

Healthwatch Newham

Annual Report 2015/16



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Message from the Chair

On behalf of the Healthwatch Newham Board and Advisory Group, I am pleased to release this Annual Report covering the period April 2015 to March 2016 and to highlight both the successes and challenges.

Healthwatch Newham operates in one of the most deprived boroughs in the UK and it is a testament to the dedicated staff, group of volunteers together with experienced Board and Advisory Group members that we have collectively attempted to fulfill our statutory obligations as an independent local consumer champion for health and social services.

We partner with a number of local statutory services to ensure local voices are being heard to improve services and ensuring our independence is sacrosanct.

This report will showcase some of the key areas where we have met our statutory obligations with tangible evidence to support the data. However, there are areas where we would have liked to have more impact, for example on issues of fragmented services related to lack of seamless integration between social and health care.

Carers' are expected to act as the "integrator" of dysfunctional services, which places unwarranted stresses on them, despite the existence of the Carer's

Act. Many have voiced concerns that they are not fully aware of services or their legal entitlements related to Care Plans.

This remains a complex minefield and more engagement coupled with personalised advocacy support is critical to ensure service users are provided with statutory care services.

Mental Health Services also lag behind in terms of parity of services with other NHS services. There are concerns expressed again about lack of Care Plans and patients not being listened to about concerns related to medication side effects.

Following service users' feedback, concerns were submitted to the Mental Health Commissioner at Newham Clinical Commissioning Group (NCCG).

As part of our statutory remit, we have concerns that when critical local issues are escalated to the higher statutory bodies, the protracted delays in offering specialised support to local Healthwatch has been poor. This needs to be urgently addressed by the Department of Health if we are to be respected as an independent organisation and to mitigate reputational damage to the organisation and to its professional staff.

Despite some of the challenges highlighted, there have been some positive good experiences with specific details listed in this report and I hope you will review it further.

A few examples are:

- The Deaf Inclusion Project, which resulted in a joint award for innovative work to remove barriers to accessing health services.
- Healthwatch Newham’s remit has always been to engage with all groups including with “local champion” service users to have a voice via the monthly Healthwatch newsletters. This has proved to be very effective in sharing experiences directly without editorial oversight and to ensure voices are being heard directly.
- Healthwatch Newham has an informative web Directory database of local services and the Help Desk signposted people to access various local services. Over the past year, staff collected over 462 patient “stories” and gathered over 6,000 items of intelligence related to health and social care. This invaluable data intelligence feeds into our repository database and is used to access and shape local services.

We again regret to report that negative sentiments related to GP appointments remains, with issues including long waiting times to access appointments and the usual difficulties to access congested GP telephones lines.

This obviously leads to service user frustration and sadly no remedies have resolved this problem. Ironically, if patients

cannot access services, they will visit the Urgent Care Centre.

Better signposting to use Pharmacies would be a better alternative for non-urgent minor ailments. There needs to be further work in this area.

Healthwatch Newham is supported by a Host organisation, the Forum for Health and Wellbeing (FHWB) and I wish to thank the professional staff at FHWB for the effective management support and for the compilation of this report. The Chair of FHWB, Tina Dugard has been very supportive to ensure both organisations focus on delivering statutory obligations.

The financial audit for the accounts is also sound and I wish to thank both our Board Member, Mr Francis Wong, an experienced senior chartered certified accountant and FHWB staff, Manjit Notta for maintaining stringent financial compliance with the Healthwatch Newham accounts.

It is important to reiterate my sincere thanks for the support of local citizens and the extensive group of volunteers who are the ultimate champions in this borough dedicated to improving services for all. You are ultimately the judge of our overall performance.

Thana R. Narashiman

Chair

The Board and Staff Team

Healthwatch Newham exists to make health and care services work for the people who use them.

Everything Healthwatch Newham says and does is informed by its connections to local people. Healthwatch Newham's sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

Healthwatch Newham are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Healthwatch Newham's role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

Healthwatch Newham believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Board Members

Thana R. Narashiman Chair

Angus McKenzie-Davie Vice Chair

Mark Santos (up until August 2015)

Kevin Mansell (up until January 2016)

George Soutar

Sandra Rennie

Francis Wong

Sue Reid

Sahdia Warraich (up until December 2015)

Fizza Qureshi

Staff Members

Charlie Ladyman (up until April 2015)

Sofia Roupakia (up until Jan 2016)

Caroline Rouse

Sol Pearch (up until Sept 2015)

Viola Petrella (up until Jan 2016)

Muna Hassan

Darren Morgan (Information and Signposting Manager up until August 2015 and Associate from September 2015)

Many thanks to all our volunteers who have supported the work of Healthwatch Newham.

Our Year in Numbers

Healthwatch Newham is the consumer champion for health and social care locally. Healthwatch Newham helps people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow. Healthwatch is all about local voices being able to influence the delivery and design of local services; not just the people who use them, but anyone who might need to in the future.

To achieve this, Healthwatch Newham are guided by 6 'Core Functions':

Function 1

Gather views and understand the experiences of patients and the public through systematic engagement, analysis of information and use of Enter and View powers. We did this on 81 occasions over the year.

Function 2

Make people's views known through effective communication and acting as a credible voice at strategic health and social care meetings. We did this on 62 occasions.

Function 3

Promoting and supporting the involvement of people in the commissioning and provision of local health and social care services and how they are scrutinised. We did this on 86 occasions.

Function 4

Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) based on robust local intelligence. We did this on 9 occasions.

Function 5

Signposting for access to services and support for making informed choices. We did this on 109 occasions.

Function 6

Making the views and experience of people known to Healthwatch England and other local Healthwatch. We did this on 7 occasions.

This year has been another busy one for Healthwatch Newham. The team, assisted by 34 volunteers have been active across the borough, engaging with 3,306 residents and collecting 462 personal stories about their experiences of health and social care services.

Thanks to our well-developed systems, which have added 6,103 items of intelligence to our evidence base this year, we have been able to identify and address top themes, the things that really matter, such as access to GP's, or waiting lists for mental health services. To ensure this insight is fully utilised by commissioners and providers alike, we have attended 76 official meetings and committees, producing and disseminating 53 reports.

Having been established since 2013 more residents are familiar with Healthwatch, but that didn't stop us from promoting Healthwatch at 38 events and signing up many new participants. At the close of the year, we had 3,982 stakeholders. Greater awareness means our information and signposting service is better known and utilised, with 109 residents given tailored advice on an array of health and social care related topics.

This report contains many other figures, which we believe demonstrate a hard-working and committed Healthwatch - one that has achieved much this year for residents here in Newham.

Listening to people who use health and care services



Gathering experiences and understanding people's needs

Deaf Inclusion Project

It has long been known that residents with sensory impairments can experience particular difficulties when accessing health services, and this is hardly equitable, or satisfactory. The problem is by no means confined to Newham, and 13 Local Healthwatch and the British Deaf Association (BDA) across North, Central and East London have worked together throughout the year to address the barriers that deaf people experience.

This cannot (indeed should not) be done without the deaf community, so our main aim was to empower deaf residents to hold their services fully to account.

Our award winning Deaf Inclusion Project has identified and trained 17 deaf volunteers to be Authorised Representatives and Mystery Shoppers. Assisted by Healthwatch staff, they conducted visits to various hospital Emergency Departments (including Newham University Hospital A&E on 6th May), to establish whether staff were trained and able to provide good quality care and support. On this visit specifically, we found that the department had clear signage and was colour-coded. However, we learned that no staff had received disability awareness training, and there was confusion between the doctors and nurses on how to access a sign language interpreter.

The resulting report was concise in pointing out what works and what does not, and findings have been included in Barts Health hospital improvement plans. Short films were also produced as part of the project - one identifies and explores good practice in deaf access for NHS trusts and local authorities. This has been

circulated widely to appropriate agencies, to improve practice and professional development of staff.

On 3rd June, Healthwatch Newham teamed up with Healthwatch Waltham Forest, and Healthwatch England, to host a focus group of around 40 deaf residents. We learned that the lack of translators is a common experience, with one person waiting hours and almost 'locked in' as she did not hear the door being locked-up, and staff did not notice her in the waiting room. This illustrates not only the inconvenience people face, but sometimes real dangers as well. Healthwatch Newham, along with project partners picked up two major awards at the Healthwatch England 'National Awards' ceremony 30th June. The awards were 'Making a difference in diversity and inclusion' for work with deaf volunteers including Enter and View and 'Making a difference through other local Healthwatch' for the same piece of work.

David Behan, Chief Executive of the CQC and Flora Goldhill Director for Children, Families & Maternity and Health Inequalities at the Department of Health were amongst the special guests who both presented awards.

Healthwatch England Chair, Anna Bradley said "We were really impressed with the high standard of entries this year for all categories. They are a true testament to the amazing work the network is doing up and down the country, day in-day out."

Mystery Shopping

As part of the year's outreach programme we visited 34 health services and recorded the experiences of 462 patients, good and bad. There are times, however when it's useful to 'become the patient' and this is where mystery shopping is used.

Throughout July, trained Healthwatch volunteers visited the Greenway Sexual Health Centre, posing as patients in a well-planned, rehearsed and executed operation. The team consisted of volunteers with varying sexual orientation, of different ages and gender.

We designed a detailed questionnaire to help capture the nature of their encounter with the service in regards to ease of access, appointments and waiting times, the condition of waiting areas, the friendliness of staff, and the quality and accuracy of information provided. We also wanted them to 'soak up' the general atmosphere - is it a welcoming environment? Do people (young people in particular) feel comfortable?

All four volunteers reported that, overall, they had a positive experience visiting the clinic and all felt that they had been treated with dignity and respect. Asked if they would recommend the service to others they all answered that they would. The volunteers also identified a number of areas where small improvements could make the service more efficient particularly in regards to friendliness of reception staff, waiting times and information available in the waiting room.

The most positive experience all the volunteers was with the clinical

practitioners, who made each patient feel at ease whilst discussing sensitive and taboo health issues. They were friendly, listened attentively to each patient and explained clearly the health implications and medical options without pressurising to select options. All practitioners calmed patients' anxieties and fears and went far to address patient's dissatisfaction with waiting times.

The volunteers, who we have not identified (it is a mystery, after all) said...

"The consultant was fantastic, he dealt very well with my distress and changed a brief tense encounter into a very pleasant session".

" The service and experience from start to finish was top notch. I would recommend to friends and family".

"I feel like the service was very good for young people and didn't feel treated like I was too young to make important decisions. The clinicians were friendly and made me feel comfortable talking about something that often people find uncomfortable".

The Greenway Sexual Health Centre welcomed our report and shared the many findings with all staff. Mystery Shopping has proved to be a unique and useful tool.

The Shape of Local Services

Around 120 stories each week reached our office, and over the year we processed some 6,103 items of feedback about local health and social care services. Thanks to the work of our

Patient Experience Panel, who met weekly throughout the year to evaluate this feedback, through this we had a good sense of resident's collective experiences.

GP's

The 2,092 comments in our database told us that patient sentiment is positive overall, with compliments on the quality of treatment and customer service received. However, there is some negativity around appointment booking, with congested telephones and waits of days (or more) to see a GP of choice cited. Some patients told us they don't even have a named GP, perhaps this is a sign of things to come?

Hospital

As you may know, Barts Health has introduced its 'Safe and Compassionate' programme, which aims to drive up standards across the Trust. Over the year we processed 3,184 experiences about Newham University Hospital, and when comparing our findings with the previous year, we are pleased to say that things appear to be moving in the right direction.

This year, waiting lists have come down, waiting times at appointments have improved, and there have been fewer cancellations of appointments (particularly for elective surgery). Also the telephones have been more responsive this year, but having said that, there is still room for improvement on the overall administrative system. And crucially, getting staff to stay long-term (particularly the nurses), is still a challenge.

Mental Health

There is a perception, reflected in the news, that mental health services in particular are not adequately funded - this is borne out by long waiting lists. However, of the 200 stories we listened to over the year, we found that most people were largely positive about the quality of service overall. That said,

some people feel they are not being 'listened to', involved in decisions about them, or aware of what is in their care plan. There is also anxiety about medication and its side effects.

Community Health

Of the 482 experiences about community health services, the vast majority have been positive, with patients telling us about good levels of advice and information, high quality treatment and staff that care, and very importantly, listen. This positivity extends to the management, who listened to us when we told them about long waits for foot health appointments and took action to fix it. On support, sentiment is more mixed, as patients would like services to work more closely together.

Social Care

The 374 comments on our database suggest that residents are satisfied with services as a whole, particularly those in residential care. However, we are becoming increasingly aware of social isolation, with residents receiving home support voicing a 'lack of stimulation and life quality'. The availability of information and advice may be a key problem, as many people say they are not aware of services and their entitlements.

The Patient Experience Panel

The Healthwatch Newham Patient Experience Panel (PEP) is where local people came together each week to review experiences of local services. In doing so, we were able to evaluate services individually and as a whole - spotting key trends (such as access to services and waiting lists), and assessing whether people have been treated safely, fairly and equally.

Meeting 46 times over the year, the panel reviewed 3,335 experiences, identifying

6,103 issues in the process. This has enabled us to produce 53 evidence based reports, which we share routinely with partners including Newham Clinical Commissioning Group, Barts Health NHS Trust, East London NHS Foundation Trust and the Care Quality Commission.

The panel has always had an open door policy - all residents were able to take part (there was no application process) and the 36 members this year have been from all walks of life, from across the borough, with varying interests. We were pleased that public health students, along with a senior lecturer, attended this year - it is key that Healthwatch is able to link up with the education community and get young people involved.

Speaking of education, the panel has given members insight and knowledge they can use in their daily lives (not just within the Healthwatch office), and we believe this benefits the community as a whole. Members said...

"Let me congratulate you for this very timely and meaningful work. It definitely gives members and stakeholders a good taste of the experiences of local health and social care users thus providing concrete evidence necessary to make real change where necessary. You are satisfying one of our vital roles as consumer health champion. Healthwatch England is getting real value for their money. Well done!"

"It was a very interesting and beneficial exercise."

"Many thanks. I really enjoyed the benchmarking session, lots of food for thought."

"I really enjoyed the PEP today - hope it's ok to come more regularly?"

"Thank you so much for the training on patient experience. It was top notch research work. One could use this as a background for monitoring some of our health and social care services for better



delivery. I think of our GP surgeries."

"Thanks again for today - it was a very impressive and positive experience!"

PEP Panel

"It was a very interesting and beneficial exercise"

PEP panel member

Engaging Members ‘On Their Terms’

Healthwatch Newham places great value on its relationship with its stakeholders, and with the wider local population.

Respecting people as individuals, we ensured that the personal attributes of our members, such as interests and special requirements were formally recorded, so that we were able to engage in a way that was meaningful and productive. With details recorded in the database, we were able to determine the target audience for any given topic, and method of communication in each case.

Speaking of communication, our main publication, the monthly eBulletin has been produced routinely in various formats - regular, text only (compliant with text readers), large font, and audio. This would have been done anyway, but we were mindful of the 'Accessible Information Standard', approved and launched by NHS England last summer. It is there to ensure that disabled people (and their carers and parents) with communication support needs have those needs met by all health and social care services and organisations.

The onus will be on the voluntary sector and bodies such as Healthwatch to promote and monitor effective implementation, and having worked extensively with local sensory impairment groups since our inception, Healthwatch Newham is at the forefront of this drive.

Sharon Schaffer of the Newham Vision Strategy Group said “We have been working in partnership with 13 other Healthwatch’s in East and North East, Central London. The whole team attended an Accessible Information Standard event and it was discussed that training and materials should

be centralised and widely available across services, and that there needs to be a move away from a disability based 'one size fits all' approach, to a more person centred approach which considers individual needs and preferences in order to ensure access for all.”

This statement is very apt - as 'one size fits all' immediately marginalises people, and this is something that Healthwatch was set up to guard against. We have been working with partners and sensory impairment groups locally in Newham, and collaboratively across London, as accessibility is a widespread, and very pressing issue.

Giving people advice and information



Helping people get what they need from local health and care services

Information and Signposting

As part of our work, we provided residents with information and advice on any health or social care related topic - this is known as 'Information and Signposting'.

Over the year our team has handled 109 enquiries, covering a wide range of topics. Every case is different - some have been very simple, while others very complex, requiring detailed research and interaction with other agencies. Whatever the enquiry, our advice should enable residents to make informed choices.

A son contacted us about his mother, who suffers from multiple long term conditions (including dementia), and had not registered with a GP since moving to East Ham as she found it a 'daunting prospect'. After taking the mother's post-code, we consulted our database and were able to offer advice on which Practices are in her catchment, at what times of day they accept registrations, and which documents they were likely to need. The following week, the son called to thank us as mum got registered without difficulty, knowing where to go and what to bring. He says the receptionist complimented them on 'being so prepared'!

The service has increasingly been utilised by local community groups too - we assisted one to arrange a talk by a specialist diabetes nurse, and another to secure a mobile dentist for a health awareness event. A hub of local knowledge, Healthwatch Newham has always been happy, and able to help.

As well as guiding, listening is part of the service - we often spent an hour on the phone hearing a story and even if we were unable to offer decisive guidance, we listened.

Complaining for Change

We often encourage people to exercise their right to complain. Through complaining, issues are documented within the system and it may lead to service improvements that benefit not just the complainant, but other service users. Residents can be reluctant to complain as the complaints system is not easy to navigate and the process can be complicated. Healthwatch Newham has sought to provide residents with clear guidance, issuing a two-sided advice sheet that details in plain language how to make a complaint and who to contact. People with valid complaints should never be put off by the system.

Community Directory

Our 'Community Directory', a comprehensive database of services on our website, gives residents information around the clock. One resident contacted us as she was worried about putting on weight - she had been binge eating for some time, after losing her job. We pointed her to the 'Wellbeing and Healthy Living' section of the directory, where she was able to take details of many local organisations. We received an email of appreciation two months later - not only did she join a pilates class, she had made new friends as well. We don't take the credit for that, but we do for helping her to take control of her health.

"We were complimented on being so prepared" Local patient

An example of how we
have made a difference



Healthwatch Newham was contacted by a local resident with diabetes, who complained that she had not been able to get an appointment for a foot check. Regular checks for diabetics are essential, and we wondered how many other people may be having delayed treatment, risking their health.

To this end, we got in touch with the Patient Experience Lead at East London NHS Foundation Trust (ELFT), to arrange outreach sessions at the borough's main NHS foot clinic, in Stratford. Healthwatch staff, along with a volunteer attended the weekly drop-in session on two consecutive Wednesdays, the busiest time of week, to engage with as many patients as possible.

What we discovered was startling - the sessions could accommodate a maximum of 18 people, yet we noted that around 25 had turned up (7 of which were turned away). Of the people that were seen, many commented that they had been unsuccessful on their last visit, and getting to see a clinician was a perpetual struggle. Indeed, many of the patients had diabetes, but the service was also utilised by residents for general foot care - some even for cosmetic reasons, as referrals are cheaper than private clinics.

Healthwatch Newham concluded that the service was oversubscribed and putting some residents at risk. We presented evidence to the Patient Experience Lead at ELFT, who said "thank you for the report and the good work produced by your team regarding foot health service patient feedback. The findings should be the action plan for the service to improve where it is required to meet patient needs. I have sent the report to the service lead and the service manager for actions and this was distributed across the directorate."

Not long after, we discovered that the service had hired new clinical staff, who 'joined the team to allow more drop in clinics when needed'. Also, a new walk-in session was opened at Appleby Centre where patients can go and have their nails cut. The Clinical Lead Podiatrist also confirmed that additional staff were being recruited, so that more flexibility could be offered to patients.

In December 2015 we came into contact with the resident who had notified us of the problem - she had been able to get seen, and was very pleased, noting that 'the service had completely changed in a matter of weeks'. This change was in no small part thanks to action taken by Healthwatch Newham.

Our work in focus

Working with the CQC and local commissioners and providers to improve the quality of local services

Throughout the year we capture local people's experience of health and social care experiences and these are shared to improve the quality of services. For example

- We presented the CQC and Newham Clinical Commissioning Group with league table style analysis and 10 reports of local GP practices to help support local inspections.
- We produced a trends analysis for Barts Health on hospital discharge to support the research being carried out on discharge experience
- We produced a report on peoples experiences on repeat prescriptions for a cross borough pharmacy event
- We sent a trends analysis on Community Health Services to Newham Clinical Commissioning Group showing local satisfaction levels of Physiotherapy, Diabetic Retinal Screening and Foot Health services. This to support the gathering of experiences advising a procurement of Community Health Services.
- We sent the CQC service user trends and comments the London Ambulance Services to support their inspection.
- We sent Newham Clinical Commissioning Group a report that captured peoples experiences of local

mental health services following a dialogue with local patients via the Newham Patient's Forum.

Representation at Key Meetings

A key part of our work is to work with a range of statutory agencies to come up with joint solutions to address the health and social care needs of the local population. We have attended various multi agency meetings and boards including the Health and Wellbeing Board, Health and Wellbeing Strategic Reference Group, Health and Social Care Scrutiny Commission, Newham Joint Safeguarding Sub Group, Quality Improvement Steering Group, Newham Clinical Commissioning Group Governing Body and Newham Clinical Commissioning Group Primary Care Committee.

Outreach to local communities

Connecting with local communities and getting their views on local health and social care services is vital to the work of Healthwatch. Here are some examples of how we connected with local people:

- We gathered the views of 75 people in one day at Newham University Hospital
- We gathered the views of 50 people at a Big Lunch event in Canning Town
- We gathered the views of 50 people using East Ham Library

- We gathered the views of 30 people at an open day at stratford Circus
- We gathered the views of 30 people at a World Diabetes event
- We gathered the views of 30 people at a Carers Fun day during Carers Week

Enter and View

Following our successful Enter and View at Newham University Hospital (see information on the Deaf Inclusion Project) we re-established our Enter and View programme and re-connected with our Enter and View volunteers. Staff and volunteers were trained and a sub group was established to identify areas for future work. As a result an enter and view was planned in the local hospital Outpatients Department.

Healthwatch Newham Advisory Group

The Healthwatch Newham Advisory Group consisted of members, who lived or worked locally, and who have an active involvement or interest in local health and/or social care services. The Advisory Group was chaired by Rev Canon Ann Easter, Chaplain to The Queen, and Local Councillor.

The role of the Healthwatch Newham Advisory Group was to help advise and guide the Healthwatch Newham Board, with Board member(s) attending Advisory Group meetings. In 2015/16, the Advisory Group met five times at venues across the borough. The group discussed various topics including Junior Doctors, Carers and GMC Confidentiality Guidance. The Advisory Group members also provided community intelligence feedback on local issues gathered from their local networks.

Consultation Work

Here are some examples of our consultation work.

Have Your Say On Advocacy Services

In March 2016, Healthwatch Newham and VoiceAbility held a joint focus group to find out what peoples experiences have been of using local advocacy services. We wanted to hear from people who have used local Advocacy services, have supported others to use local Advocacy services and have supported people through Advocacy support themselves.

Community Health Services

There are lots of different types of community services such as community nursing, physiotherapy, podiatry, health visitors and specialist services for people with diabetes etc. The contracts for these services are now coming to an end in 2017 and Newham Clinical Commissioning Group wanted to know peoples views in order to shape future services. This was a real opportunity to transform services to meet growing and changing needs. Thirty people attended this consultation in March 2016.

NHS Charges and Overseas Visitors and Migrants

This was to consult on plans to charge Overseas Visitors and Migrants for some NHS Services. The Department of Health was asking everyone whether to charge people for care they receive in other parts of the NHS e.g. for visiting a GP, have dental care or use Accident and Emergency etc and whether to remove the right from people who have paid the health surcharge to access NHS funded assisted reproduction services. Sixteen local residents attended this consultation and a formal response to the national

consultation was sent from Healthwatch Newham.

Roma Community

In June 2015 we consulted with the local Roma Community about their health and social care needs. We did this in partnership with the Forum for Health and Wellbeing and the Roma Support Group. A report was sent to Newham Clinical Commissioning Support Group and we worked with them to address the access barriers faced by the community.

Sexual Health Services

The London Sexual Health Transformation Programme brought together 29 London boroughs to deliver a new collaborative model for sexual health services across much of the capital. We supported consultations in Newham by organising a consultation with the local young LGBT group called PARIS and a focus group of African men. As well as this we circulated a short survey widely, which helped in gathering information and experiences of sexual health services in London. Commissioners wanted to know the views of people who use sexual health services to help them better understand why they chose the sexual health services they go to and their preferences for how these services are delivered.

Local Champion



It has always been the aim of Healthwatch Newham to listen to people, and to empower them to take an active role in helping us to shape local services. Whatever their background. We particularly want to encourage the borough's most vulnerable, disadvantaged and marginalised people, to become active citizens and make their contribution too.

For this reason, we appointed Jade Sempare, a young lady with multiple sclerosis as the Healthwatch Newham 'Disabilities Ambassador' and this has proved to be a very good decision.

Passionate about equality for all, Jade's monthly message (through her regular column in our newsletter) emphasises the positive, while challenging the many things that could and indeed should be better. The basic things we all take for granted, such as being able to travel, prepare meals, wash, or use a toilet, are not always simple for many people. We feel it's very important that this is publicised.

Jade's article from the February 2016 Healthwatch Newham newsletter....

Working with a Disability

Jade says "The Cambridge Dictionary online defines the word 'Disabled' as 'not having one or more of the physical or mental abilities that most people have'. I feel that this word is a negative explanation of a person with different abilities. If we break down the words... 'Dis' being put in-front of word to form an opposite and the word 'ability' meaning able..... it seems that essentially, when being called a 'Disabled

Person' we are indirectly being told that we are 'not able'.

Not able to what? Be able like 'most' people? I feel the words describing people that have a 'disability' need to be improved throughout society (and the world) as this title brings with it automatic discrimination which is very evident when we look at the number of people with different abilities who are making a contribution to society in the workplace.

For example, a study has shown that statistically 34% of people with a 'disability', compared to 24% of non-'disabled' people, are being under paid in the workplace. We really have to take account of what we should be paid.

As a person with different abilities, there are times when I wish to disclose my 'disability' but then there are other times I do not wish to do so and in my opinion, this is my right. For example, if I am fighting with the local health authority to get the correct amount of care I need, I would obviously state my 'disability'.

On the other hand, when I am applying for a job, I do not necessarily want to disclose my different 'ability' as I feel that it would not affect my ability to fulfil the role... but if I was to state... "I am disabled", this may subliminally tell the employer that I am dis-abled, (not able' to fulfil the position).

On a closing note, I am stating that we, as people with different abilities, need to own the words used to describe us. We need to show people that we are not disabled, we just do things differently to 'most' people. Own who you are, and own the world and words, that surround you!"

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		140,000
Additional income		3,043
Total income		143,043
EXPENDITURE		
Operational costs		50,492
Staffing costs		77,919
Office costs		11,342
Total expenditure		139,753
Balance brought forward		3,290



This report was produced by The Forum for Health and Wellbeing based at St Mark's Community Centre, 218 Tollgate Road, Beckton London E6 5YA

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