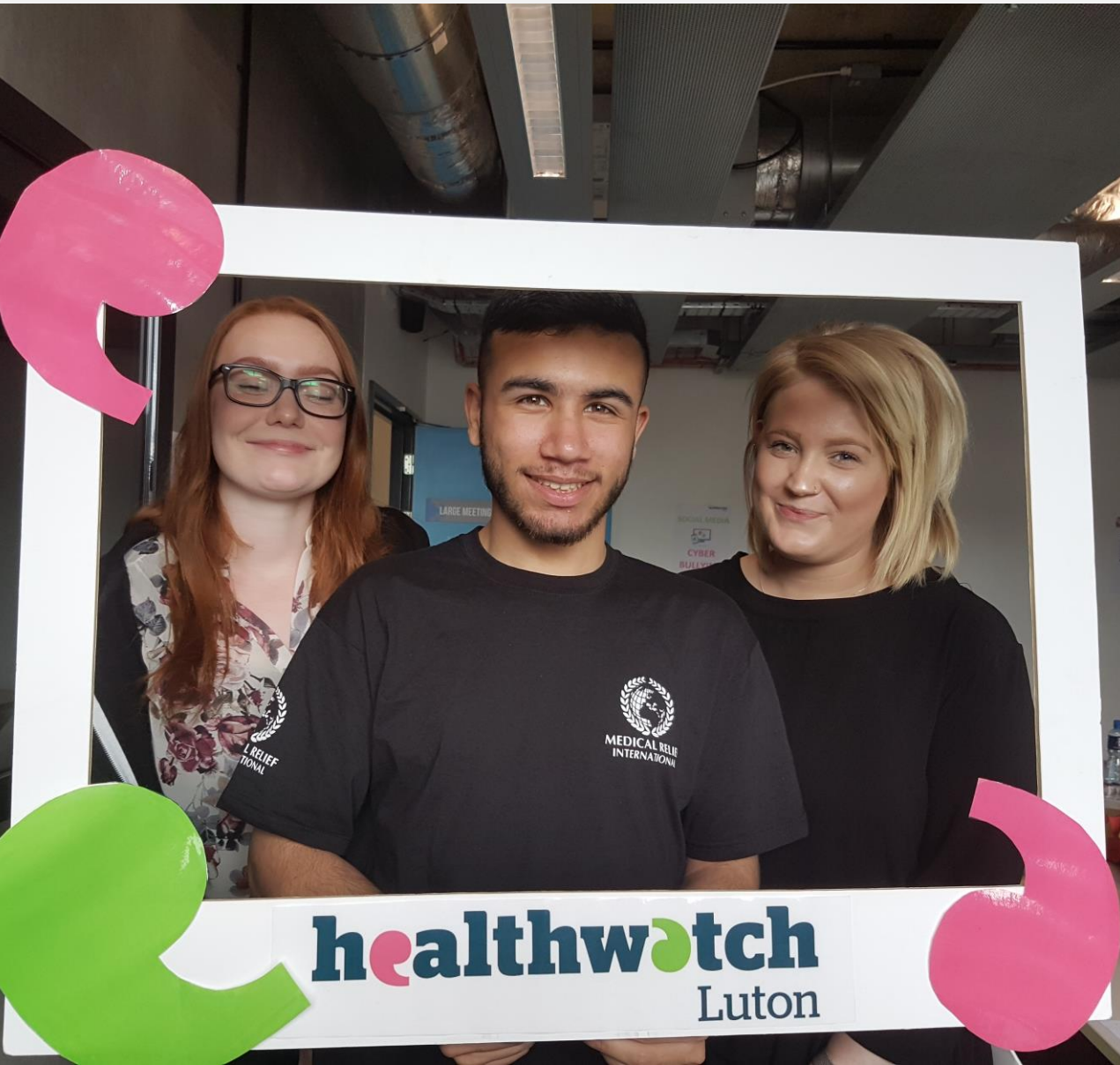


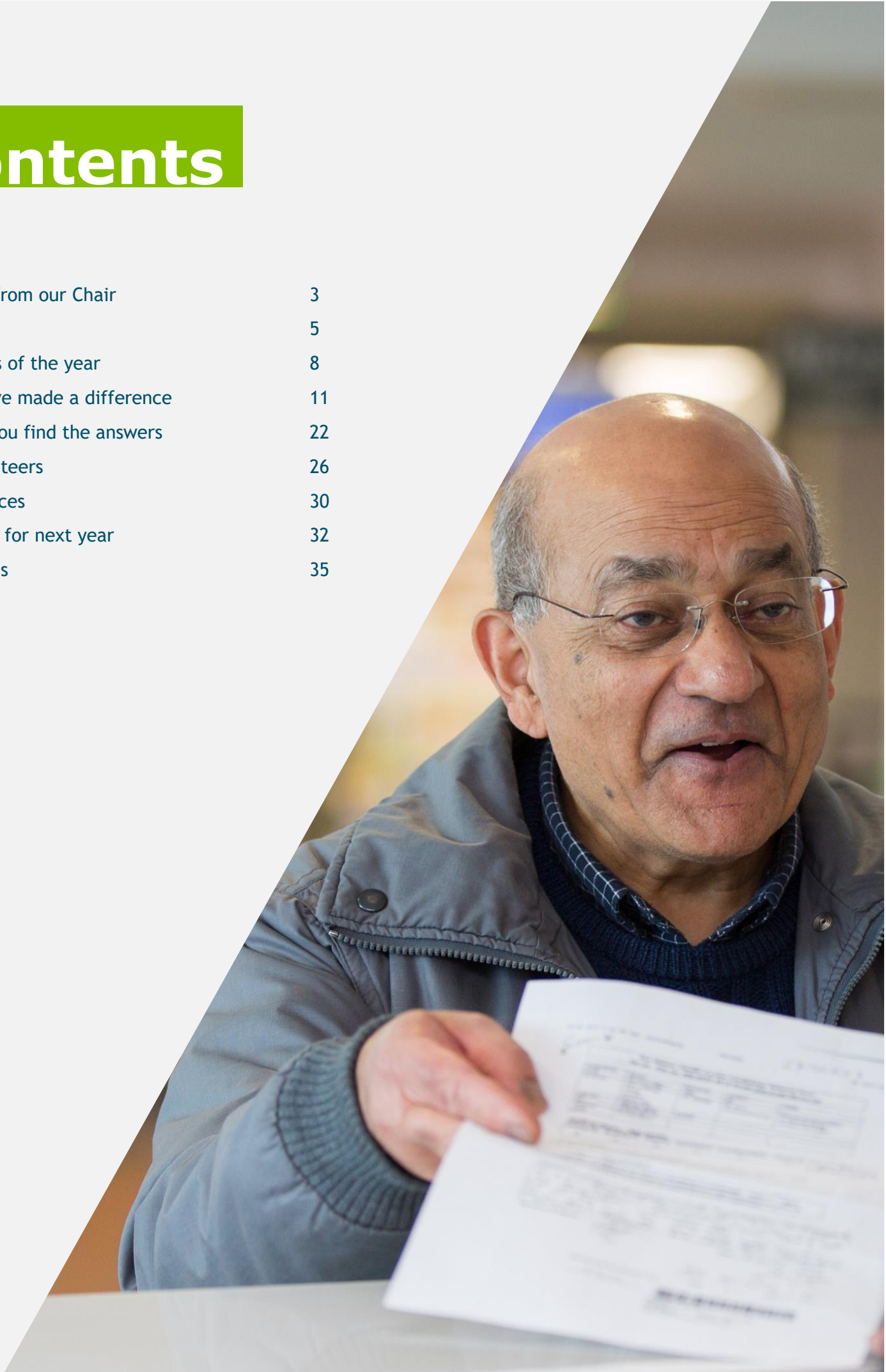
Have Your Say

Annual Report 2018-19



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Message from our Chair:

Phil Turner, Chair

This year has been our first operating as a fully independent body in our own right. This has led to some challenges which we have faced head on and overcome. Probably our most difficult area has been recruiting and retaining staff to meet the needs of the organisation. Having said that, the existing staff and volunteers have been outstanding in their dedication and commitment to continuing the work of Healthwatch Luton.

I would like to express here my thanks and acknowledgment of the involvement and huge contribution that Norris Bullock, our Board Director, made with his work to Healthwatch Luton. Norris sadly passed away in February 2019 and will be sorely missed by us all here at Healthwatch Luton and I am sure the wider community.

My thanks also goes to Jean Forrest who stood down from the Board earlier this year. Jean's eye for detail and questioning nature will be sorely missed also.

As we know, there are huge changes underway in



the NHS and we are all working tirelessly to do our part in ensuring that these changes are for the benefit of the community at large. These changes do, of course, bring their challenges.



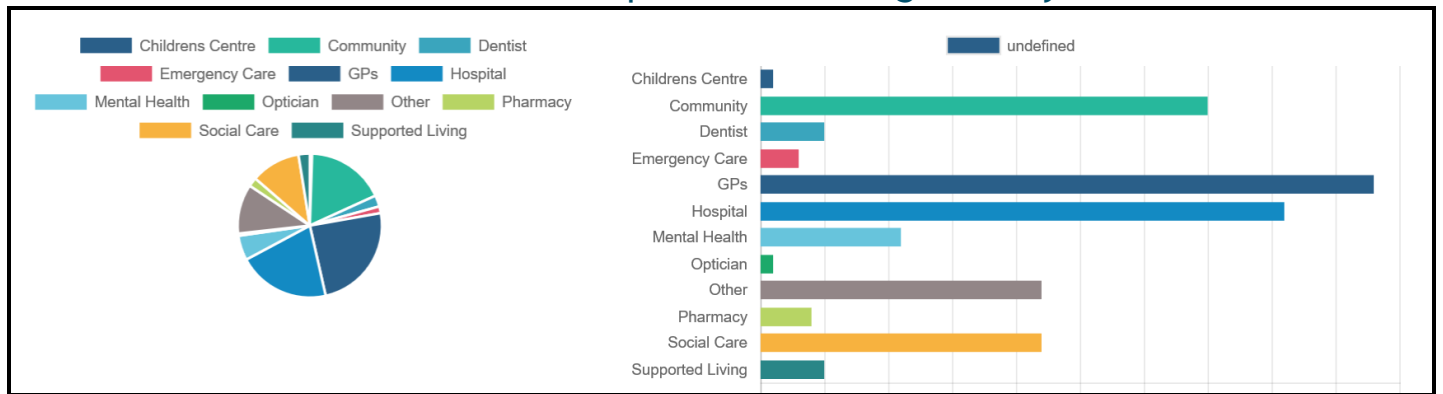
Making changes in such a large and fragmented organization as the NHS will always be a challenge, but we have been representing the views of the Luton population so that wherever possible, their needs are met. Prevention and treating people at home is a big focus, and I feel confident that this will bring greater benefits to all.

We continue to engage with the public to canvas their views and opinions regarding Health and Social Care delivery. Currently we are assisting Healthwatch England carry out surveys and focus groups on the recently released Long Term Plan for the NHS. I am encouraged that a lot of the content of the plan does reflect what is happening currently and planned in Luton. Luton Borough Council and Luton Clinical Commissioning group are very much aligned and ahead of the game in a number of areas in delivering a lot of the Long-Term Strategy.

Healthwatch Luton is a small team of staff and volunteers which gets through a great deal of activity, ensuring that the opinions and experience of people of Luton are heard. We are always looking to take on more volunteers to help with this valuable work. If you feel that you are able to contribute, then please get in contact with us. We now look forward to the year ahead and continue our engagement with the public and influencing those who deliver services. I feel confident, with your feedback, we can make a difference.

Changes you want to see in Luton

Last year we were in touch with nearly 6000 people. We heard from over 1000 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



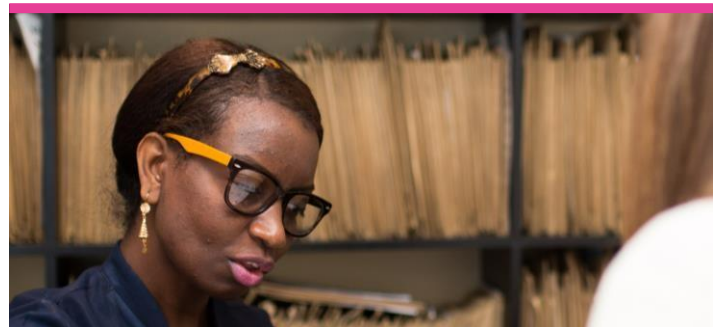
+ Make it easier to see a health professional



+ Healthcare professionals should have a positive attitude and be empathetic



+ Staff should take the time to speak to people about what to expect next



+ Services should provide information so that people can make informed decisions about their care.



About us

“It was so great to have an independent organisation like Healthwatch to provide me information, support and guidance when I needed it most.”

Attendee, Young Person’s Event 2019

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.



Statutory Activities of a local Healthwatch



Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known



Enabling local people to monitor the standard of provision of local care services and whether and how local care services could or ought to be improved



Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services



Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services, and shared with Healthwatch England



Provide signposting, information and advice about access to local care services, so choices can be made about the local care services



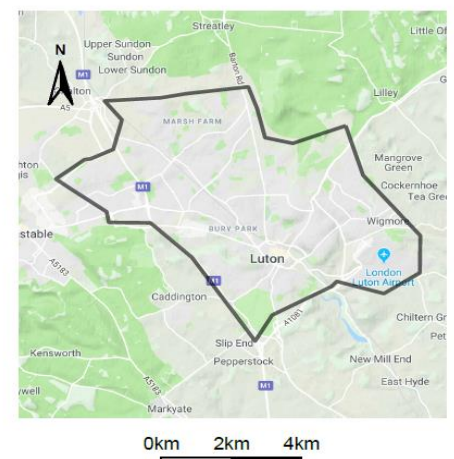
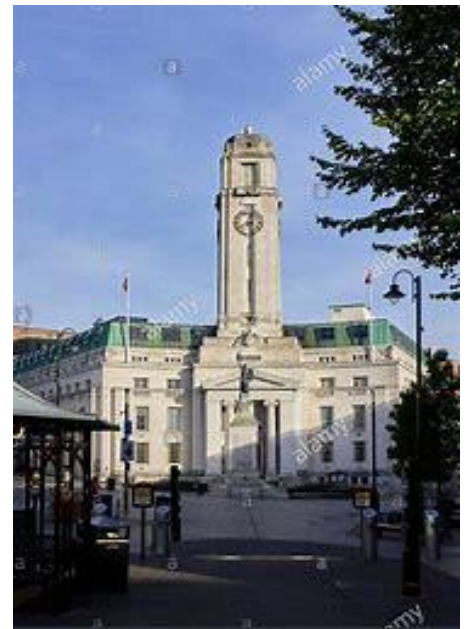
Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England and the CQC



Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews or investigations (or, where circumstances justify doing so, making such recommendations directly to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues



Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively



Our Town: Luton

The 2011 census measured the population of Luton to be 203,200, of which 101,990 are male and 101,300 are female.

The health of people in Luton is generally worse than the England average. Luton is one of the 20% most deprived districts/unitary authorities in England and around 19% of children live in low income families. Life expectancy for both men and women is lower than the national average.

The latest demographic data shows how Luton's population is changing.

A combination of high birth rate, high migration, including inflows from other areas of the UK, has led to a rapid increase and change in population over a very short period.

Luton has a younger population than that of the UK as whole. The under-16 age groups accounts for 24% of the total Luton population compared with 19% nationally.

Our town is ethnically diverse, in fact it meets the criteria to be described as 'superdiverse' with approximately 55% of the population from Black, Asian and Minority Ethnic (BAME) origin.

Our Purpose



To find out what matters to you and to help make sure your views shape the support you need.

Our approach



People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.

People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

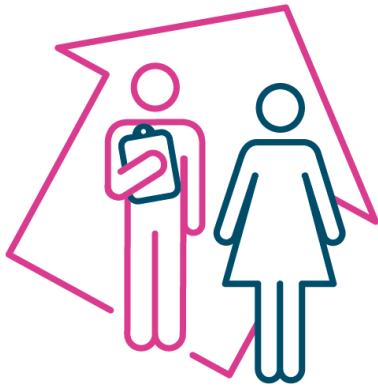
Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



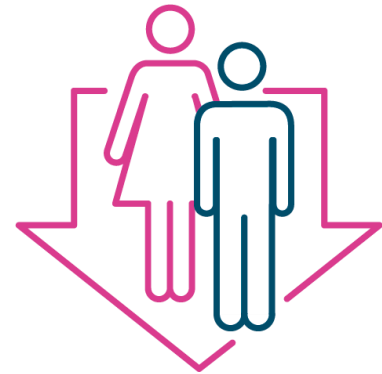


Highlights from our year

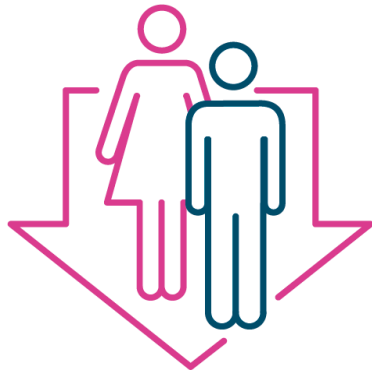
Find out about our resources and the way we have supported nearly 6000 people in Luton in 2018-2019



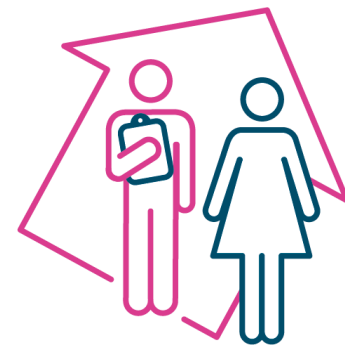
1056 people shared their health and care story, nearly 6000 engaged.



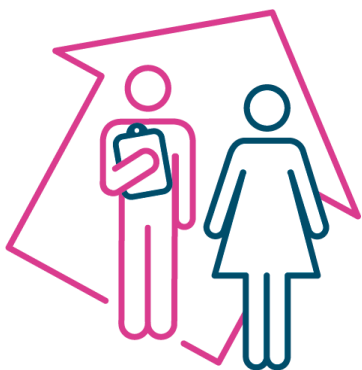
We have 8 volunteers helping to carry out our work. In total they gave us 35 days on average each.



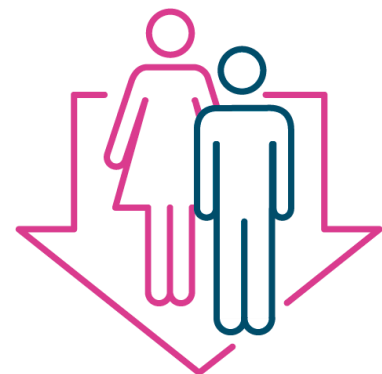
636 people accessed Healthwatch advice and information online or contacted us with questions about local support, 267 were hard to reach groups.



You gave feedback on 68 local services, and We targeted engaged with over 200 seldom Heard people in the Luton community.



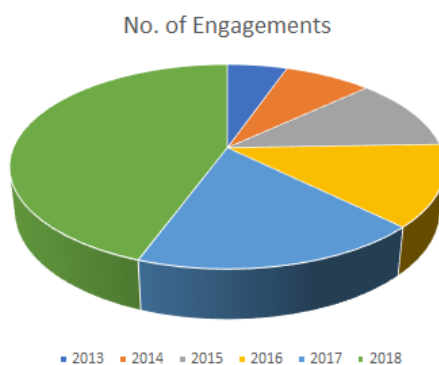
Our recommendations for improvements were adopted by many services to make things better in our community.



Over 2000 people engage with us through our website and social media.

Highlights from 2018

In 2018, Healthwatch Luton engaged with more Luton residents than ever before. Using online and offline media and communication tools, we have been able to reach a diverse range of the Luton population and gathered their experiences to inform providers.



In 2018, over 1000 told their personal stories directly to our staff or volunteers, sharing insight both positively and negatively, allowing us to inform providers of their service provision.

Our website and our feedback center online, with our social media campaigns kept over 2000 people engaged online alone. We have developed our Facebook campaigns and have created in early 2019 our Instagram page - and hope for our online presence to increase in 2019.

We conducted an internal review of our GDPR processes by an independent reviewer and are GDPR compliant. A full internal HR review will take place 2019.

We completed our Young Person's Event in Luton, the first ever of its kind, and spoke in total over the last few years to nearly 500 young people on their experiences of health and care. Our full report can be found on our website, and further details can be found on page 15 of this report.



On 1st April 2018 Healthwatch Luton became an independent organisation (from being a hosted Healthwatch). We have employed a further 4 members of staff and have been able to manage our own funds, providing us with a surplus financially for the first time in 6 years. More details can be found at Companies House or on page 31 of this report.

We have reviewed nearly 100 local providers and given feedback in quarterly reports on experiences of people in Luton. We have completed nearly seven reports on health and care services, all of which can be found on our website, including our Enter and View reports, Summary Finding reports on GP Hub Analysis in Luton, Summary Finding on Roma and Travelers in Luton, Young Person's report and various provider feedback. We send these reports to Healthwatch England, local system leaders, commissioners and providers as well as the CQC to be informed on what people are saying.



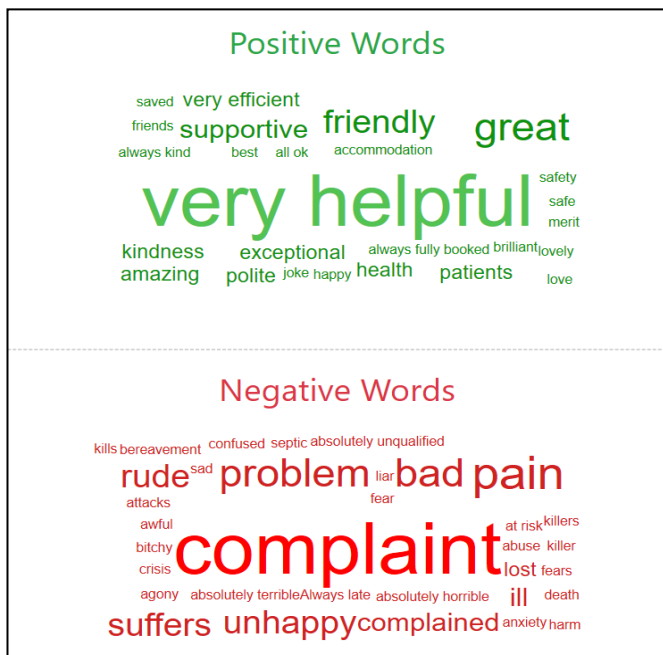
**How we've made
a difference**

What did Healthwatch Luton do in 2018



We listened to you

Throughout 2018 we spoke with a vast range of people about their experiences of health and care in Luton. We continue to speak to and engage with more and more people each year and are having a louder voice and more impact than ever before.



Our focus this year, along with last, has been to target engage with local community groups, ensuring we capture the hard to reach and seldom heard voices within Luton. We have paid particular focus to young people over the last few years and in 2018 finished this work programme and focused more on mental health and learning disabilities.

We have gathered both positive and negative views over the year, and feel it is important the providers and commissioners understand what is working well, against what could be improved from the patient point of view.

We know GP access is the largest feedback we receive, from nearly all people in Luton - and we are working hard with the Luton Clinical Commissioning Group to understand this, support communication around this, and support patients in finding alternative routes for access to care. When the services work well, and with the patient, the services can provide exceptional, valuable and supportive care. We sent reports to and made recommendations to nearly 70 providers of health and care this year and have reviewed this by following up on our recommendations.



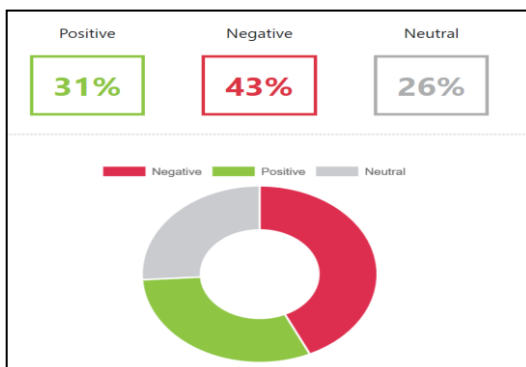
Overview of people's views in Luton 2018

| | | | | |
|------------------------------------|-----|------------|------------|------------|
| Treatment and care | 145 | 38% | 57% | 5% |
| Access to services | 107 | 11% | 85% | 4% |
| Staff | 106 | 47% | 51% | 2% |
| Administration | 38 | 8% | 82% | 11% |
| Communication | 20 | 20% | 80% | 0% |
| Facilities and surroundings | 14 | 36% | 64% | 0% |
| Making a complaint | 14 | 0% | 71% | 29% |
| Medication | 13 | 23% | 77% | 0% |
| Safety/Safeguarding/Abuse | 12 | 0% | 83% | 17% |
| Home support | 11 | 0% | 82% | 18% |

Most people in Luton who engaged with us told us that **treatment and care** and **access to services** were the most important areas of concern to them.

Staffing was highlighted under **lack of staffing** or **staffing attitudes** which were rated highly negatively on how people experienced care in Luton, and **administration and communication** were also rated fairly highly (negatively).

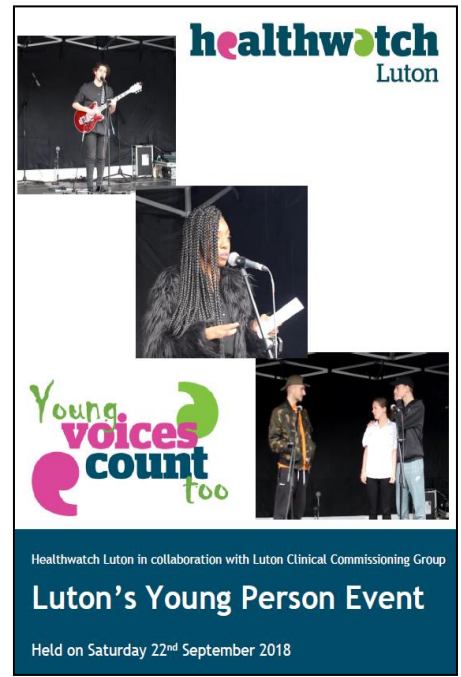
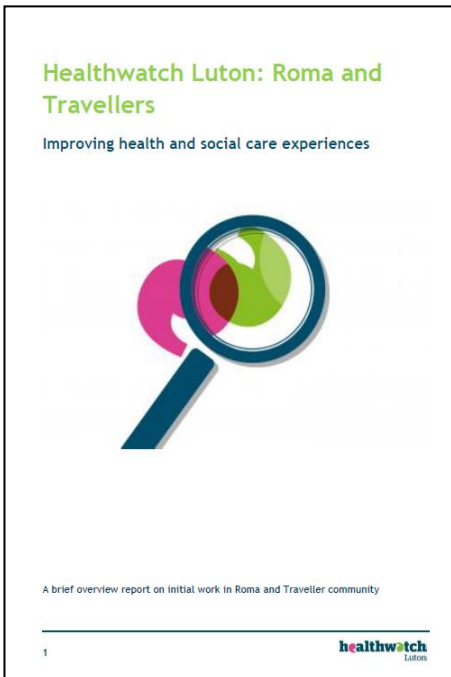
We ensure providers are informed on a quarterly basis of what people are saying and experiencing of their services, to ensure providers can improve and amend their service provision, according to how people in Luton view and experience their services.



Overall in 2018 we received more negative feedback on health and care services than positive feedback, but with our neutral weighting (neither more weighted as positive than negative), the general feedback is less negative than the year before.

We are assessing why this is and can report on the overall findings in 2019.

Other work we did in Luton in 2018

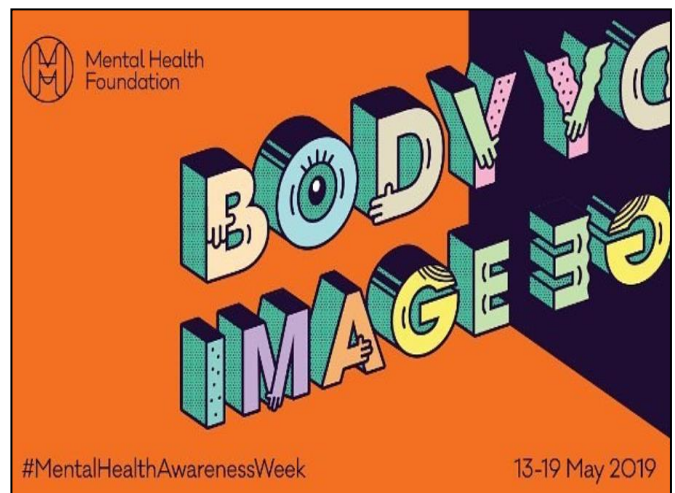


Healthwatch Luton provide all service providers and commissioners with updated reports on a quarterly basis on our findings from speaking with people. We have turned some of these summary reports into a series of Summary Findings - to which we publish on our website.

We investigated Roma and Traveler experiences of health and care in Luton, and we also supported the Healthwatch network in engagement with residents on the Long-Term Plan for NHS England. This full report will be out in June 2019.

We also completed our Youth Forums in Luton's first ever Young Person's event (more details further in this report under Case 1). We took part in carnival and we supported the network in creating a Regional Conference where our volunteers and staff were able to share best practice and receive network training on various topics.

We also took part in many local events such as #MentalHealthAwarenessWeek.



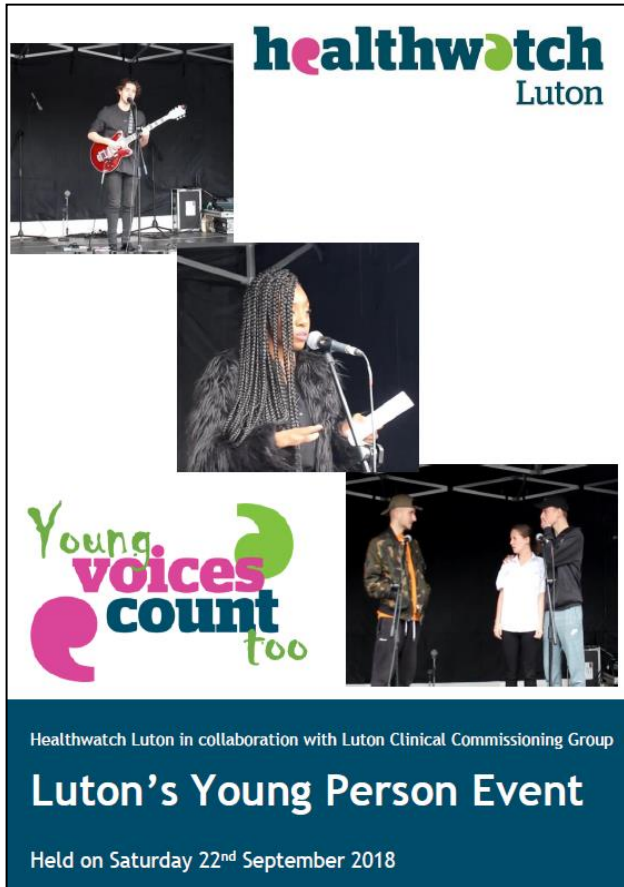
Changes made to your community in Luton:

Case 1: Luton's First Young Person's Event



Healthwatch Luton, in co-production with the Luton Clinical Commissioning Group, with funding from NHS England, ran Luton's first ever **Young Person's Event**, where over 100 young people had access to over 30 local health and care providers.





Luton's first ever **Young Person's Event** was a culmination of two years work with young people in Luton. Healthwatch Luton had spoken to over 400 young people (11-24) on their experiences of health and care over two years. With support from local young people's groups and spaces (TOKKO) and colleges (Barnfield and Sixth Form) we were able to gather young people's feedback on health and care services.

We asked young people what they wanted more than anything with regards to health and care in Luton, and overwhelmingly people wanted an event they could attend and access health and care information, but without it looking like a conference or health event.

We worked in partnership with our local Clinical Commissioning group, who also wanted to provide access to services to young people, and we built a network of

relationships with local providers and voluntary and statutory services. Using young people in our design of the event, we created a young person's event where health and care providers came to the center of Luton town, under one roof, to provide information to young people on their health and care needs.

On the (very rainy) day, over 100 young people spoke to nearly 30 providers, answering surveys on health and care and safeguarding, and information and support being provided relevant to young people.

Most of them who attended did not know what health and care services were already available in Luton for them. A full report can be found on our website.

In order to appeal to young people, we asked local youth groups to provide entertainment on the day. We promoted the event as a Young Person's Event with local youth drama groups performing, young Luton musicians provided music and entertainment as well as a budding young poet who read her works. Along with this we had entertainment from local artists and





Laughter Therapy through Yoga among others. Our aim was to ensure young people felt they could get information and advice without feeling like they were at a health care event, and from our feedback we felt this was achieved.

Overall, young people in Luton told us that they did not know enough about what was available to them, nor did they know how to access certain care. In our full report we created recommendations we took to our Health and Wellbeing Board and all partners involved in the event, with recommendations on how to improve health and care for young people in Luton.



“Thanks to Healthwatch Luton, I know now where to go for support and information” (Attendee)

Our recommendations included:

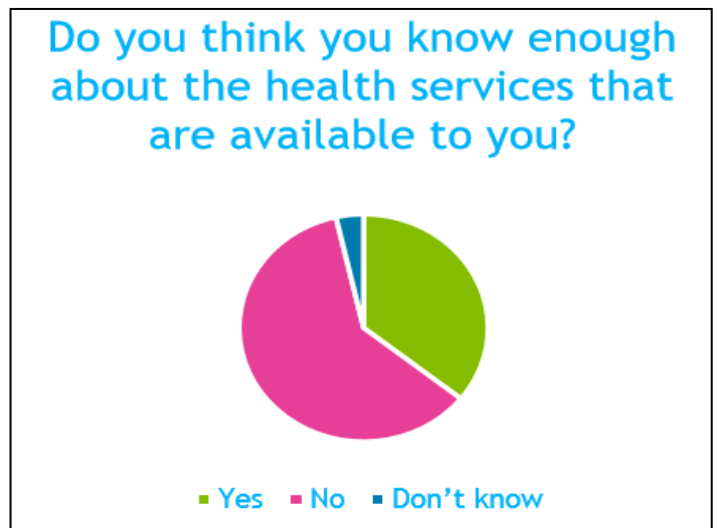
- + Providing information and advice on platforms relevant to young people in Luton
- + Providing support to young people in Luton particularly around linking education and health information
- + Reviewing the current dialogue with young people on their health and care needs and letting them understand their rights regarding their care.

Our impact of this large-scale event was mainly to provide health and care providers an opportunity to meet with young people, and for young people to access providers without looking like they were accessing providers. We had hoped to make the event sustainable and would look at running this event again in Luton for people to access health and care.

Our evaluation found that after the event, nearly 100% of those who attended felt like they knew more regarding health and care in Luton. Over 97% of the providers would attend a further event run by Healthwatch Luton like this one, and over 85% felt they had learned something they did not know before they attended.

Of the young people who attended, 98% said they would like another event like this to be held in Luton, and nearly 100% said they were glad they attended. We hoped to increase our presence and brand within Luton, and over 97% of providers felt they knew about Healthwatch and over 98% of those who attended said they knew more about Healthwatch. We understand from our local authority that since our report and event, more young people are being asked to join service user groups and young people have told us they feel more engaged. We have a short summary video made for free by a community film maker:

<https://www.youtube.com/watch?v=YrZhTe1-7bg>



Case 2: Hospital care in Luton



“I just didn’t want to make a fuss or a complaint, particularly when I was there (inpatient). And then afterward you are just grateful you are home again.”

(Hospital service-user)

The Luton and Dunstable University Hospital Foundation Trust sits on Dunstable Road in Luton. It serves over 400,000 outpatients and around 100,000 inpatients per year from residents within Luton, and across Bedfordshire (and beyond).

It was rated ‘Good’ by the CQC in 2016 with some areas requiring improvement (around safety and care) and some areas rated as outstanding (such as well-led and responsiveness).

Healthwatch Luton began in 2017 and continued in 2018 to receive an increase in feedback, mainly from our targeted engagement, from seldom heard and hard to reach groups on their experiences of the hospital. In 2017, the main feedback was negatively placed on treatment and care, and access to services, which during our work with young people, resonated with other service provision for young people in Luton (see Young Person’s Event report)

In 2018, the themes of feedback around the hospital began to be highlighted more on diagnosis and assessment, as well as facilities and surroundings, and more





recently around making a complaint and administration.

Healthwatch Luton send our feedback to the quality teams at the hospital on a quarterly basis, as well as liaise regularly with the patient teams, but we felt certain feedback, particularly around patient falls and deaths at the hospital needed further understanding.

In 2018 we ran three Enter and Views at the hospital, focusing on wards which we had received the most feedback on, and in early 2019 we reviewed those Enter and Views to follow up on our recommendations. Our main recommendations were:

- Reviewing Baywatch (scheme)
- Provide more activities to patients

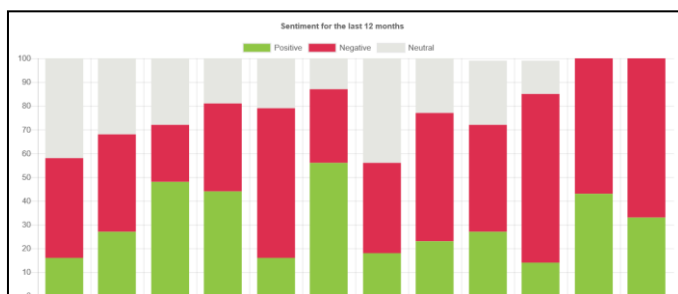
- Review communications and literature
- Review décor of wards

It was positive to see our recommendations had been taken forward and implemented on the wards we had viewed, and we are working with the hospital on looking at further viewings later this year.

The Luton Clinical Commissioning Group have also invited us to join their Quality Audits at the hospital on a quarterly basis, and we are looking at creating a ‘patient’ aspect to their quality checks going forward.

There have been some changes to some of the services provided within the wards and improvements made directly from our recommendations on the ward visits. You can view these on our Enter and View reports and our impact on our website.

The Luton and Dunstable is a wonderful and open hospital, who have helped develop a relationship with Healthwatch that shows how patient voice can support improvement in care, and we are delighted to be able to work alongside them in supporting these improvements, going in to 2019.



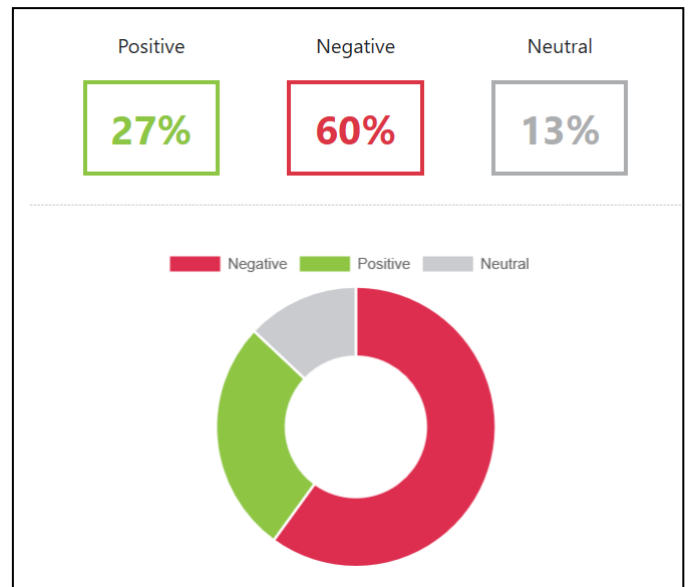
Case 3: Vulnerable Adults in Luton - Mental Health support

Mental Health affects 1 in 4 people in the UK, and Luton are making great strides in supporting and focusing on mental health for all Luton residents.

ELFT (East London Foundation Trust) provide the main mental health service in Luton (and across Bedfordshire) and work closely with Healthwatch in receiving and acting upon our feedback to them on their service.

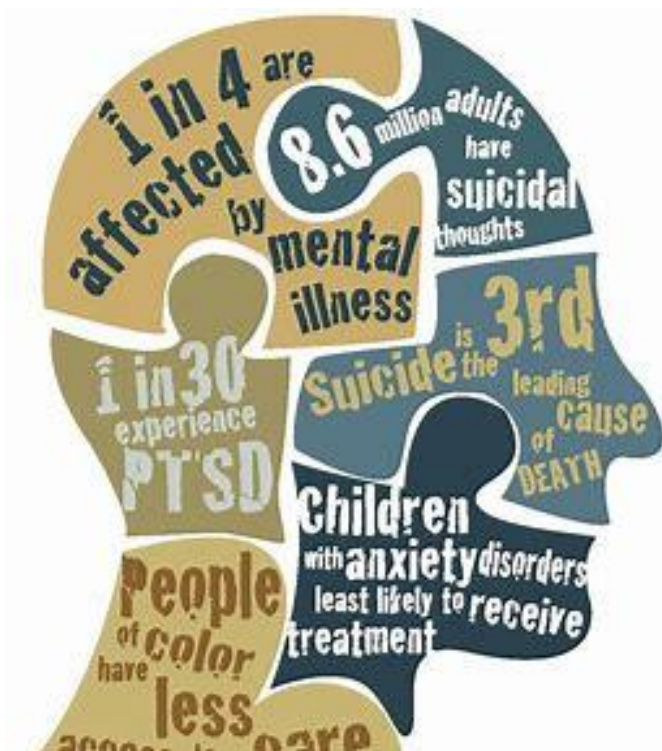
We meet quarterly with the head of ELFT and various services within the organisation and provide ongoing feedback to triangulate with their PALS and patient services.

In 2018, mental health feedback was one of the largest feedbacks we received, and mainly negative.



In particular, Healthwatch Luton were approached by a vulnerable adult who was struggling to access any services, was struggling with housing, physical ailments and psychological problems. Healthwatch Luton took various steps throughout 2018 to support this adult and are still supporting them now.

Throughout the year we have managed to take various steps to support them, including but not limited to pulling a professionals meeting together, escalating to Healthwatch England, and scrutinising service delivery during their journey of care. We will be writing a full report this year on the process of this journey and have since been informed of around five other vulnerable adults struggling to find support locally.



“I don’t think anyone believes me. No one seems to listen to me. But at least you are listening. I don’t know what you will be able to do, but at least you are listening.”
(Mental Health patient).

Once we feel this vulnerable adult has been supported to a point, they no longer need our intervention, our report will be sent to Healthwatch England and the local providers to discuss in more detail. We are currently working locally on this issue and feel we cannot fully report yet on the outcomes and impact of this patient's journey.

Throughout the year we have worked on mental health as a focus, using the Young Person's Event to bring providers to our event for young people and informing them of where they can go for care.

We support the Luton Clinical Commissioning Groups 'Reimagining Mental Health' work, where alongside the Innovation Unit, Luton and its providers are devising ways in which to improve care for mental health patients.

We have also spent 2018 'viewing' all the inpatient wards at the hospital supporting patients with mental health. Our aim for this was to research our project for 2019, understanding the settings and environment more whilst assessing patient care. Our full project for mental health is now underway - and we are planning on running further focus groups within the inpatient setting, as well as potential Enter and Views later this year. We are doing this with ELFT's support to improve care to patients, and ELFT have been supportive in allowing us access to these areas.



As part of our Long-Term Plan engagement, we also ran a focus group for people affected by mental health. Speaking to people around their experiences of mental health support has highlighted some areas we are hoping to focus on in 2019 and will look at addressing throughout the year. We have also begun a 'Services Survey' off the back of this work to garner more information on what people need support on the most.

The main areas of concern for people are:

- Treatment and care
- Gaining access to services
- Medication and continuity of care

We feel Luton are doing a lot to support people with mental health, however, our feedback still shows that people in Luton are mainly unaware of services, or do not know how to access services. This is something we are highlighting to providers and commissioners and will focus on more in 2019.



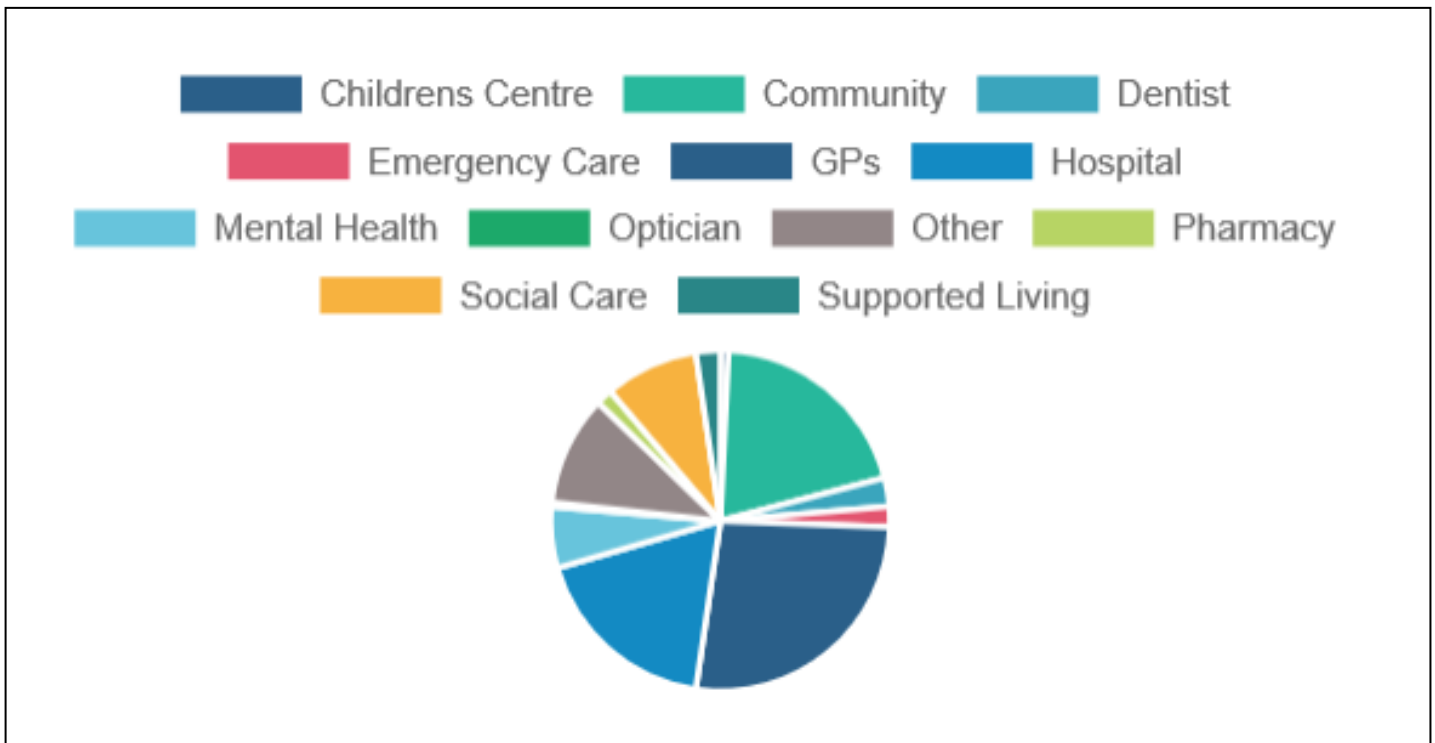
“It's not so bad. I do feel like they ask for my opinion and I do feel like giving it does make a difference.”
(Mental Health patient).



**Helping you find
the answers**

What do people want to know in Luton?

How do we provide people with information and advice



Healthwatch Luton pride themselves on gathering a vast range of feedback from a vast range of engagements across Luton. People don't always know where to go to get the help they need to make decisions about their own care. Healthwatch Luton play a large role in supporting, signposting and providing information and support to people so people know how to and where to access their health and care in Luton.

On average, we engage with people online and offline around 150 times per month, and for a team of 3-5 in 2018, this was no mean feat.

Our top 4 feedbacks for the last year are:

- GP access
- Mental Health treatment and care
- Hospital Diagnosis and assessment
- Social Care referrals and assessments

“It is hard enough when you are well to navigate around this system. But when you are poorly, and don't have the energy, it is so hard to know what to do. Thank you for being there when I need you Healthwatch Luton”
(Luton resident)

Healthwatch Luton meet with providers quarterly, along with the CQC and informing Healthwatch England of our feedback and findings and try to support recommendations that improve care locally.

In 2018, people also wanted more information and advice on pharmacy (positive), opticians (positive) and emergency care (positive).

Example story: Where do I get travel vaccines?



What did people ask?

Healthwatch Luton were contacted by a resident who could no longer get travel vaccines from his local GP surgery. He had been at the surgery for over 10 years and had always had his vaccines done there. He was travelling in a few days' time and was unsure where else to go.

What did we do?

Healthwatch Luton signposted the gentleman to where he could receive vaccines quickly and locally. We then contacted the GP surgery to enquire about vaccines. The surgery website stated it offered the service, and the CCG confirmed their contract outlined they offered the service.

What difference did it make?

The local surgery was changing their contract agreements and would be ceasing to provide the service. They changed their communications and continued to offer services until their contract arrangements changed. The local CCG reminded them of their contractual agreements, and Healthwatch Luton reviewed with the patient and the patient was able to have his vaccines at the surgery.

Example story: Signposting for Advocacy



What did people ask?

Healthwatch Luton were contacted by a gentleman who needed advocacy support to attend a GP meeting. He had been sadly mis-diagnosed with cancer and had asked to meet with the senior GP partner and his GP to discuss how the process had gone so wrong for him.

What did we do?

We signposted the man to Powher, the local advocacy service, and had them attend a meeting with his GP the following week. We invited him to a cancer forum we were running, and we have asked him to share his story wider so providers can hear first-hand on how to improve care for prevention of terminal cancer.

What difference did it make?

The gentleman had support for his meeting and got the outcome he aimed for. He also attended and contributed to the Long-Term Plan for BLMK on his cancer experience. We are also in the process of developing a cancer forum for him to run.

Look out for Andrew's story on our website (coming soon) and within our BLMK Long Term Plan report (due July).

What else?

Collaboration cross -border

What does Joint Working Group mean?

Healthwatch Luton are independent but work in collaboration with Healthwatch Central Bedfordshire. We organise a Joint Working Group which oversee both Healthwatch workplans, and acts as a forum for joined up, cross-border work and better sharing of good practice.

What difference did it make?

In 2018, Healthwatch Luton and Central Bedfordshire worked on a few joint projects such as:

- [Review of the 111 Service \(report\)](#)
- [Enter and View of L&D Hospital \(report\)](#)
- [Enter and View training](#)
- [Cross-border signposting](#)

We hope to develop this cross-border plan in 2019 to include further work across the two Healthwatch so that residents who access services across the two areas have a consistent and joined up response to services and care.

What else?

National View



What did we do?

Healthwatch Luton took part in the national engagement on the NHS Long Term Plan, which all local Healthwatch were asked to undertake. We spoke to just under 200 people through a survey on their health and care and spoke to over 50 through 3 forums on cancer, mental health and general health and care in Luton.

What difference did it make?

The full BLMK Healthwatch report will feed into the BLMK plans and the local plans on how care and support are provided locally. People's voices and experiences will directly feed into how services are provided in Luton. A copy of the report will be available on our website from July.



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support get in touch. Don't struggle alone. Healthwatch is here for you.

www.healthwatchluton.co.uk

t: 01582 817 060

e: info@healthwatchluton.co.uk



Our volunteers



How do our volunteers help us?

Healthwatch Luton have a small dedicated team of volunteer Champions, who help us carry out all of our Healthwatch functions and activities.

Our volunteers are our largest asset and greatest stakeholder, supporting us through engagements, gathering feedback, representing us at meetings and challenging services for improvement.

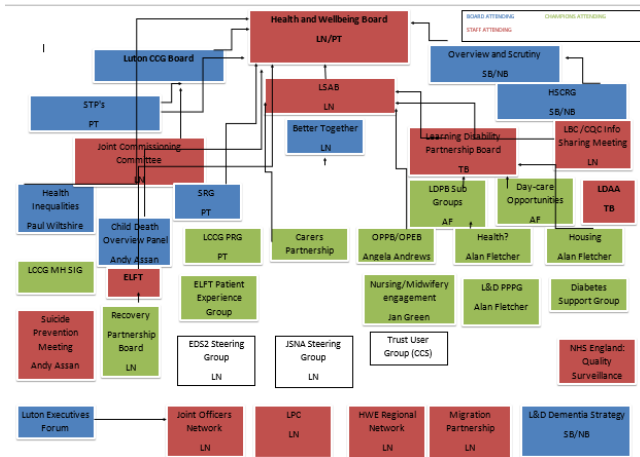
Providing Healthwatch Luton on average with around 300 hours per year of support, our small team of Champions and Board Directors support our strategic workplan, our vision and mission, and represent the views of many out in the Luton community.

“On retirement I wished to keep active in the community. My special interest is in learning disabilities in which I attend various meetings around Luton. My wish is to recruit more volunteers and mentor them so that the excellent work we have done will carry on when I am unable.”
(Alan Fletcher, Champion)

In 2018, our volunteers helped us with various roles such as:

- Recruitment of staff
- Event management and representation
- Meeting representation
- Enter and View
- Surveys and targeted engagement

Meetings and Representation



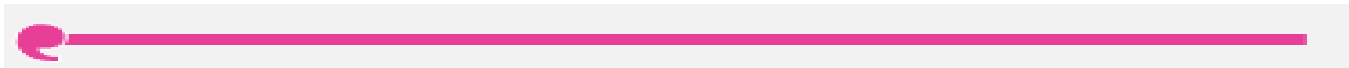
One of the areas our volunteers, both Board Directors and Champions, do for Healthwatch Luton more than anything else is represent us at meetings.

In 2018, our volunteers supported us in attending and being represented at over 50

local health and care meetings, groups, Boards and events. Most of our volunteers have been with us since inception in 2013 (and before!) and we have managed to collect and retain a few more recent gems.

Our volunteers are entirely dedicated to the mission of Healthwatch Luton - to improve health and care for people in Luton.

Their representation at meetings provides community insight into concerns being raised by the Luton public, being a critical friend to service provision, and supporting communications around health and care in Luton. They also feedback to Healthwatch Luton on the vast range of services being offered and how they are being run, which provides us with important intelligence across Luton.



Targeted Engagement: Out in the Community

One of the areas we pride ourselves on here at Luton is being able to make connections, build relationships and gather solid feedback from a vast range of the community which actually represents the voice of Luton.

Our volunteers support us by building these relationships and gathering these views, speaking to people from all backgrounds and environments. In 2018, we maintained our feedback from targeted community engagement of around 70/month (as 2017) but with this year, and our new Engagement Officer, we hope to increase this even further.

Without our volunteers reaching as many people as they do, we would not be able to represent the voices of so many communities in Luton.

Maureen's View (Champion Mentor)



Maureen Matthews has been a Champion for Healthwatch Luton for 5 years and is our Champion Mentor.

“This past year has brought changes to Healthwatch Luton and the team. Healthwatch has said goodbye to old friends and welcome to new faces. As well as change there have also been highlights. Which will stay in our memory.

Nothing stands still and we must learn from past experiences and methods. Most important to continue is to spread awareness of Healthwatch Luton and play our part in improving the public's experiences of the services they receive.”

(Maureen, Champion).



Be a part of our team

Volunteer



In order for Healthwatch Luton to run effectively, we need the voices and support of the local community. Having people from the community, as Luton residents, working alongside us to shape our workplan, set our strategy, and help us gather experiences means we can reach more people and do the best for the people in Luton.

If you have a few hours to spare a month or feel you would like to contribute to a project, piece of work or would like to be more involved, please contact Sudha Auro, our Volunteer Officer.

If you would like to stay in touch and be kept informed of things happening in Luton around health and care, then you can also subscribe to our E-Bulletin or Blog or social media sites. Sudha will be able to help you.

Or, if you would just like your voice heard and have an experience you would like to share - to make a real difference to how your care and health is delivered in Luton, then get in touch and we can help amplify your voice.

We work with many providers across Luton and have the ability to scrutinize, support and improve care in Luton.





Our finances

How we use our money

Healthwatch Luton are a community interest company (CIC) and to carry out our activities we are funded by the Department of Health via our local authority.

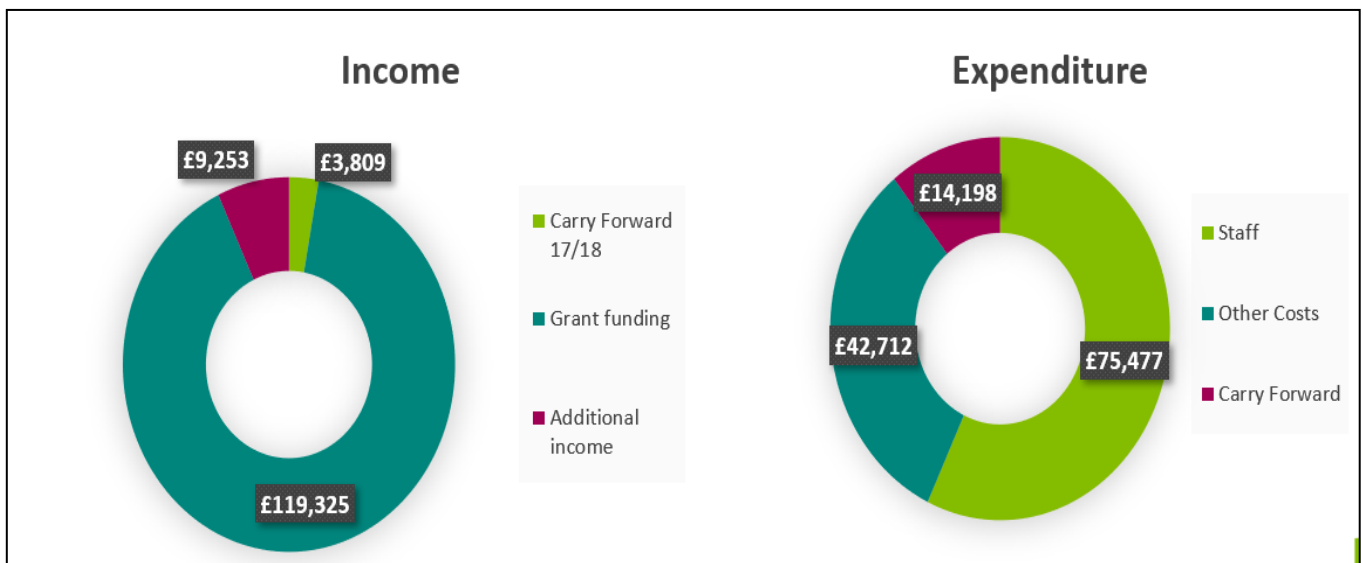
Income:

- + Funding received from local authority
- + Additional income (self-generated)

Expenditure:

- + Staff costs
- + Office rental / costs / rental / costs / stationery etc.

Income & Expenditure 2018



2018 was our first year being fully independent, which means that Healthwatch Luton had control over their own finances and resources for the first time in five years. Overall, we had a more financially healthy year than ever before, which has allowed us to spend more money on Healthwatch Luton activities.

2019 will have Healthwatch Luton focus on areas such as our project work for mental health, our learning disability focus, as well as further training for staff and volunteers and for producing more communications for people in Luton to feel informed on where to go for support.

Our full accounts can be found on Companies House.



Our plans for next year



Lucy Nicholson, Chief Executive

2018, like every year for a small local Healthwatch, was a busy and constructive one.

Now independent, we have managed to reach more people than ever before, as well as have more impact and more outcomes than ever before. For a small team that has grown from two people to six within a year, we have worked hard to ensure people's voices are heard and amplified to improve care.

This year, seeing our first in independence from being hosted, has shown we can be creative and adept at managing our finances constructively and placing all our funds into the activities of Healthwatch Luton. We have more staff, and more reach - and we hope to continue to develop this for 2019.

I am incredibly proud of our small but dedicated Luton family - we have come a long way together - and our volunteers are our greatest asset, as they support all our functions from internal operations to engagement to strategic planning.



Our engagement reach this year has been wonderful, and a real step up from prior years where we would focus on our surveys and questionnaires. This year, using those tools but developing them online, supporting our social media engagement and encouraging online feedback has allowed more Luton residents to inform us of their experiences than ever before. 2019 will see us harness this engagement, and communicate even wider

Looking back on 2018 already feels a long time ago. Already, we are focusing on our new internal team, hoping to develop our volunteer base, and really focus on some key priority areas within Luton to maximise our impact.



One of the ways we have great impact is through our Enter and View visits - and not so much in the process of doing one, but in the reviewing of our recommendations and realising the difference our reports can make for the wider Luton community. All our reports are available on our website.

As ever, I cannot thank our Chair who spends numerous hours supporting Healthwatch and the wider Luton systems, our Board who attend various meetings and boards on our behalf, and our Champions who support us tirelessly



with all work we carry out. I am aware of how lucky we are with their commitment and hope we can encourage more Luton residents to join our small Healthwatch family in 2019. The staff at Healthwatch are equally committed, hardworking and creative and I cannot praise them enough for all the work they have contributed.

2018 saw us lose one of our loveliest members of the Board, Norris Bullock. Norris was a wonderful asset to Healthwatch, with a tremendous history and far ranging contacts, everyone seemed to know Norris.



He was challenging, questioning, scrutinising and supportive - all the qualities we need to support our ambitions to improve care, and he truly had Luton residents' best interests at heart and this showed in all his work with us. He is, and will be, greatly missed by all.



Following on from 2018, we have already achieved so much in the early part of 2019. Our small team has grown, and we have already completed various areas of work, such as:

- Enter and View review of hospital wards
- NHS Long Term Plan survey and forums
- Mental Health inpatient ward review
- Roma Traveler Summary report
- Dental care in Luton Summary report
- Mental Health Services survey
- Beginning our project work in to Learning Disabilities in Luton, and Mental Health in Luton



Nearly 300 people took part in our NHS England engagement in to the Long Term Plan, which we achieved in just over 6 weeks which for 3 people (two part time) was an enormous feat and I am superbly proud of Sudha Auro (Volunteer Officer) and Lisa Herrick (Project Officer) who, along with recruiting and inducting new staff, as well as continuing their day job, managed to create some excellent engagement for Luton and wider systems to use in their development of health and care.



As well as our local work, and our national engagement, Healthwatch Luton also support the Healthwatch network by managing and creating the Healthwatch

Regional Conference. An opportunity for local Healthwatch to meet with other local Healthwatch colleagues, organise and run workshops and speakers, Healthwatch Luton collaborate with over 4 other Healthwatch and bring together the East of England network each year.

Last year's great success saw volunteers of local Healthwatch join the Conference, and we had speakers such as Healthwatch England Managing Director, Imelda Redmond and workshops on GDPR, Governance and Volunteering to name a few.



In 2019, we have Sir Robert Francis, Healthwatch England Chair, and workshops on Young Healthwatch, Mental Health and Signposting among others. Last year we had around 60 attendees and this year we are hoping for more.

It is an important aspect of the Local Healthwatch network to share best practices, learn from each other and develop along with the health and care environment. Our summary report of 2018 Regional conference and our outcomes are on our website.

“You helped at a time I really didn’t know where to go. I cannot thank Healthwatch Luton enough for all their support”



The most enjoyable part of my job at Healthwatch Luton is seeing the impact and difference people having their voices heard can make to the care they receive. It has been a wonderful year of learning about providers, developing as a Local Healthwatch, and being able to engage with more people than ever before.

We took it upon ourselves to have an independent GDPR review earlier this year and can confidently say we are compliant, and are looking at a full HR review of all our governance and policies - to ensure Healthwatch Luton are running as well as we can be, for the people of Luton.

Without people in Luton telling us about their experiences, we cannot do our job well. It is so important people know where to go for support, generally when they need it most, so Thank You - Luton residents - for all you do in improving care for yourself, and others.

If you would like to discuss any elements of this report, or our focus for 2019, please do contact me or a member of the team. Our full 2019 workplan can be found on our website.

THANK YOU

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