



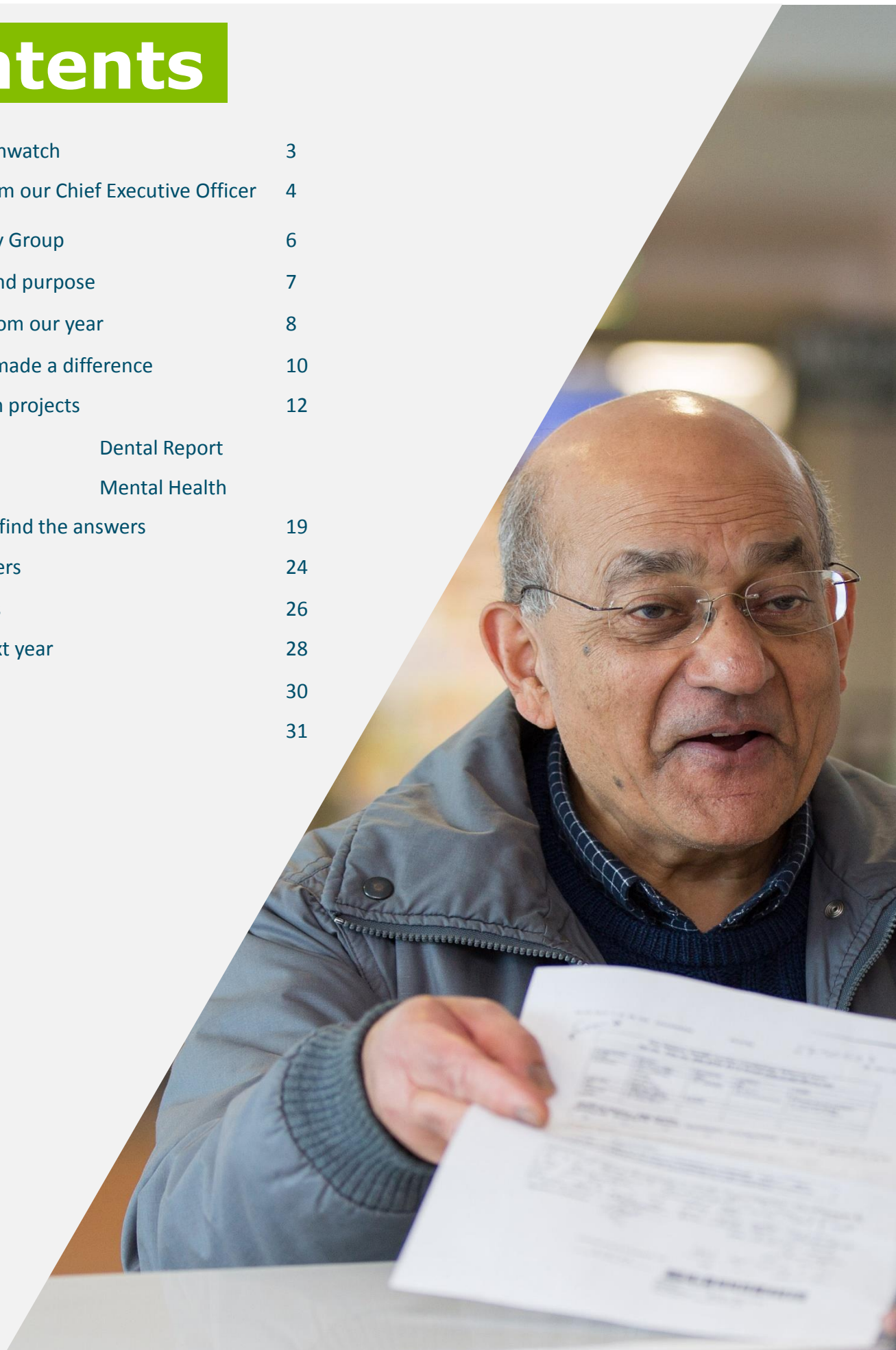
Healthwatch Thurrock

Annual Report 2018-19



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About Healthwatch

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.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to, Healthwatch Thurrock thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'. The signature is written in a cursive, flowing style.

Sir Robert Francis QC
Healthwatch England Chair

Message from our Chief Executive Officer

Healthwatch Thurrock is a project of Thurrock CVS. Thurrock CVS were successful with the tender in December 2017 to run Healthwatch Thurrock for a further 3 years. As a project of Thurrock CVS, the operational lead for Healthwatch Thurrock is delegated to the Chief Operating Officer Kim James. I am pleased that Healthwatch Thurrock profile has increased this year with commissioned projects and contribution to the national NHS Long Term Plan work. We look forward to building on excellent and impactful work achieved this year demonstrating the power of people's voices.



Kristina Jackson
Chief Executive Officer Thurrock CVS



Healthwatch Thurrock have had another year of successes for the residents of Thurrock, where real face to face engagement and listening to what people have told us about the services they use has resulted in some real changes to those services and in some cases the Commissioning of new services Mid and South Essex Sustainability Partnership (STP) wide.

This is down to the hard work and commitment of our staff and volunteers who must be commended on their passion, dedication and drive to make Thurrock's Health and Social Care services both fit for purpose and able to meet everyone's needs.

We have carried out some partnership working with our Local Authority both Adults and Children's Social Care, with our local Clinical Commissioning Group (CCG) where we jointly speak to people about local provision and local changes to ensure their voices are always heard and with both our Community and Mental Health Providers. This can only be a plus to all involved and of course the people of Thurrock who's voices we represent.

Also, by using our seats on the Health and Well-Being Board, Health Overview and Scrutiny Committee, Thurrock CCG Board, Safeguarding Boards and out seats at the STP programme and Clinical Boards we are able to raise issues at a local level and at an STP wide level.

I would also like to note the time and commitment of our Advisory Group Chair and Members, without their input and guidance Healthwatch Thurrock would not have achieved all that it has.

Throughout the report you will read real examples of the work we have carried out and the impact that has had for our residents.

**Kim James – Chief Operating Officer,
Healthwatch Thurrock**

Changes you want to see in Thurrock

Last year we heard from over **3000** 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.



- + More timely appointments with G.Ps
- + Reduced waits to see a specialist
- + Improved hospital transport

Our Advisory Group

Message from our Chair, Advisory Group

The Advisory Group is a formal sub-committee of the Thurrock CVS Board of Trustees.

We review issues relating to Healthwatch in detail and make recommendations regarding its independence, transparency and openness. We also play an important role in overseeing Healthwatch Thurrock's strategic plans and reviewing the delivery of Healthwatch Thurrock in line with the contract.

The group are formed of people with a range of backgrounds, skills and experience. We are all volunteers and meet regularly with the Thurrock Healthwatch team. Our responsibilities are:

- Contributing to the development of, and agreeing, strategic and operational plans
- Reviewing progress against agreed plans and contract timescales
- Reviewing proposals for the delivery of Healthwatch Thurrock
- Making recommendations regarding maintaining and safeguarding the independence, openness and transparency of Healthwatch Thurrock
- Highlighting potential and actual issues
- Contributing to the on-going development and delivery of the service as appropriate

This past year has seen some exceptional pieces of work completed which has resulted in service being changed to suit the needs of the local population. E.g.

- The mental health report identified some gaps in services, these have been picked up and addressed.
- Our dental work was commended by Public Health England and resulted in training for children's centre staff ensuring a complete offer for children and parents/carers.

This coming year looks exciting for Healthwatch Thurrock with Children's services at the forefront of our planned work. We look forward to working with the people of Thurrock to improve care services to meet local community needs.

Kevin Brice
Chair, Healthwatch Thurrock Advisory Group

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to residents of Thurrock 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 in 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

Healthwatch Thurrock will enable individuals and community groups to influence the planning of all local health and social care services. In doing this Healthwatch Thurrock

pledges to support all members of the public to promote better health and wellbeing for everyone. 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.





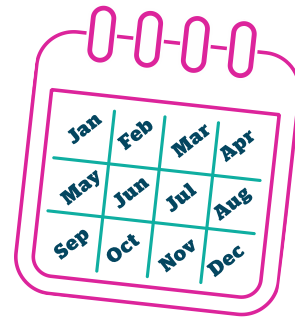
Highlights from

our year

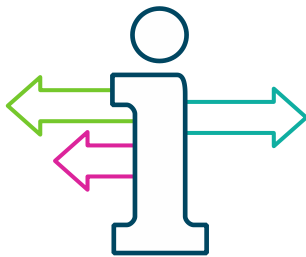
Highlights from our year in Thurrock



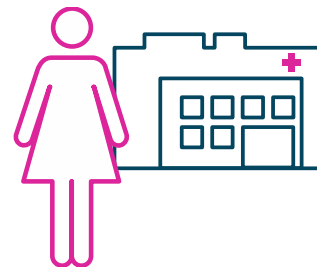
Our targeted work covered Mental Health, Cancer Pathway Services, Children's and Adult's Dental Care, Sexual Violence and Abuse Services and Ophthalmology



We have 8 volunteers helping to carry out our work. In total, they gave up over 80 hours to support Healthwatch Thurrock .



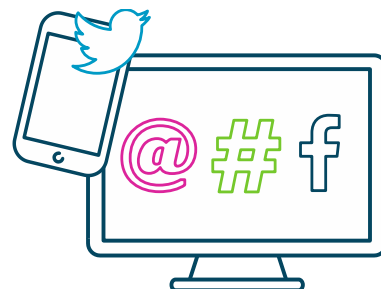
706 people accessed Healthwatch advice and information online or contacted us with questions about local support, **40%** more than last year



We visited **103** groups, services and community events to understand people's experiences reaching over **3000** people.



Based on research and Thurrock resident voices, recommendations have journeyed to STP level and increased training and opportunities for Children's Centres



Social Media Engagement
 Twitter **21,875**
 Facebook **16,329**



How we've made

a difference

What difference does Healthwatch Thurrock make?

The views Healthwatch Thurrock collect has led to positive changes to health and social care in Dental Services, Mental Health provision and Primary Care. It shows that when people speak up about what's important, and services listen, care is improved for all.

By using our enquiry telephone service, talking to people and being aware of changing demography and emerging issues, we have a constant source of local intelligence.

Through the complaints and enquiries we received plus a engagement exercise at a fun day, we explored mental health provision in Thurrock. With evidence and peoples voices, we are able to make recommendations and challenge providers on behalf of residents. Our Mental Health report outlines the work and the outcomes we achieved.

Acting on information from the NHS and voices from local people, we made dental health a priority area on behalf of local people. Our Dental Report has given a relevant and evidence base to influence change for both young and older residents.

The long term impact is that through the voices of Thurrock residents Healthwatch Thurrock is effecting positive improvements to health and social care services.



Our Research Projects

DENTAL SERVICES: Improving outcomes for Thurrock residents

With intelligence gained through the Healthwatch enquiries telephone service and wider engagement in the community, oral health was suggested as an area that could be improved. Taking a wide view and looking at three specific community groups Healthwatch Thurrock consulted with residents to understand whether the current provision was meeting their needs.

Healthwatch Thurrock were able to highlight gaps and present recommendations for Children's Centres, Dentists and Public Health.

Children in Thurrock have the second highest occurrence of decay in 5 year olds teeth compared to the rest of Essex. Healthwatch Thurrock was determined to find out why and how this could be improved.

Healthwatch Thurrock worked closely with Children's Centres and aligning survey questions to NICE guidance we gathered information about parents knowledge of children's oral hygiene routines. Using the voices gathered, we identified a lack of information and guidance was a key element of delayed visits to the dentist and early preventative measures were not being followed across some respondents. Our results further showed that over half (53%) of parents/carers wanted more information in preventing tooth decay.

Staff at Children's Centres were also surveyed particularly on the training they received to give dental advice sessions to parents. It was clear that more advice sessions were available for parents if staff were trained.

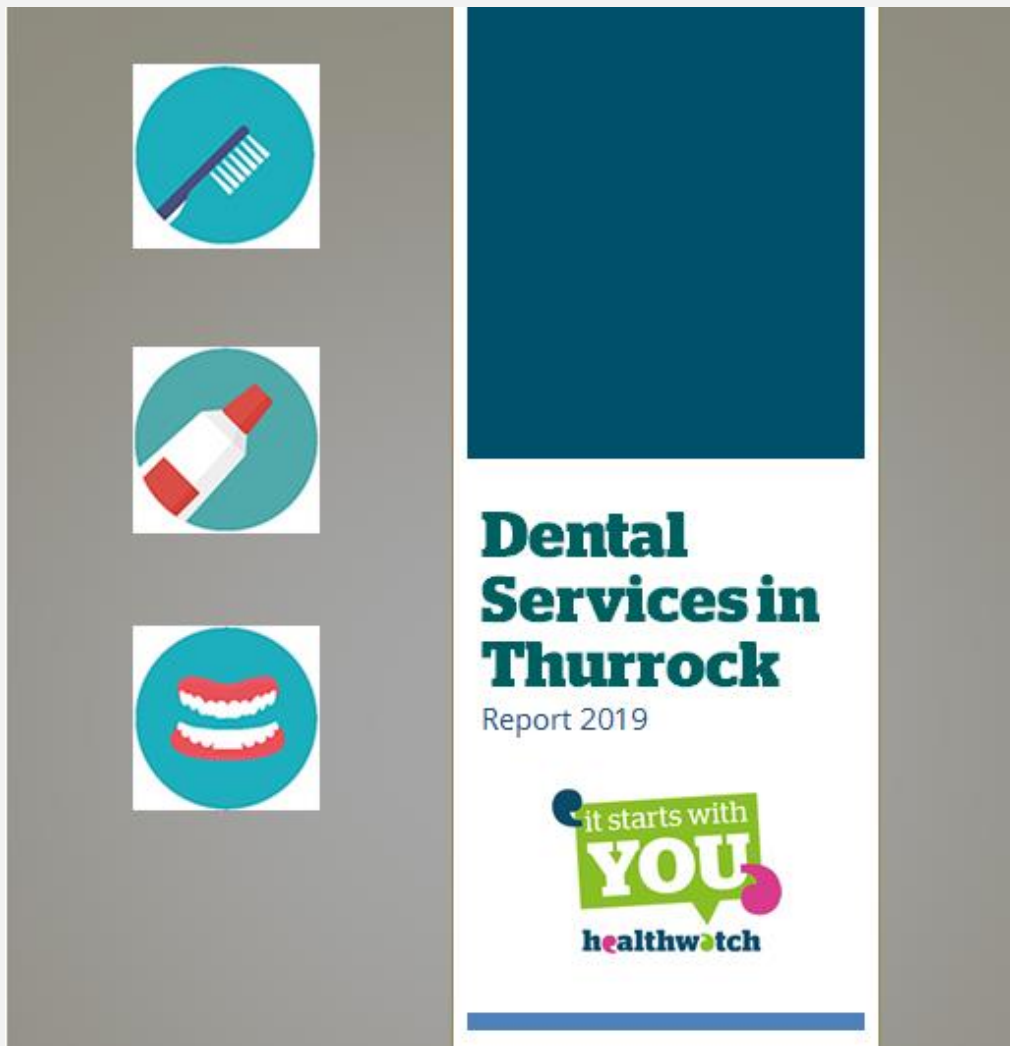
Healthwatch Thurrock made recommendations that:

- ❖ Additional information should be available for parent / carers in suitable environments.
- ❖ All staff in Children's Centres should be trained to provide information and guidance to reduce dental decay including diet, oral hygiene and dental check ups.

As a result of our recommendations, a training programme was implemented for all untrained staff across Children's Centres



Report



[Healthwatch Thurrock Dental Services Report 2019](#)

Further work undertaken explored the oral health routines in care homes including care of dentures and barriers to dental care. Full details can be found in our Dental Services in Thurrock Report 2019.

The Local Dental Network (LDN) in Essex works with NHS commissioners and our local stakeholders to encourage service improvements and reduce health inequalities in our local communities. The 'Dental Services in Thurrock' report from Healthwatch Thurrock is invaluable in helping to inform the LDN about the local dental need, patient/ carers experiences and children's centres and care home staff's feedback. We look forward to working with Healthwatch Thurrock in future initiatives resulting from the recommendations of this report.

Nick Barker – Chair of Essex LDN and Rachel Doogan – Clinical Fellow in Special Care Dentistry

MENTAL HEALTH REPORT: The Missing Middle and Personality Disorder Services

Gaps in the Mental Health Provision in Thurrock were discovered via anecdotal discussion with service users and residents prompting Healthwatch Thurrock to carry out a piece of independent analysis.

Much of the feedback was that there was a lack of a suitable service to refer people to, specifically those suffering from Personality Disorders.

Long waiting times and a “missing middle” of people with illness being under the threshold of Tier 2 support but too unwell for IAPT services.

Common issues found in the work were:

- + Mental needs not being understood
- + Waiting times for referral or assessment
- + Not having the right service available
- + Not always getting the same level of service

- + Lack of information or support available

Using both online and face to face engagement, resident voices were captured through a confidential survey.

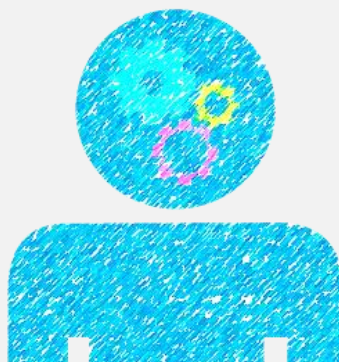
Outcomes of the survey were that most people were not happy with their GP service; waiting times were too long for referral/assessment; negative impact on relatives in the absence of professional support and 88% felt generally unsupported in their mental health issues.

Recommendations by Healthwatch Thurrock included:

- ❖ A review of the IAPT and MIND waiting times
- ❖ Ensure a service is commissioned for the “missing middle”
- ❖ Service for those suffering from Personality Disorder
- ❖ Commissioning of a low level support service – out of hours

“My father was in a good position as my mother was able to support him; this however had a detrimental effect on her own health”

The Missing Middle



MENTAL HEALTH REPORT - What is the impact of the Thurrock Healthwatch Report?

Healthwatch Thurrock raised our concerns at the Thurrock Health Overview and Scrutiny Committee meeting where we have a regular agenda item to raise any current concerns. The Committee were concerned at the information we had gathered.

As a result we were asked to carry out a more in depth piece of engagement work to speak with people with MH illness, carers and professionals, Thurrock PH team started work on a specific MH JSNA. The 'voices and lived experiences of those we engaged with were used within the JSNA to ensure the information was both qualitative and quantitative.

The Director of Thurrock PH Team used our feedback and report during his presentations to the HWBB, Thurrock Clinical Commissioning Group Board and at STP level.

The lead Mental Health Commissioner for the STP also used our report, voices and findings to produce his Business plan within the areas of commissioning a Personality Disorder Service, to address services aimed to meet the needs of the 'missing middle' as identified within our report and also to look at the provision of out of hours low level crisis support.

All of the recommendations within our report are now being addressed with

some specific services and pathways being commissioned.

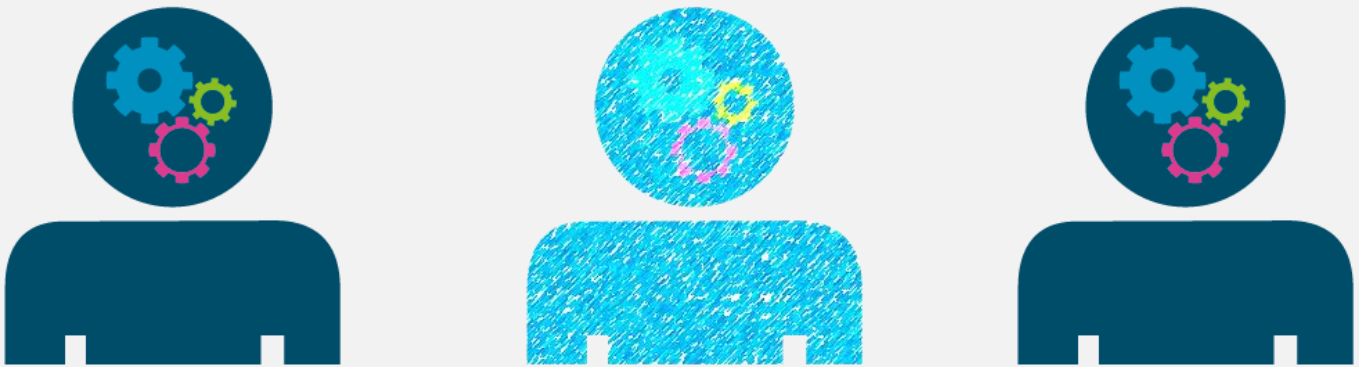
To date, due to the work of Healthwatch Thurrock, there are now pathways for 24 hour crisis care, pathway for Personality Disorder and new models of integrated care addressing anxiety, depression along with more serious psychotic illnesses.

This has impacted not only locally in Thurrock but across the whole Mid and South Essex STP area.

Once again, Thurrock Healthwatch have been a key partner, critical to the success of transformation journey we have continued to embark on in Thurrock over the past 12 months. Despite their relatively small size compared to other Healthwatch organisations in the country, their reach into the community and their ability to collect and reflect the needs and concerns of our residents, is in my view unparalleled.

The research that they undertook with residents who use our mental health services highlighted clearly the fragmented nature of the historic landscape of services and the uncomfortable truth that too many residents were waiting too long to receive a service. Their report, which captured the views of hundreds of residents was a key catalyst to a major programme of mental health service transformation that is now underway, including the development of new services for people with personality disorders, a new crisis care pathway and new models of integrated care for residents with anxiety and depression, and for those with more serious

MENTAL HEALTH REPORT - Make Change Happen



healthwatchthurrock.org/sites/default/files/mental_health_report_september_2018.pdf

“Once again, Thurrock Healthwatch have been a key partner, critical to the success of transformation journey we have continued to embark on in Thurrock over the past 12 months. Despite their relatively small size compared to other Healthwatch organisations in the country, their reach into the community and their ability to collect and reflect the needs and concerns of our residents, is in my view unparalleled.

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As a Director of Public Health responsible for transforming and improving our health and care services, I feel incredibly fortunate to have access to a resource of the highest quality in Thurrock Healthwatch. Kim and her team care deeply about representing the people of Thurrock and reflecting their needs and concerns to partners who are responsible for purchasing and delivering local health and care. They are my immediate ‘go-to’ organisation when I need to better understand and respond to the views of our residents and their experiences of the services we commission and provide.

Ian Wake, Director Public Health, Thurrock Council



Improving outcomes for surgeries and their patients

PRIMARY CARE: Helping residents to improve their services

Healthwatch Thurrock received 24 communications from patients reporting poor service from a local GP practice and satellite surgery.

The issues were predominantly centered around the telephone appointment system.

Patients reported that when they called the surgery, they were waiting for up to 40 minutes for an answer.

Healthwatch Thurrock met with the Director of the GP service and explained the level of dissatisfaction being expressed by their patients.

As a result of our intervention a new telephone system was installed increasing phone lines from 12 to 36.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchthurrock.org

t: 01375 389883

e: info@healthwatchthurrock.org

NHS: Developing the Long Term Plan



Thurrock Healthwatch coordinated the engagement work for the NHS Long Term Plan. Supported by Healthwatch Southend and Healthwatch Essex, we presented a collaborative report outlining what is important to residents within the Mid and South Essex STP area.

Over 870 residents fed back on specific areas such as ageing healthily, managing long term conditions and how they want to be engaged as the Long Term Plan is developed.

Understanding and representing everyone's views

Together we put together a picture of public views informing how NHS provision should be shaped over the next 10 years.

Residents told us that:

- + Communication should be improved
- + More GP and specialist appointments are needed
- + Providing more local services reduces barriers
- + More information and advice is needed to manage long term conditions and keep healthy
- + Choice and control are important

"More services to support staying in my own home"

"Community support and activities"



"Choosing the right treatment is a joint decision between me and the relevant health and car professional"



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 Thurrock is here for you.

w: www.thurrockhealthwatch.org

t: 01375 389883

e: info@healthwatchthurrock.org



Helping you find

the answers

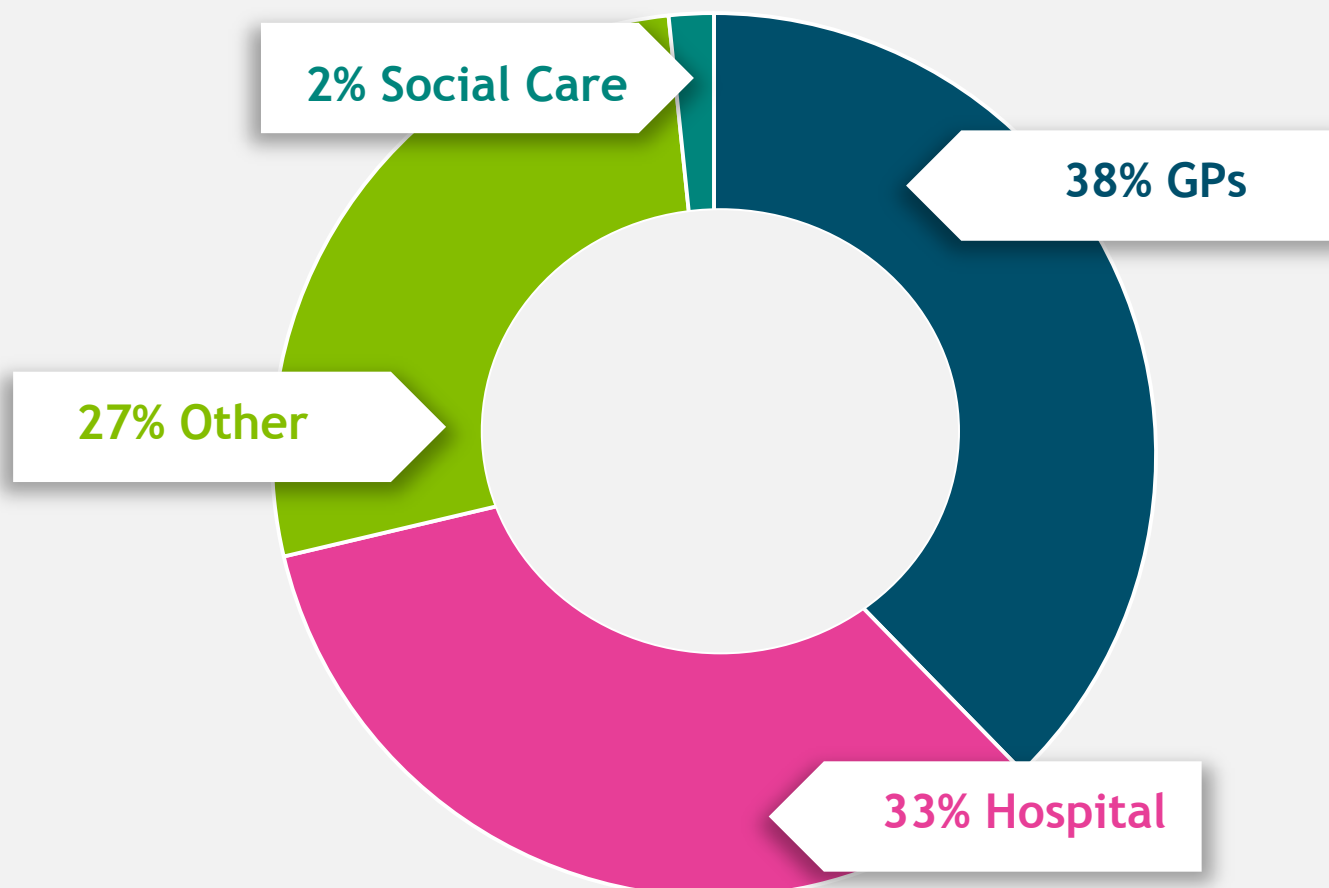
What services do people want to know about?

Healthwatch Thurrock provide an information and advice service Monday to Friday 9am - 5pm. Our officers are on hand to support people in finding services, signposting to local providers and also helping resolve issues.

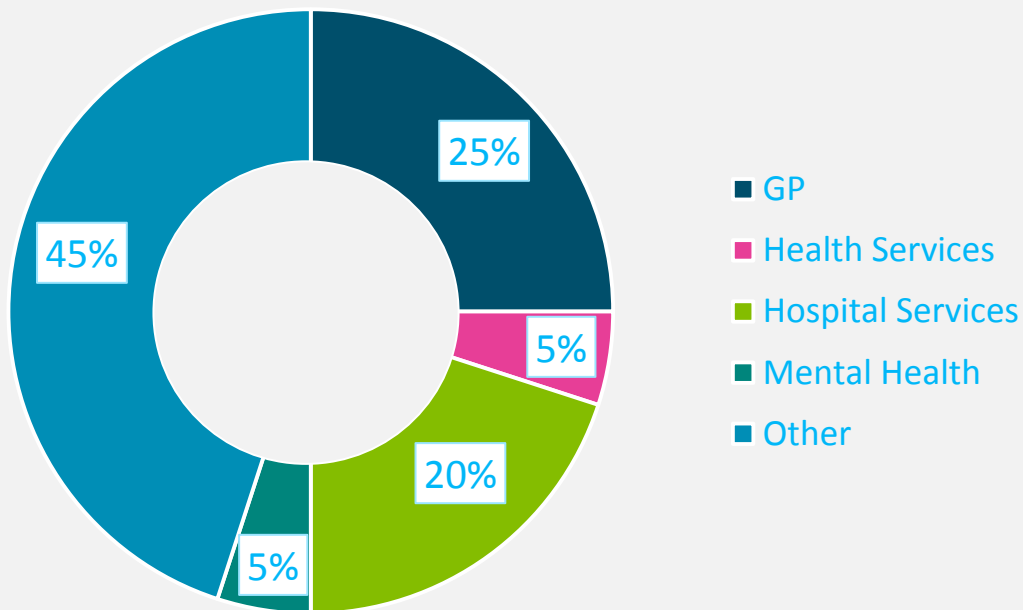
We can also speak to people directly without appointment during our opening hours.

We supplement our information and advice service with proactive information sharing from all relevant agencies through social media.

In 2018/19, most of our enquiries were about GP practices, with Hospital services second



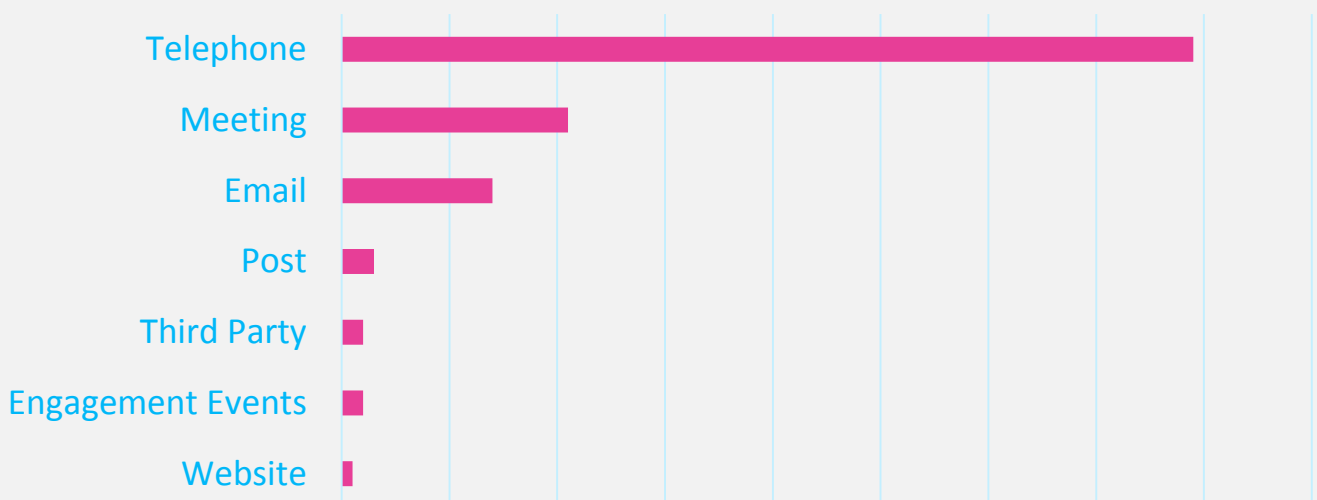
What Information and Advice is most often requested?



Healthwatch Thurrock receives a variety of information requests; from what time the Minor Injury clinic is open to where someone can find support for leaving hospital. We work closely with a range of professionals and signpost to the correct service.

How do people contact us?

Healthwatch Thurrock are contactable by email, telephone, through their website, via social media and by FREEPOST.



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped X people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information online
- + Our contact us form
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone
- + Drop in appointments

Jim's story:



Jim contacted Healthwatch Thurrock to resolve a problem with incorrect prescriptions, processes and procedures he had experienced. Due to the intervention of Healthwatch Thurrock, a meeting with the GP's Practice Manager was arranged swiftly with a very positive outcome.

"You have moved heaven and earth for me and for that I am very grateful. The team was fantastic and it demonstrates the role of Healthwatch Thurrock in achieving improved practise for Thurrock residents" - Jim Proctor

All channels open

Healthwatch Thurrock regularly uses Twitter, Facebook and local community sites as well as its main website to give information available 24 hours a day

We actively seek out information that may prove useful and could be shared wider

Information should be current; visible and accessible - so we keep **all channels open**



Connecting and Engaging

We take our information out to residents across Thurrock, interacting and gaining insight from targeted groups and the general public.

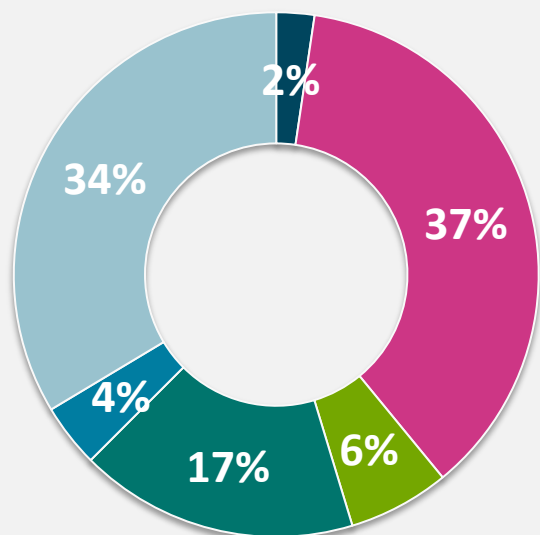


Spotlight on Dilkes Park Fun Day

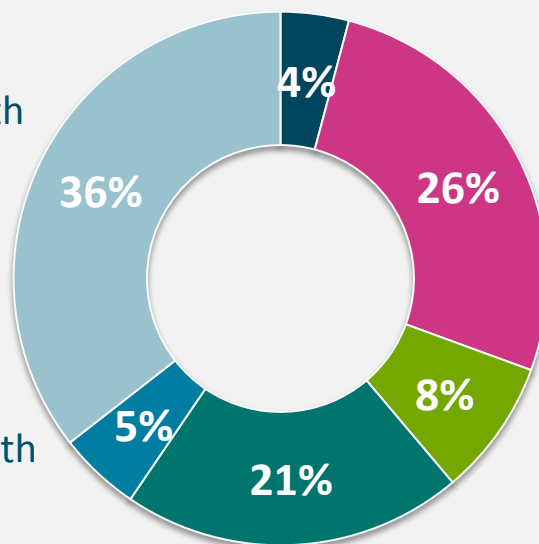
At community events, we engage the public to give feedback and gather more information about what is going well or what needs improving. At Dilkes Park Fun Day we asked over 160 people 2 questions:

- ❖ What service is the most important to you?
- ❖ What service do you feel needs the most improvement?

What service is the most important to you?



What service do you feel needs the most improvement?



- Sexual Health
- Doctors
- Dentists
- Social Care
- Opticians
- Mental Health

What did people say?

Doctors / GPs are the most important service to us
Mental Health services need the most improvement





Our volunteers



and Ambassadors

Fola and Bisola - Healthwatch Thurrock Ambassadors

How do our volunteers and ambassadors help us?

At Healthwatch Thurrock we couldn't make all of these improvements without the support of our Thurrock volunteers and ambassadors working with us to help make care better for their communities.

- ❖ Raise awareness of the work we do in the community
- ❖ Visit services to make sure they're meeting people's needs
- ❖ Support our day to day running e.g. governance; events and raising awareness
- ❖ Collect people's views and experiences which we use in our reports
- ❖ Represent the views of marginalised groups

Volunteers and Ambassadors

Healthwatch Thurrock volunteers support in various roles.

Our Advisory Group helps set the operational priorities. Meeting bi-monthly they bring a wealth of experience and knowledge, the Advisory Group are invaluable volunteers for Healthwatch Thurrock.

Volunteers also help out at events, setting up our stalls and raising awareness of the work we do.

We also have volunteers called Ambassadors.

As in most boroughs there are groups of residents who for numerous reasons do not engage effectively with Health and Social Care services. This can put those communities at a disadvantage. Healthwatch Thurrock, through our community engagement work, has set up regular attendance at the local Muslim group. This has been very beneficial to this group, who are now more aware of community services that they can access.

In addition to our regular drop in services we have recruited a nurse from the Muslim Community to become a Healthwatch Ambassador. Our links have strengthened and our Ambassador is able to take information to the group.



'I am very proud to be supporting Healthwatch Thurrock'

Bisola Sheu - Healthwatch Thurrock Ambassador



Our finances

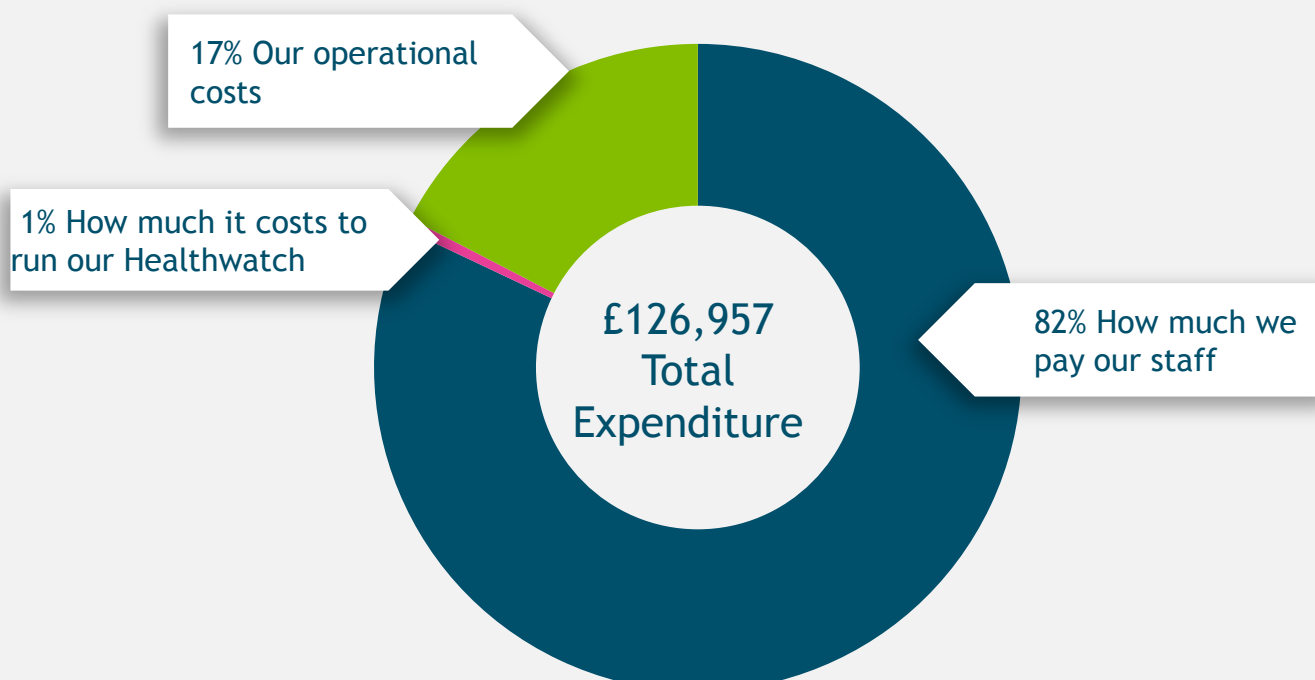
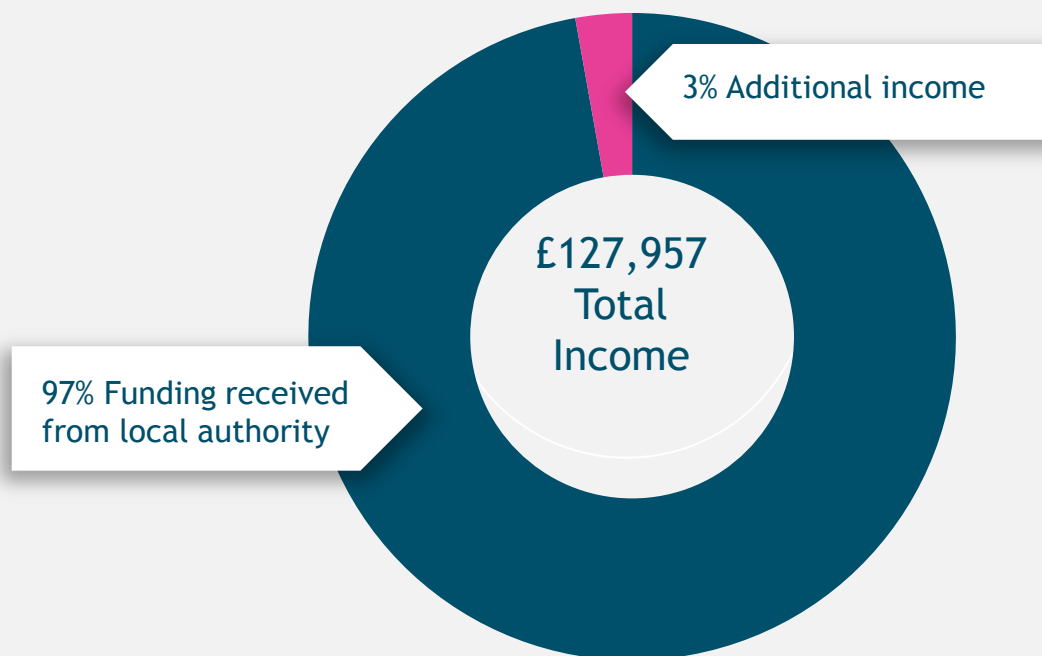


How we use our money

Most of the work Healthwatch Thurrock does is engaging people, talking to them in the community and providing the information service. This requires people on the ground and amongst residents to gather views.

We keep our operational and running costs to a minimum through the use of low cost of office space and shared services.

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £126,297. We also received £3,500 of additional income from commissioned independent work.





**Our plans for
next year**

Next Year 2019-20

Following on from our recent Workshop with Staff and our Advisory Group, looking at the issues we have been made aware of in the last year we have been able to set our priorities based on the feedback and voices of our Residents, those priorities will be:

- **Ophthalmology Services**
- **Cancer Services (Thurrock has been identified as a pilot area for lung cancer screening, and we have been invited to be part of this work)**
- **Children's Services speaking to young people, carers and parents**
- **Continuing with our Mental Health work, both adult and children as we are still receiving feedback on poor experiences by our residents**
- **Dignity in Dementia within care settings**
- **Long Term Conditions Community services and support**

We also look at any emerging themes and gaps in services identified during our day to day work within the communities of Thurrock, and we will then highlight and engage with a wider audience to look closer at these.

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Thurrock Council
- + Thurrock Clinical Commissioning Group
- + Mid and South Essex STP
- + Thurrock Community Groups and Forums

"The Healthwatch Thurrock report of dental services has provided a fascinating and insightful view on to the lived experiences of local residents accessing dental services. Working with Healthwatch Thurrock on this has been a really rewarding experience and a working relationship I am keen to maintain. The information from this report will be shared with dental community, the rich source of data combined with the voice of the patients is sure to have an impact on service provision and dental interventions in the future"

Samantha Glover
Dental Public Health Program Manager

"Healthwatch have been extremely helpful in their preparation for undertaking a survey of parents, children and young people who have accessed the Prevention and Support Service and Children's centres'. Their knowledge of 'what works' when undertaking surveys will ensure that there is good response, in order for the services to develop in line with Community feedback."

Clare Moore, Strategic Lead-Youth Offending Service and Prevention

"Healthwatch has been a very important part of the Adult Social Care Transformation Programme with its strong links into the local community and close understanding of the health concerns of local people"

Roger Harris, Corporate Director, Adults Housing and Health

Healthwatch have had another successful year both engaging with partners and holding us to account when needed, to bring the community/person focus. Healthwatch have successfully brought the people's voice to the table which is informing transformation and change. We remain very fortunate to have the Healthwatch service that we do in Thurrock

Tania Sitch, Partnership Director Adults Health and Social Care Thurrock (NELFT and Thurrock Council)

Contact us

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 - + Website www.healthwatchthurrock.org
-

Thurrock CVS (Community Voluntary Services)
The Beehive
West Street
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- + Contact number 01375 389890
- + Email: info@thurrockcvs.org

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Charity No.1090253
Company Registration No. 04300967

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healthwatch
Thurrock