



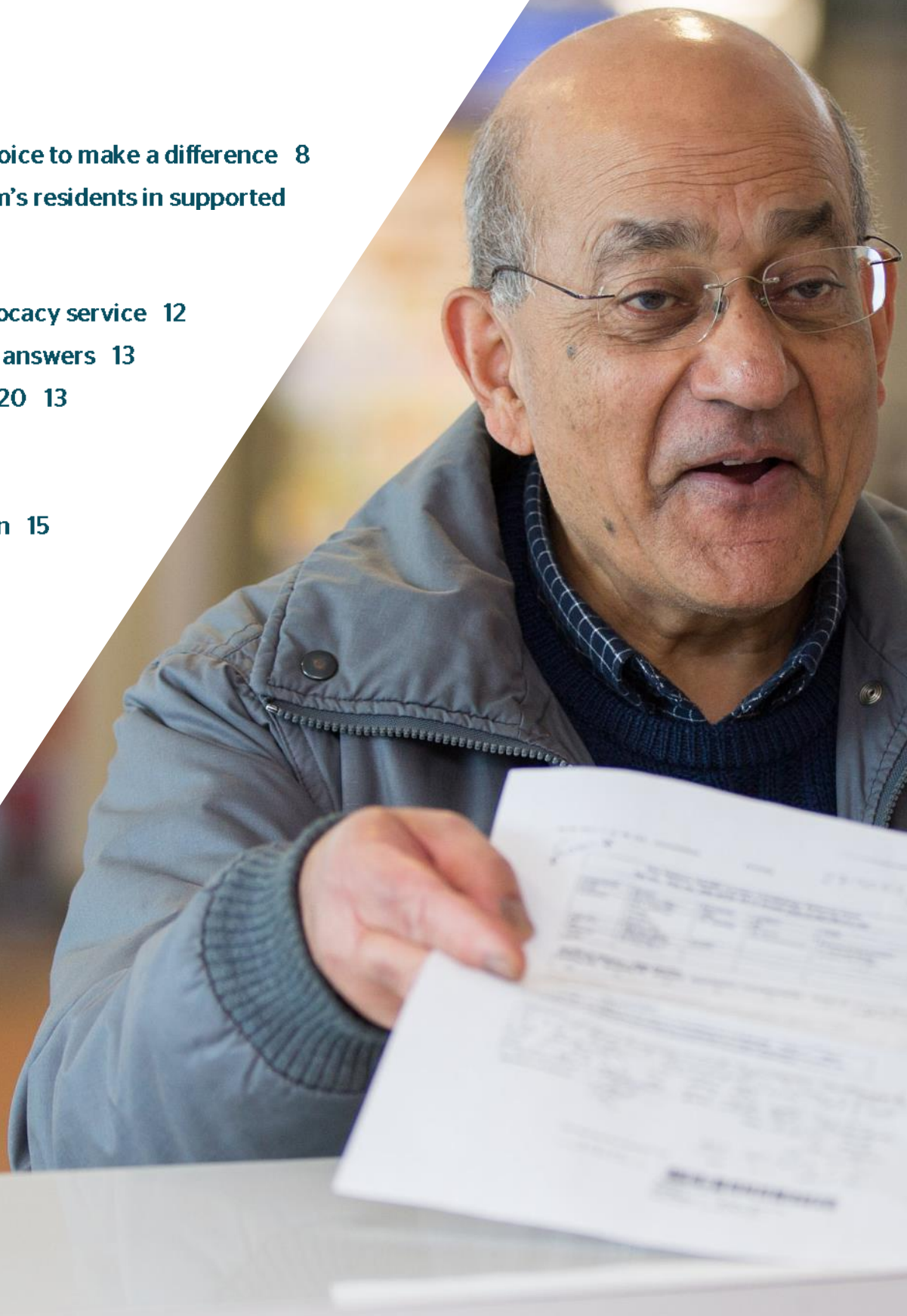
# People First in Health & Care

**Annual Report 2018 - 19**



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# Introduction

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

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

- Patient engagement and feedback at Newham University Hospital
- Engaging with young people
- Taking action with residents of supported living services
- Identifying the communities' needs in safeguarding

We are delighted to have been re-commissioned to deliver Healthwatch in Newham, on behalf of local residents, for 2019-2022. We have been particularly pleased to see changes for local residents as a result of our work. Just some highlights are:

- starting visits to patient wards at Newham Hospital
- ensuring the needs of residents in supported living are heard and acted upon
- providing advice and guidance to residents needing services or who are facing barriers
- Improving the complaints process for health services.

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

We would like to thank all the local residents and community organisations for taking the time to share their views and experiences. We would also like to thank our volunteers for helping us achieve our work in Newham, our Advisory Board of Newham charities, including the co-Chair, Councillor Ann Easter. We look forward to meeting you this coming year.



Julie Pal

CEO  
CommUNITY Barnet



Selina Rodrigues

Head of Healthwatch  
CommUNITY Barnet



Leonardo Greco

Manager  
Healthwatch Newham

# An independent voice for Newham residents

Healthwatch Newham is the independent voice through which Newham residents can share their experiences of using health and social care services. It is delivered by a Newham-based staff team, a partnership of Newham based voluntary and community organisations and a team of capable volunteers.

Healthwatch Newham is an arms-length department of CommUNITY Barnet, an independent legal entity and a registered charity and company limited by guarantee.

Healthwatch Newham is delivered in partnership with local organisations. We have established the Healthwatch Newham Advisory Board whose role is to support the core team and shape the work programme around the needs of Newham residents.

## About us

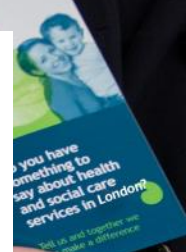
Healthwatch was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice both locally and nationally.

Healthwatch Newham was established in 2013 and is part of a national network led by Healthwatch England. We have a seat on the Newham Health and Wellbeing Board and the Newham Clinical Commissioning Group (CCG) Governing Board.

We are the independent voice for residents of Newham who use health and social care services. Our vision is of a thriving and active community of Newham people who want to influence and contribute to the development and delivery of quality health and social care in the borough.

To achieve this, Healthwatch Newham:

- has a powerful relationship with residents, volunteers and service users to gather their views and experiences, capturing and presenting the voices of under-represented communities
- promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services
- signposts individuals to available advice and information to help them make informed choices about their health and social care.



# Our connections with Newham residents



**SOCIAL MEDIA  
FOLLOWERS**



**DENTISTS  
REVIEWED FOR  
APPOINTMENTS**



**ENTER & VIEW  
VISITS**



**COMMUNITY  
HEALTH SERVICES  
REVIEWED**



**OUTREACH  
EVENTS**



**NHS COMPLAINTS  
ADVOCACY  
CASES**



**FRIENDS**



**STATUTORY MEETINGS**

# Abbreviations

The following abbreviations are used throughout this report:

- Barts—Barts Health NHS Trust
- CQC— Care Quality Commission
- NCCG—Newham Clinical Commissioning Group
- NUH—Newham University Hospital
- PALS—Patient Advice and Liaison Service
- SLS—Supported Living Services - (Supported Living Services are where residents live in the local community, sometimes having mental health conditions or learning disabilities and where they may be supported by staff to help them live independent lives).

## Advisory board

Healthwatch Newham is leading one of the largest charity partnerships in Newham. It works with Newham's charity, voluntary and community organisations and we would like to thank them for their guidance to Healthwatch Newham, particularly with some of Newham's key communities:

Councillor Anne Easter (Co-Chair), Julie Pal (Co-Chair) - CommUNITY Barnet /Healthwatch Newham, Selina Rodrigues (Deputy Chair) - Healthwatch Newham, Leonardo Greco - Healthwatch Newham, Caroline Rouse - Aston Mansfield, Angus McKenzie Davie - Co-Production Forum , Elif Huseyin - Caritas Anchor House, Zoraido Colorado - Community Links, Fiona Scaife - Mind in Tower Hamlets and Newham , Violet White - Older People's Reference Group, Ruth Bravery - The Renewal Programme, Patrick Cahillane - The Renewal Programme/ Newham Carers Network, Taskin Saleem - Subco Trust, Maria Abraham - West Ham United Foundation.

The Advisory Board's membership is drawn from Newham-based organisation representatives. Its role is to support Healthwatch Newham to:

- Identify key areas of work
- Develop and deliver activities
- Provide guidance and support to project teams
- Offer expertise, experience and knowledge which will promote and support Healthwatch Newham activities
- Review applications to our community grants scheme.



## Public meeting

Over 60 people attended our event at Stratford Library, with our key note speaker, Mayor Rokhsana Fiaz, speakers from Barts and East London Foundation Trust and from Healthwatch Newham.

Mayor Fiaz said she was very concerned about loneliness and the health and wellbeing of young people.

Staff from Healthwatch Newham talked about the real changes that residents' feedback and volunteers had made to health and social care services, including improved mealtimes at hospital and activities for people in supported living.

Sarah Silvertown, Head of Patient Experience at Barts Hospital told us about their new patient experience and Paul Binfield and Carole Shackleton from East London Foundation Trust said they plan to better manage complaints and feedback to the trust.

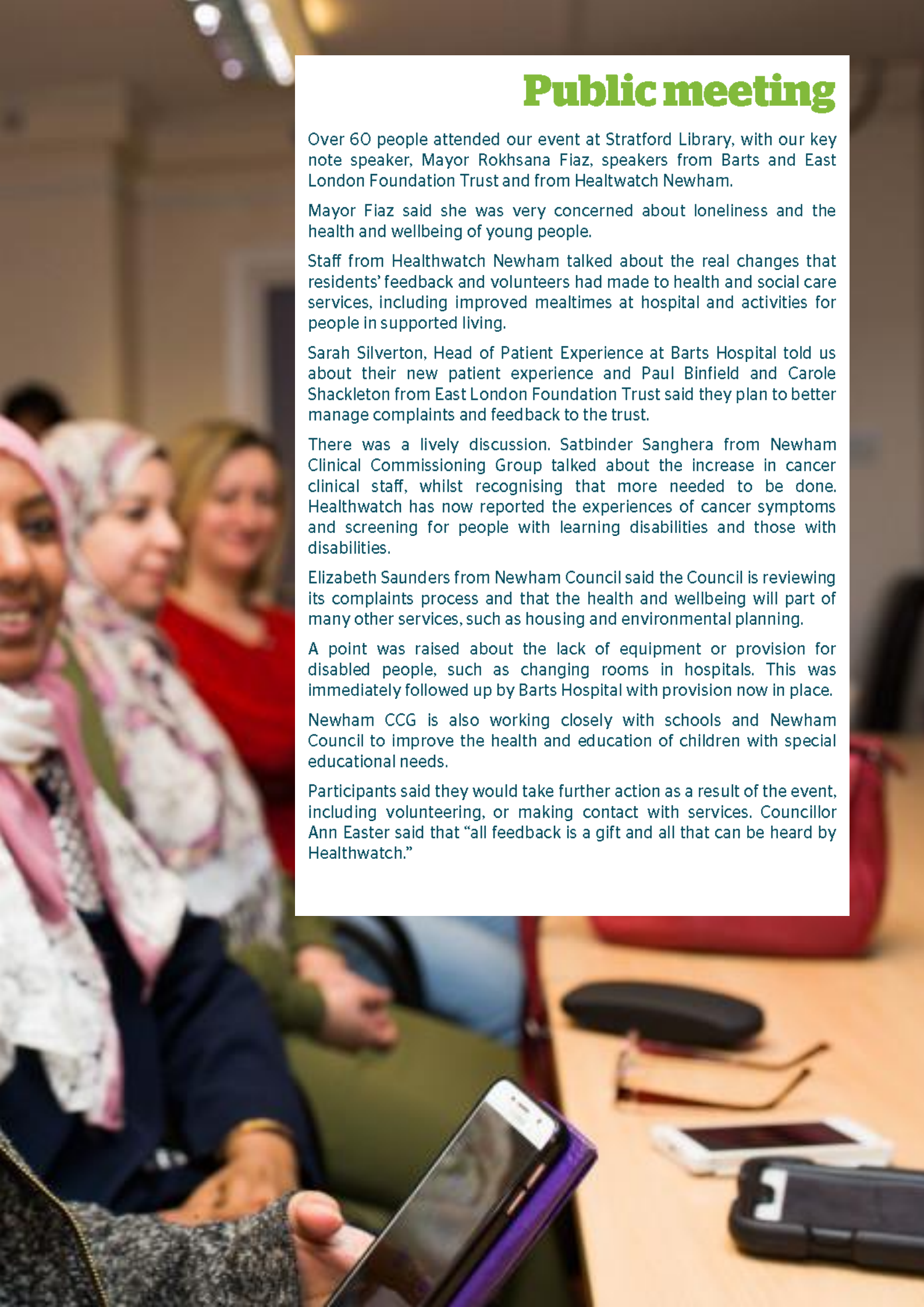
There was a lively discussion. Satbinder Sanghera from Newham Clinical Commissioning Group talked about the increase in cancer clinical staff, whilst recognising that more needed to be done. Healthwatch has now reported the experiences of cancer symptoms and screening for people with learning disabilities and those with disabilities.

Elizabeth Saunders from Newham Council said the Council is reviewing its complaints process and that the health and wellbeing will part of many other services, such as housing and environmental planning.

A point was raised about the lack of equipment or provision for disabled people, such as changing rooms in hospitals. This was immediately followed up by Barts Hospital with provision now in place.

Newham CCG is also working closely with schools and Newham Council to improve the health and education of children with special educational needs.

Participants said they would take further action as a result of the event, including volunteering, or making contact with services. Councillor Ann Easter said that "all feedback is a gift and all that can be heard by Healthwatch."



# How we used your voice to make a difference

We have captured the voice of Newham residents in a systemic way and presented that information to the borough's strategic decision makers, commissioners, to place the patient and resident voice at the heart of decision making.

We also work closely with other partners and providers of health and social care and share our findings with them and meet with them regularly to monitor progress.



## Action on Dental Services

Residents told us of their difficulty getting NHS appointments for adults and children and that those with physical disabilities couldn't get into the buildings. We undertook mystery shopping of dentists three times but found appointment systems had not improved. 41% of dentists could not offer a NHS appointment within 2 weeks and almost half were unable to provide urgent treatment. A third of dentists were inaccessible being located upstairs, with no lifts or ramps. The Newham Health and Wellbeing Board acted on our recommendations and we are working with NCCG, the NHS and Newham Council Public Health to improve the situation for local residents.



## A Journey of Improvement at Newham University Hospital

We were concerned that Newham Hospital was recently rated 'Requires Improvement' by the Care Quality Commission. We are pleased that staff have recently worked hard to make improvements.

Residents told us that hospital discharge sometimes worked well and sometimes not. We reported this to NUH and the CQC, explaining that without an advocate or family member support, some patients were not able to leave hospital safely and on time.

The complaints process was taking too long and patients were not getting clear answers to their questions and comments. We worked with the complaints team and are pleased that new staff and training are now in place. Our new regular meetings with PALS and the complaints teams mean we resolve complaints quicker and with less stress for patients and relatives.

We now do joint ward visits with NCCG to get direct feedback from patients. NUH now welcome our visits and we report on good practice and make recommendations for change, based on patient feedback.

Following our work with Newham Deaf Forum and British Sign Language interpreters, we are pleased that Maternity Services now have a 'pool' of BSL signers, so patients can have a signer at short notice.



## Learning From Young People

Young people told us their experiences with dentists, doctors, mental health services and hospitals. Young people from community groups, from New Vic College, the National Citizens Service and University of East London, said that services need to be friendlier, to take their concerns seriously and be clear about what information is confidential and what is not. We are now working with young people and Newham Council to hear young people's ideas and experiences to improve mental health and other services.





## Supported Living Services

We have listened to the experiences of residents in 14 Supported Living Services, 8 in the past year. Residents live independent lives, but can sometimes be vulnerable or isolated and do not always have the opportunity to share their views.

We found that residents are supported to volunteer, prepare meals, and participate in physical activities. Unfortunately we also found unsupportive staff, inadequate staff training, properties in a poor state of repair, and residents not able to learn new skills or to access community leisure or education services.

We raised two safeguarding concerns and Newham Council responded promptly to this and to our recommendation for more independent living activities.

Our reports helped raise the issues of funding and challenges for staff at a national level. Our findings contributed to Newham Council's new Performance Framework for Supported Living Services.



## Safeguarding Vulnerable Adults in Newham

We told the Safeguarding Advisory Board, that residents don't know how to raise concerns and how to get support. Smaller organisations may not have the resources to provide safeguarding guidance and training. The SAB committed to providing information in different community languages, and also provided guidance to community groups through Newham Council's Co-Production Forum.

We would like to thank the Newham Adults Safeguarding Board for its time and commitment to this area.

The Adults Safeguarding Report said, Healthwatch Newham has helped to place concerns around safeguarding into a national context through their relationship with Healthwatch England and the powers they have to refer safeguarding concerns directly to the Care Quality Commission (CQC).



## Community Health Services Quality Assurance

Healthwatch Newham worked with ELFT and Newham CCG to review the patient experience in 7 community health services, phlebotomy, learning disabilities, the appliance service, continuing care, community stroke and neurology and the transitional practice. Generally, patient feedback was positive, but patients consistently reported confusion or lack of information about the appointment systems or waiting times. Each service responded to say they will improve this, working with other health partners where appropriate. This is essential for patients so they are in control of their healthcare.



## Ongoing Achievements with Diabetes

We were asked by Newham CCG to find out patients' views of the diabetes prevention programme, which was new to Newham. The programme provides information and support to those at risk of diabetes, on areas such as food and exercise. We talked to patients at their sessions in the community and also through contact at GP surgeries. Patients said they found the information useful, particularly on how to adapt their diet and about different types of exercise. Some had not understood about diabetes at first, some had to wait a long time for their referral to the programme and for others, the lack of information in different community languages meant they could not participate in the sessions. We reported this to NCCG which has now taken action to improve the process for patients and to make sure there is clear information about diabetes, including communicating with different communities across Newham.

# Spotlight on Newham's residents in supported living services

Healthwatch Newham is determined to listen to residents that cannot always make their voices heard and those that may have complex conditions or be isolated or vulnerable. We realised that bodies such as the CQC may not always be able to visit and listen to those in 'supported living services' - this is just the way the system is set up. Some residents may have learning disabilities or have experienced complex mental health conditions. But they are keen to lead fulfilling lives in their local area.

We were keen to work closely with Newham Council Adult Social Care and Safeguarding staff who were fully supportive and helpful. They trusted our way of working. We provided development and training sessions for our staff and volunteers from leaders with extensive professional experience in mental health.

We visited 14 services in total, 8 in the last year and were pleased to see that some had well-trained, motivated and compassionate staff, where residents were supported and motivated to participate in a range of activities, such as cooking, budgeting, volunteering and training.

In others, we found a need for effective care plans, better staff training and for improved support to residents. We were sad to see some properties in a poor state of repair and found little or no support to develop independent living skills or to access community, leisure or education services. We also talked to families and carers, who told us of their concerns for their loved-ones.

Some providers of these services did not respond to our reports at first. As word has spread about how we work in partnership, we are really pleased that we now have fruitful and positive discussions with them. Due to the way the system works, some of these services are not monitored. In addition, due to changes and budget restrictions nationally, these services are difficult to deliver and to monitor. But we are pleased that Newham Council is fully engaged with this project, responding to our safeguarding concerns and focusing on those homes about which we raised concerns.

Our findings have also contributed to Newham Council's new Performance Framework for Supported Living Services. Newham's Safeguarding Adults Board Report said, *Healthwatch Newham (HWN) have helped to place concerns around safeguarding into a national context through their relationship with Healthwatch England and the powers they have to refer safeguarding concerns directly to the Care Quality Commission (CQC)*. Our reports helped raised the issues of funding and the challenges for staff working in this area and for the residents, at a national level.



**Share your views and help make local NHS services better in Newham**

**healthwatch**  
Newham

**what**  
would you do?  
It's your NHS. Have your say.

@HW\_Newham 1 Apr 2018

It's our birthday today - we are 5 years old! We wanted to thank you for your work to help improve [#health](#) and [#socialcare](#) in our [#community](#).  
[#HappyBirthdayHealthwatch](#)  
[#Newham](#)



@HW\_Newham 1 May 2018

We are looking for community groups who can help us raise awareness of health and social care in Newham. To apply for a small [#community #grant](#) to help you get started click this link for more info: [bit.ly/2HnLSvt](http://bit.ly/2HnLSvt) [#charity #funds #health](#)



@HW\_Newham 11 Jun 2018

11-17 June is [#menshealthweek](#) and the theme is [#diabetes](#). Visit our website for more info from [@MensHealthForum](#):  
[bit.ly/2xJnzqW](http://bit.ly/2xJnzqW) [#health #Newham #YouAreNotAlone #IBD @CrohnsColitisUK](#)



@HW\_Newham 18 Mar 2019

Healthwatch Newham Retweeted NHS Newham CCG [@NHSNewhamCCG](#) [#WorldTBDay](#) on 24 March is an opportunity to raise awareness about TB. Let's challenge myths and take control. Come along to [#TheGateLibrary](#) from 1-2pm to find out more [@NewhamLondon](#)  
[@HW\\_Newham](#)



@HW\_Newham 9 Oct 2018

Tomorrow is World Mental Health Day, pop down to Canning Town and Custom House Library for lots of information and activities! Everyone is welcome! [#Newham](#)  
[#worldmentalhealthday](#)



@HW\_Newham 5 Jul 2018

Happy 70th birthday [#NHS](#)! Find out more about the NHS at 70, take the quiz or get involved: [bit.ly/2MQ0aXD](http://bit.ly/2MQ0aXD) [#NHS70 #health #Newham](#)





# **NHS Complaints Advocacy Service**

Our NHS Advocacy Service helps local residents, particularly those that are vulnerable or need additional support, to raise issues and make complaints. This service is for Newham residents who want to make a formal complaint about a NHS service, including GPs and hospitals.

Through the year, the service managed 268 cases for local residents. We are pleased that the clients come from a range of Newham's communities, reflecting the local population. The service has:

- helped improve the response time for complaints, by meeting with the Barts Trust and Newham Hospital Complaints Team
- alerted NCCG and Barts to some serious issues, including End of Life Care and that staff were not offering language interpretation services
- supported residents to help themselves, by using the Advocacy Self-Help pack.

For more information and advice please contact the **NHS Complaints Advocate for Newham** on [advocacy@healthwatchnewham.co.uk](mailto:advocacy@healthwatchnewham.co.uk) or 020 3828 8245.

## **Feedback from advocacy service clients**

“Thank you for coming with me to the meeting. I could not have got through it without you. I realised today that we are such a good team, working together to get this done for thank you.”

“I was invited to the new triage centre with hospital staff nurses and doctors coming and going about their duty. With the power of you and your fine work, this has benefited the sick people who have to visit Newham general hospital. Thank you.”

# Helping you find the answers



## Complex cases and safeguarding

Some patients, service-users and their relatives face real barriers to services and can get 'lost' in the system, with staff not responding to or ignoring their concerns. We helped one resident get his ADHD medication, when he had to go to A+E after problems with his GP. We helped another patient get their postnatal appointment.



## Information and signposting Service

We help residents find the health and social care they need. We provide details and signposting to other services. Our most common questions include how to change GP or make a complaint and how to find out more about adult social care services.



## Our priorities 2019-20

These are our main projects for this year. Additional activities will be added. These priorities came through feedback from local residents, our volunteers and staff from health and social care. We always welcome residents' views so please do contact us with your comments, suggestions and experiences.

- Newham Hospital engaging with patients and improving services
- Working with young people on mental health
- Reviewing sexual health services
- Checking the quality of dental services.

# Contact us

We want to hear your views on newham health and social care, contact us by email at [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk) or call us on 020 3866 2969.

**Your Local Health and Social Care Advocacy Champion**

Using your feedback, we can let services know what needs to change

**Complaints and Advocacy Service**

Providing you with support to raise your concerns

**Information Service**

Providing guidance on what services are available and who to contact



**working together**  
to make your voice count

## Our resources

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

<a href="#">Accessibility</a>	<a href="#">Children &amp; Young People</a>	<a href="#">Care Quality Commission</a>	<a href="#">Dentists</a>
<a href="#">Enter &amp; View</a>	<a href="#">GP</a>	<a href="#">Learning Disability</a>	<a href="#">Maternity</a>
<a href="#">Podiatry</a>	<a href="#">Safeguarding</a>	<a href="#">Transport</a>	<a href="#">Winter</a>

# Financial information

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

## Income

<b>Funding received from local authority to deliver local Healthwatch statutory activities</b>	<b>£162,333</b>
<b>Additional Income</b>	<b>£1,000</b>
<hr/>	
<b>Total Income</b>	<b>£163,333</b>

## Expenditure

<b>Office costs</b>	<b>£41,608</b>
<b>Staff costs</b>	<b>£78,208</b>
<b>Direct delivery costs</b>	<b>£42,071</b>
<hr/>	
<b>Total Expenditure</b>	<b>£161,887</b>

CommUNITY Barnet is a registered charity and company limited by guarantee registered both with the Charity Commission and Companies House. We are governed by a Board of Trustees. Our Memorandum of Association allows us to operate in this way.

Healthwatch Newham is a borough-wide service working in collaboration with committed and passionate Newham focused organisations who have local knowledge, are experienced and trusted. The partnership is the eyes and ears in the community and can effectively act on complaints or concerns because it has direct access to seldom heard and under-represented members of the community. Through existing channels the partnership engages these communities with the Healthwatch agenda.

CommUNITY Barnet's Board of Trustees reviews performance, oversees risk and contributes to the promotion of the Healthwatch agenda. It is the decision-making body responsible for approving the action plan throughout the life of the contract.

CommUNITY Barnet's Board of Trustees are: Chris Cormie, Martin Edobor, Adam Goldstein, Anita Harris, Antony Jacobson, Michael Lassman, Jyoti Shah and Tony Vardy.



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**t** [@hw\\_newham](https://twitter.com/hw_newham)

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