



healthwatch
Redbridge

Have your say and

feed
back

improve health
services in Redbridge

020 8553 1236
healthwatch.co.uk



healthwatch
Redbridge

2021/2022 Annual Report



Lorraine Silver
HW Redbridge Chair



Cathy Turland
HW Redbridge CEO

Joint message from our Chair and Chief Executive

Since 2020, Healthwatch Redbridge continues to demonstrate it can adapt to the restrictions placed on all organisations throughout the pandemic, and to emerge a stronger, more capable organisation; still ready to challenge and highlight current health and social care issues.

Our work this year has seen us identify and respond to a range of issues ranging from highlighting the barriers to accessing local dental services, the continuing impact of the Covid-19 pandemic for disabled people, and interviewing individuals to understand the effects a safeguarding review can have.

Although there was a need to change the way we work, we have still been able to engage effectively with different communities, through online events and telephone contacts. A very small part of our outreach has been in person, on a few occasions, but we hope that this will increase over the coming year.

None of this would have been possible without the support and involvement of our Board, staff and volunteers. There have been many challenges, but they have all stepped up; discussing issues and adapting to this 'new normal', with enthusiasm.

We are also very pleased to welcome our new board members, Emma Friddin and Gloria Onwubiko, who will continue to support our work as we move forward this year. We would not be able to do as much as we have without them.

The coming year will also have its own challenges, as we prepare for re-contracting in 2022/23. Our work has got us to where we are now, we will now continue our journey and see where it leads.

Lorraine Silver – Chair

Cathy Turland – Chief Executive





Our reports have spoken to people about



Dental Services in Redbridge



Patient Experience of Dental Services



GP Access



Safeguarding



Through signposting we helped **148** local residents access healthcare information, and local support.



We Created 'Highlighting Heroes', a newsletter recognising community members who have been a source of inspiration to others.

13 people were nominated for the first newsletter.

61 people completed our dentistry survey.



In March, we established *Healthwatch Redbridge Community Network*: a network of local charities and organisations coming together to get their messages on health and wellbeing heard. Eight organisations had joined by the end of March.

There are now **25** members, and rising.

We have **169** responses to the Post-Covid survey, with **250** free text responses, giving us rich insight into the lived experience of service users with Post-Covid-19 syndrome, to highlight key aspects of their journey to seek support.



We won the joint award for the 'Working with your integrated care system' category in a major national awards scheme. (see page 22)





About us

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. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

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

In summary - Healthwatch Redbridge is here to:

- Help people find out about local health and social care services.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.
- Encourage people running services to involve people in changes to care.

Everything that Healthwatch Redbridge does will bring the voice and influence of local people to the development and delivery of local services, putting local people at the heart of decision-making processes.



Our staff members:

Cathy Turland - *CEO*

Miranda Peers - *Volunteer Coordinator*

Dawn Hobson - *Projects Officer*

Nat Cato - *Communications Officer*

*Healthwatch Redbridge Volunteer Coordinator,
Miranda Peers, signposting at the Disability Festival
in Christchurch Green*



Healthwatch Redbridge Community Network

– Healthwatch Redbridge working with local organisations

In March 2022 we were excited to launch the Healthwatch Redbridge Community Network. As a local organisation who has always worked closely with other Redbridge Voluntary and Community Sector (VCS) organisations, we wanted to utilise our local networks and formally embed working alongside fellow Redbridge VCS organisations within all our work. Our work through the pandemic reiterated the importance of local organisations working together and this inspired us to create the Healthwatch Redbridge Community Network.

The aim of the Healthwatch Redbridge Community Network is to be a two-way process. We want local organisations to share their members experiences of health and social care services with us, whilst at the same time we want to fulfil our role of providing information and signposting to local people to help ensure that all local people have access to the support and services they need.

healthwatch
Redbridge
Community Network



Within three months of launching the Healthwatch Redbridge Community Network, 25 organisations within the borough joined and became members:

- Barking, Havering and Redbridge University Hospitals NHS Trust
- Positive East
- Black Woman Kindness Initiative
- Ilford and District Diabetes UK Group
- Ilford High Road Baptist Church
- Redbridge Community Hubs Team (Redbridge Council)
- Living Streets
- Mind in North East London's Safe Connections Suicide Prevention Hub
- The Association of Redbridge African Caribbean Communities (TARACC)
- NELFT - Expert Patients Programme
- NELFT - Patient Experience Team
- Whipps Cross Hospital - Community Forum
- One Place East
- Jewish Care
- Refugee and Migrant Forum of Essex & London (RAMFEL)
- Redbridge CVS
- Redbridge Faith Forum
- Redbridge Talking Therapies (NHS IAPT Service)
- Saint Francis Hospice
- Talk for Health
- Stronger Together Project
- Age UK Redbridge, Barking & Havering
- Sensory Services Ltd & RNID
- Ilford Shopmobility
- MTC Learning/Blossom



Working alongside other Redbridge VCS organisations helps us engage and hear from all members of local communities. Gathering information from the diverse communities across Redbridge helps us to have a greater understanding of what is and is not working for different people, helping us understand the diverse differences of the needs of local people.

The Healthwatch Redbridge Community Network has an estimated combined reach of over 15,100 people on our contact lists (some organisations didn't provide a figure).

The response to the HWR Community Network has been wonderful and united, with organisations telling us...



"We need a Community Network so groups are aware of each other, and so that the community is aware of all groups. The more groups can share information and experience, the more successful their work will be. It gives the opportunity to strengthen what each group is doing, eliminate unnecessary duplication of effort and create partnerships where appropriate."

- Rosemary



"Collaborative Community engagement strengthens Health understanding and care."

- Christine, Ilford and District Diabetic Group



"When community groups and services get together, we are much better placed to discover issues that affect people across the borough. Not only that, it gives us a much better understanding of what the issues are, and how best we can collectively respond."

- Darren Morgan



"Redbridge Faith Forum is delighted to support the new Community Network which will be a much needed resource for Redbridge residents to enable them to learn about and navigate local services to access the most appropriate healthcare."

- Karen Kent



"Having the opportunity to be part of this network will enable us to share updates and good practice, get information about what is the current needs, support local needs and maybe share opportunities as they arise, as well as network."

- Sheila



"Having a community network to reach into as an external organisation has really helped us to make contacts in the borough and promote our programmes to residents that we otherwise wouldn't have been able to contact."

- Mike Lawrence





“Saint Francis Hospice has been a regular member at the events hosted by Healthwatch Redbridge. The Community Network enables the voluntary sector to have a voice in ensuring the people in Redbridge receive the best possible care. Healthwatch are a greater support to Saint Francis Hospice, they have taken part in end of life conferences and regularly attend our Individual Experience Management Group to assist in scrutinising the feedback and development of our services.”

- Jan Scott



“When people using our services told us about the difficulties, they were having accessing health and social care we asked Healthwatch to help. They worked with us and facilitated research exploring the barriers people were facing. All sessions were tailored to make sure everyone was listened to and evidence gathered to raise concerns collectively. Feedback from those participating highlighted how Healthwatch’s friendly and inclusive approach and commitment to making sure everyone gets the health and social care support they need.

In setting up a community network Healthwatch are making sure there are the forums and spaces for individuals and organisations to come together and support each other. Healthwatch regularly help promote what local services have to offer and are helping to facilitate stronger relationships. Thankyou Healthwatch.”

- Erica Miles



How the Healthwatch Redbridge Community Network can help your organisation



[Click on the image above, or this link to view the video](#)

Since we launched the HWR Community Network we have developed a webpage on our website specifically with [Community Network information](#). It has been viewed 1,020 times. Members can find one another, enabling them to find information and make links. We produced a [Community Network special edition newsletter](#) which went out to all our members. We will also hold the Healthwatch Redbridge Community Network Fair during the summer, enabling HWR Community Network members to network with each other, build partnerships and meet members of the public to raise awareness of their services.

Join the Healthwatch Redbridge Community Network

If you would like to join the Healthwatch Redbridge Community Network, please [complete the application form](#) available on our webpage. We look forward to welcoming more members over the coming months.





Highlighting Heroes

In June 2021 we were thrilled to launch a new initiative, **Highlighting Heroes**. After a very challenging 15 months, we thought it would be a good idea to create a positive piece of work and recognise some of the individuals who have really made a difference during the pandemic. We asked for nominations from the local community of those people who had gone out of their way to help others.

Nominees



Sreeparna Roy



Kristy Cody



Ashley Nayeck



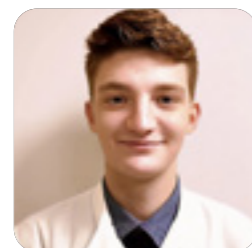
Claire Hartley



Abdullah Mohammed



David Howard



Jason Blackwell



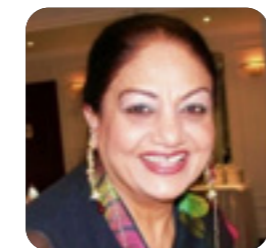
Marianne Govinden



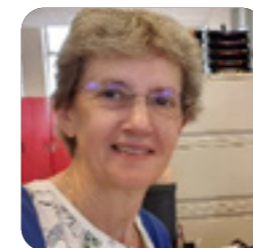
Dr Corinna Midgley



Rough Sleepers
Mental Health Team



Bushra Tahir



Lesley Caroline



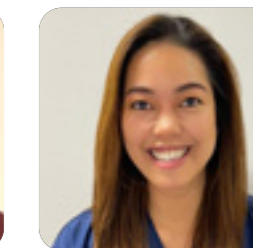
Lorraine Dawes



Dr Sudarshan Kapur



Rekha Wuntakal



Rodalyn Lucas

Highlighting Heroes



[Click on the image above, or this link to view the video](#)



[Highlighting Heroes Newsletter](#)

We wanted to receive nominations for health or care professionals, or someone who works for a community organisation, or volunteers, friends or neighbours.

We produced a [newsletter](#) to share the stories of those who have helped others. We were delighted with the variety of nominations we received from across the health and care sector which shone a light on the extraordinary ways people helped others during the most challenging of times. Many displayed an incredible act of kindness, or really stepped up and helped someone who was struggling.

Nominate your Hero

We have continued to highlight heroes in our new, ongoing newsletter. If you would like to nominate someone, please complete the [nomination form](#).



Helping you find the answers

Healthwatch Redbridge is the official consumer champion for users of health and social care services. We listen to people's service related enquiries, and offer individual signposting and information.

We have been helping more local people in recent years through our dedicated information and signposting service. From 2021-2022 we have helped 148 local people with 459 issues. We have had a 76% increase in the number of issues that we have helped with since 2019/20.

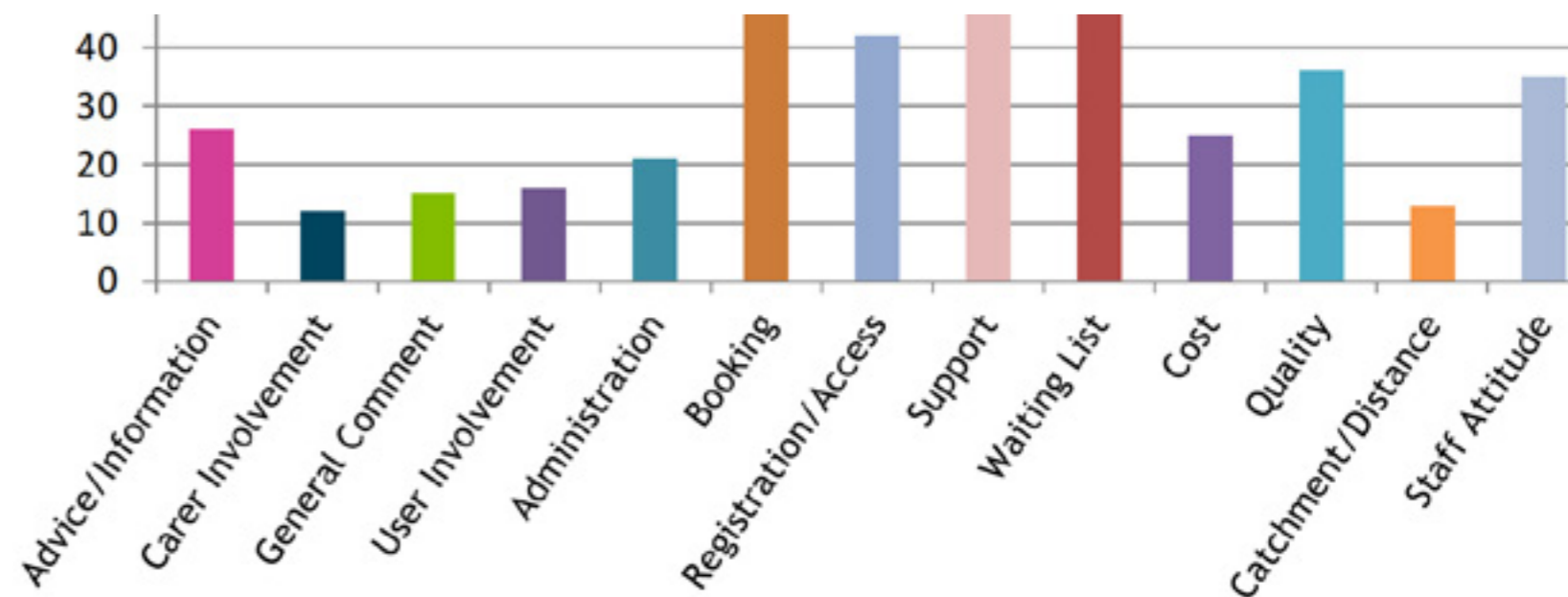
Helping local people find support with their enquiries



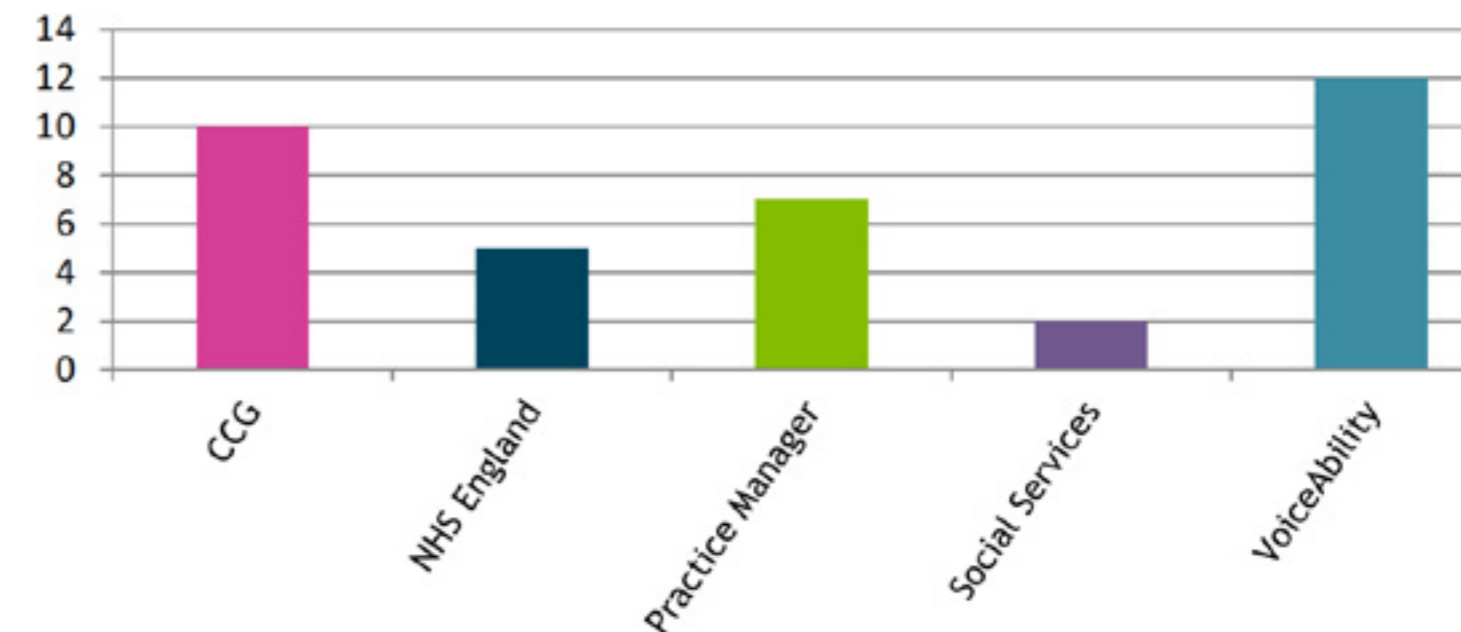
We work in partnership with VoiceAbility, an independent charity that provides a free NHS complaints advocacy service for Redbridge.

Since the pandemic, staff have adapted to hybrid working, with contacts and cloud-based access to relevant information on hand to help you find the answers to your queries. If we can't find the answer when you contact us, we will get your details and aim to get back to you within 24 hours (within the working week). Your concerns are important to us. If you are unable to contact us digitally, we can be contacted by phone or by post.

459 issues from 148 people (2021-2022)



Signposting destinations (2021-2022)





Helping you find the answers...

What was the Issue?

We were contacted through our Information and Signposting service by a woman whose son needed four teeth to be extracted prior to having a brace fitted. Her dentist told her that he couldn't do it and he suggested referring her to a community service in Kent.

She was disappointed as her appointment had already been delayed due to Covid-19 and she thought the dentist would have been able to complete the extraction as he knew her son's situation. She had been told the wait may be as much as one-two years. Obviously, the woman was very concerned about potentially having such a long wait. The dentist suggested that she could have it done privately as it would be quicker, but this would cost £2000.

What was the impact on the patient?

The woman told us, ***"This has caused us emotional and physical stress. I have to take a day off from work and my son has missed his school."***

What did we do?

We contacted North East London Clinical Commissioning Group and made some enquiries as to whether there were alternative services available. We highlighted that her son was a child and therefore should not have to pay for treatment. We were pointed in the direction of Barking, Havering and Redbridge University Trust Hospital's Maxillofacial Department. After some telephone calls and emails, we were provided with the appropriate referral email address that the woman's dentist could use to refer her son to the service. We passed this onto the woman.

What was the outcome?

Our intervention ensured the child was able to have his dental treatment in a timely manner without further stress and delays.

The woman contacted us to let us know she had received an appointment for the end of July. She thanked us our help...

“*"I really appreciate your assistance."***”**



What was the Issue?

A GP practice was relying on the family members of a profoundly Deaf woman to interpret during GP appointments, rather than book a BSL interpreter.

What happened?

RNID began requesting a BSL interpreter be booked for the patient's appointments from November 2021. By March 2022 this was still not happening, with the GP practice relying on the patient to bring a family member to her appointments.

What was the impact on the patient?

When family members are used for interpreting, it can cause a feeling of a lack of privacy. It also creates dependence on family members, rather than enabling the patient to be independent. Family members are not qualified or even registered RSLI (Registered Sign Language Interpreter) so you cannot ensure that everything is being relayed fully from verbal or written English to BSL vital information may have been missed, it may not have been communicated clearly in BSL to the patient which puts them at risk.

What did we do?

We emailed the Practice Manager summarising the issue and re-stating the request. We highlighted that additional time will be needed for appointments to allow for face-to-face interpreting. We asked for the patient's communication needs to be recorded and flagged on their patient's system in line with the Accessible Information Standard. We pointed out that the patient's communication needs will need to be shared with any secondary care services if referrals are made.

We requested that the patient receive a very basic text with her appointment details, including that a BSL interpreter has been booked and that we are informed once this has happened.

What was the outcome?

Within an hour, the Practice Manager had confirmed that a BSL booking had been made for the patient's appointment and her patient records and been flagged with the need for a BSL interpreter for future appointments.



“

“Once again, I cannot say thank you enough and the good use of the internet to find Health Watch that has supported me at such a difficult time. Thank you for listening and understanding patient needs.”

- Redbridge GP service user

“

“Thank you for your efforts on our behalf which are very much appreciated. I do not think this sensible outcome would have been achieved on our own.”

- Redbridge GP service user

“

“Awww! Thank you so much, you really have made my day, as it is really hard at times being so isolated.”

- Redbridge GP service user

Information & Signposting Report: April 2021-March2022



[Download the report](#)

Medical Conditions/Topics

Top identified medical conditions/topics include Dentistry, Older People and Social Care.

Services

GP services account for almost half of identified issues (48%) with dentists accounting for around a third (29%).

Contact us

Please contact us if you need information or have a complaint or praise regarding a health or social care service.



Call: **020 8553 1236** between 9am-5pm Mon to Fri



post: Healthwatch Redbridge
1st Floor, 103 Cranbrook Road,
Ilford, Essex, IG1 4PU



email: info@healthwatchredbridge.co.uk



web: www.healthwatchredbridge.co.uk/contact-us



facebook: facebook.com/HealthwatchRedbridge



twitter: [@HWRredbridge](https://twitter.com/HWRredbridge)





Healthwatch Redbridge wins joint National award

“Award recognises Healthwatch Redbridge for collaborating to provide fast, regular and comprehensive insight about people’s experiences of care.”

Healthwatch Redbridge has won a prestigious national award for joining forces with its neighbouring Healthwatch to provide fast, regular and comprehensive insight about people’s experiences of care with local service leaders. The award was presented during Healthwatch Week – a virtual conference celebrating the vital work of Healthwatch which featured high-profile speakers including NHS England chief executive Amanda Pritchard and historian and BAFTA award-winning TV presenter Professor David Olusoga.

Healthwatch Redbridge was one of eight local Healthwatch who jointly won the ‘Working with your integrated care system’ category in the Healthwatch Awards 2021, which were run by Healthwatch England. The timely and valuable feedback gained from the group of eight will help North East London Health and Care Partnership to develop services that meet the needs of its diverse population.



“Working with your integrated care system”

Providing fast, regular and comprehensive insight about people’s experiences of care with local service leaders...

Commenting on the award, Healthwatch Redbridge Chief Executive, Cathy Turland, said:

“We are extremely proud of the work that has been done across north east London, not least the work we as Local Healthwatch have contributed in working together to ensure local people have the opportunity to be included in the way health and care services are shaped in the future.”

Lorraine Silver, Healthwatch Redbridge Chair added:

“ We are overjoyed to have won the Healthwatch England Network Award together with the other Local Healthwatch. Working together enables us to engage with more residents across our patch and to also help improve health and social services for our residents. It is such an honour to receive this award which acknowledges all the hard work that has been done and encourages all of us to go forward and achieve much more.”

Sir Robert Francis QC, Chair of Healthwatch England, said:

“The Healthwatch Awards have been a fantastic chance to showcase how Healthwatch makes such a difference to people’s lives and Healthwatch Redbridge’s tireless work for its community during the pandemic is a perfect example of this. I would like to congratulate the Healthwatch Redbridge team for their achievements and dedication to the local people they serve.”





Dentistry Services Project

May 2021 – signposting data review

We were made aware early on during the pandemic, through our Information and Signposting service, that patients were finding it difficult to access dentists:

- 25% of enquiries to our Information and Signposting service related to this issue
- Online meetings by local Community groups highlighted concerns over dental access
- Covid-19 survey in 2020 highlighted issues of access
- Nationwide coverage in press and Healthwatch England

“

“We are only seeing patients on our list. We may be open in July (for new patients), depending on circumstances.”

- Redbridge dental practice

“

“We are full at the moment; no appointments are being offered.”

- Redbridge dental practice

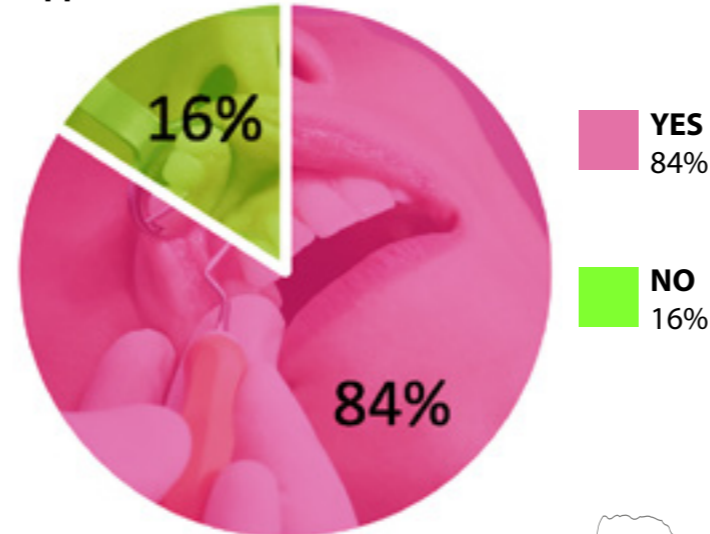
We wanted to identify the extent of the issue in Redbridge and developed a telephone questionnaire which our volunteers used to ring the 39 dental practices we identified as offering NHS services.

Findings: a discrepancy

- Most dental practices told us they were able to offer NHS appointments to adults
- Patients told they were having problems accessing NHS dentist services
- Only a handful of practices told us they were operating a waiting list

This discrepancy gave us a reason to monitor our signposting. This was done for a 3 month period, enabling us to identify unregistered patients as those unable to access services.

**In the survey, dental practices were asked:
Are you currently offering NHS dental appointments to adults?**



Dental appointments for adults (and children) NHS dental appointments are currently being offered for adults at 27/32 (84%) of the 32 practices we received responses from.

Of the five practices that told us they do not have any current appointments available for adults; two are in the IG2 postcode area and three in IG3. Patients still have limited access to practices as the remaining two dentists in IG2 and three in IG3 told us they have available appointments.





Methodology: review of patient dental experience

July–December 2021

- Survey of 61 dental patients
- Mystery Shopper exercise – dental practices
- Review of online patient feedback

Three months after our initial report on dentistry in May 2021, we continued to hear from local people who were finding it difficult to access dentists. To understand local concerns, we created a survey to gather local feedback. We also conducted a mystery shopping exercise to understand what might happen when a patient rings a dentist wanting an urgent appointment. Additionally, we reviewed patient feedback comments left on the NHS website, online reviews, and individual dental practice websites.

Thematic findings

Access for unregistered patients

Although we had been told by dentists that they were seeing patients, feedback suggested many patients were finding it difficult to book an appointment. Our findings showed it was easier for a dental patient to access an appointment if they were currently registered with a dentist. Patients who were not registered with a practice were more likely to encounter problems accessing a dentist when they needed one.

None of the dental practices contacted as part of our Mystery Shopper exercise could offer an NHS appointment. Most appointments were for emergency treatment and not for a regular

“

“I was told due to no NHS appointment available I was told to go private and have pay for a service that was very expensive and one that I could not afford so had to take a loan out to cover the cost.”

- Redbridge dental service user

review however, some patients told us they were waiting more than three months for an appointment.

Confusion, costs, affordability

Although most patients understood they would be charged for their treatment; many were concerned or confused and felt the full costs were either prohibitive, or not fully explained.

Patient impact

This in turn meant that some 6 patients did not complete the necessary dental treatment course advised by the dentist. More worryingly, some patients had resorted to DIY measures and removed their own teeth. Emergency treatments appeared the most confusing, with many patients saying they were charged differing amounts for private treatment. Some also said they were not given full details of the final cost prior to beginning the treatment. Some patients felt unable to afford the costs and therefore did not receive the necessary full course of treatment, or were left in debt, having had to borrow the required amount.





Recommendations:

1. Every person should have access to an NHS dentist
2. More support should be available for emergency dental treatment
3. Ensure NHS dental services are transparent and affordable, with appropriate costs explained fully prior to treatment
4. Greater awareness that poor dental health can have further health implications

Impact

- Our report has highlighted a group of unregistered patients who are experiencing acute dental access difficulties;
- Escalation to Healthwatch England, contributing to a national picture and local stakeholder awareness;
- Supported the British Dental Association in calling on the Chancellor to use the forthcoming Spending Review to provide vital investment in NHS dentistry; a subsequent £50 million funding injection has taken place
- Development of a guide for patients in finding an NHS Dentist



[A guide to accessing dental services in Redbridge](#)

Local media coverage of our report on patient dental experiences:

“

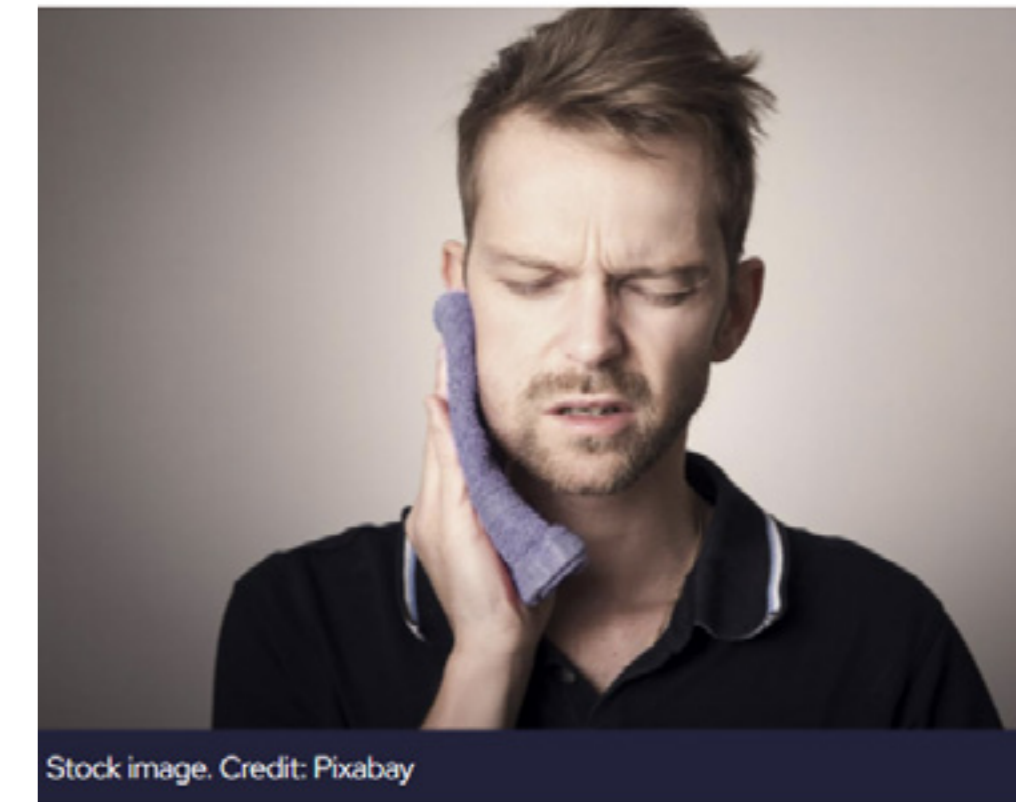
“Thanks for your help, it’s a horrible situation and has affected me personally, I don’t get why no one’s doing anything (except you guys!). Your independent input is clearly invaluable.”

- Josh Mellor, Local Democracy Reporter for Redbridge, Waltham Forest and Havering

Guardian-Series

Redbridge resident pulled out own tooth because they couldn't see dentist

13th January



Stock image. Credit: Pixabay



By Josh Mellor

@jshmellor

Local Democracy Reporter for Redbridge, Waltham Forest and Havering

[A Redbridge resident pulled out their own tooth after finding it impossible to get a dentist appointment during the pandemic.](#)



Making Safeguarding Personal

– Voice of the Service User – working with Redbridge Safeguarding Adults Board

We have been working with Redbridge Safeguarding Adults Board to hear, understand and act on the voice of service users with experience of the process of being part of a safeguarding review, either directly or as a family member, or as an advocate working closely with the service user. The project tested the Redbridge approach to Making Safeguarding Personal, which aims to ensure service users are at the centre of the review, and formed part of the Redbridge Safeguarding Adults Board priority plan for 2021-2022. Recommendations were drawn from qualitative analysis via a series of themes, and centre around the timing and nature of communication during a safeguarding enquiry.

We spoke to 5 service users for in-depth interviews, and 3 safeguarding leads of large community and voluntary organisations in Redbridge. Our independence as a local Healthwatch was a great asset in negotiating these matters with service users. Although we had a small sample size, rich recent data helped illuminate the lived experience of having a safeguarding enquiry in Redbridge involving immediate family members. The second section of the data had a wider reach. Safeguarding leads were able to discuss multiple safeguarding enquiries, spanning many years, due to their extensive experience

working with vulnerable service users. Their interviews drew on combined advocacy experience in varying contexts and with different forms of abuse or neglect, and drew on embedded local knowledge and insight.

We were able to highlight a central theme of communication. Both service users and the safeguarding leads gave us the same concerns and recommendations. The main recommendations were:

- Clear timings of communication intervention
- Personalised information given to service users throughout the review

These findings have been accepted by Redbridge Safeguarding Adults Board and are part of a priority plan for 2022-2023. We are extremely grateful to all the interviewees, with particular thanks to the service users for whom the issues discussed were sensitive and hard to share. We recognise their contribution, which in every instance was to improve the service for others.





Post-Covid-19 Syndrome

– Collaborative Project with Healthwatch Havering, Barking and Dagenham; North East London Clinical Commissioning Group; Barking, Havering and Redbridge University Hospitals NHS Trust; and the Long Covid Clinic at King George Hospital

This project aims to hear and present the perspectives of local service users who have symptoms of Post-Covid-19 syndrome. There are several reasons for undertaking the work:

- The reported symptoms vary widely
- As a new clinical area there remain uncertainties in treatment pathways
- Recent clinical guidelines indicate holistic assessment and shared decision-making
- Routes of access to support are not well evaluated
- There are potential demographic factors affecting uptake of support and equality of access
- To support the recent call of Healthwatch England to gather data on patient experience.
- To clearly articulate and present Redbridge, Barking and Dagenham and Havering community patient voice to shape and develop services in this new clinical area

We designed the work with Healthwatch Havering and Barking and Dagenham, and then began collaboration with the Long Covid service at BHRUT. With all the communications

teams working together we were able to design and send out a survey which has given 169 responses, 250 free text comments, in-depth interviews and also interviews with local GPs.

Interim findings

The interim findings have shown that although the Long Covid clinic is extremely well-evaluated, there are many service users who are unable to access this provision. This is because there is uncertainty about where and when to access support and fear of being disbelieved. There has been confusion about whether the referral should be at 12 weeks or 12 months - and the clear guidance is at 12 weeks. However, some service users have received information from their GP which they find confusing. 79% of respondents identified their symptoms as life-changing, with debilitating tiredness, loss of ability and income and cognitive impairment being key themes.

Impact

We have fed these findings back to the Clinical Commissioning Group and Long Covid Service and Clinic, who took action to reduce the complexity of the referral form used by GPs for Post-Covid-19 syndrome. National Health Service England have since simplified the forms for our area. We have seen an increase in diagnosis during the time of the 6 week survey from 32% to 44% of respondents. The Clinic was then further promoted via online groups from the Long Covid service; and on the survey we have seen a 6% increase in awareness of the Clinic itself.

Next steps

The Survey and all interviews will now be analysed and we have been invited to share this at North East London central forums to encourage similar work across the patch.





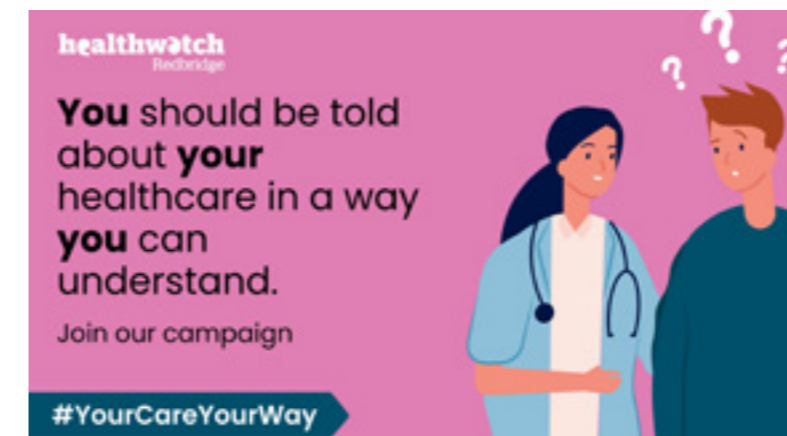
Accessible Information Standards (AIS)

For people with communication support needs, it is crucial that information is accessible and available in all formats, when requested.

For patients, or people using social care services it is incredibly important to be able to understand the information provided; whether that information forms the basis of a health-related diagnosis, or the outcomes of a social care assessment.

Since 2015, Healthwatch Redbridge has championed the rights of people with communication support needs, using the [Accessible Information Standard \(AIS\)](#), created by NHS England.

In 2022, we worked closely with Healthwatch England (HWE) as they began a national campaign on accessible information. This campaign was called 'Your Care, Your Way'. Our CEO was invited to be part of the national campaign working group and part of an internal Barts Health working group looking at AIS across outpatients' communications.



We built upon our previous evidence pool, carrying out focus groups and interviews, expanding the work to understand whether the Covid-19 pandemic had impacted on the experiences of patients, service users, and carers when accessing health and social care services.

Our local Disabled People's User Led Organisation, One Place East (OPE), approached us to support them in gathering disabled people's concerns about the issues with accessing health appointments (only telephone appointments and triage was being offered). Issues that existed before the pandemic had worsened. We worked with their 'Open Voice Forum' and carried out a series of focus groups. The report is currently being drafted and will include a series of video interviews.





Further evidence of the barriers being faced by profoundly Deaf patients has been highlighted through our signposting service, which has seen an increase in the number of support requests from the local branch of Sensory Services Ltd & RNID - the national hearing loss charity. Many Deaf patients and carers were having difficulty accessing BSL Interpreters. We worked with Sensory Services Ltd & RNID Support Workers to identify where the issues were and to use our NHS networks to ensure the issues were addressed. Although, we were happy to support with individual cases; it was clear that these responses were time-consuming and did not deal with the main issue, which was the lack of a consistent approach within the health system.

Since April 2022, we have partnered with Sensory Services Ltd & RNID, and the Clinical Commissioning Group to understand how the whole system could be improved. These are early days, but the initial response has been supportive, with a willingness to understand and address the concerns raised.



"I just want to see a doctor face to face..."

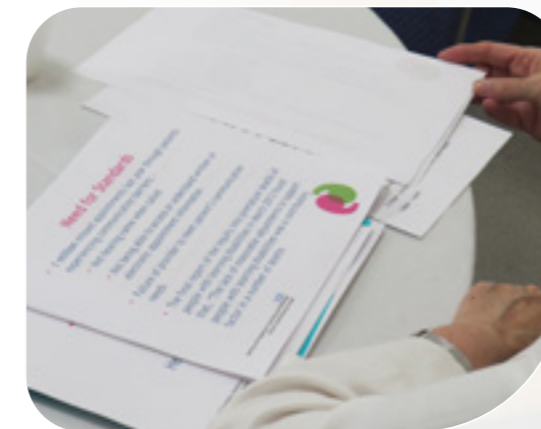
...and Easy read leaflets without jargon."

- One Place East GP service user

The draft One Place East report information was made available to HWE to be included within their campaign response. We also sent several case studies from the Deaf community, highlighting the challenges some profoundly Deaf people have with a system that does not support their access needs. We are also beginning to prepare recommendations and link the evidence to our work programme to understand how these examples can begin to improve the services for Deaf and Disabled People

The evidence gathered through our work has been used within the Community Insight System and shared with our Healthwatch colleagues across north east London. The results will form part of a new project to engage with General Practice to understand how we can all work together to improve GP access.

To find out more about our Accessible Information Standards work, [please visit our website](#)





Enter and View

Enter and view is one of the powers that we have available to us to monitor and challenge health and social care services. It means that we have the right to enter and view (announced or unannounced) any premises where publicly funded care is provided to people in Redbridge except for services where social care services are provided to people under the age of 18.

Generally, this would apply to places such as residential homes, nursing homes, GP practices and hospital wards, for example. Enter and View (E&V) activities are organised through our staff, with the support of trained volunteers who are called Authorised Representatives. Our representatives are tasked with gathering the views of people who are directly using health and social care services and to create E&V Reports to reflect

During a visit, Healthwatch would focus on:

- Observing how people experience the service through watching and listening
- Speaking to people using the service, their carers and relatives to find out more about their experiences and views
- Observing the nature and quality of services
- Reporting their findings to providers, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners based on what was found during the visit

Over the last two years, due to the Covid-19 pandemic, we have not completed E&V activities as we felt it could be an unnecessary risk to service users, our Authorised Representatives, and staff.

We use an accessible E&V training session that we developed based on the national guidance. The training has been developed with the support of people with Learning Disabilities. The training has also been updated to reflect new Covid-19 regulations on vaccination requirements for persons entering care homes. We will ensure our existing Authorised Representatives are provided with refresher training prior to conducting any new visits. We are also currently recruiting for new representatives.

We have successfully offered the training package to other Local Healthwatch organisations and currently, it is being used in thirteen areas across the country.

Enquire about volunteering with us



Contact: Miranda Peers
email: miranda@healthwatchredbridge.co.uk



Call: 020 8553 1236
between 09:00 – 17:00 Monday to Friday





Volunteering with us

We continue to be incredibly grateful for and appreciative of our volunteers who have continued to volunteer during the most unsettling time over the last two years. Working with our volunteers enables us to produce projects we would struggle to produce without their experience and input.

Our Volunteer Roles

Community Outreach Volunteers go to libraries, hospitals and health fairs in Redbridge to promote Healthwatch Redbridge and to ask the public about their experiences with NHS services.

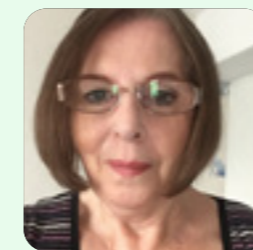
Enter and View Volunteers are trained to conduct visits to health and social care premises. The volunteers will enter the premises and ask patients/staff questions about their experiences of using a certain NHS service.

Healthwatch Redbridge Representatives attend events and speak on the behalf of the charity. They update the public and NHS staff around Healthwatch matters and the work that we are currently doing.

Research Volunteers ensure that we have the most up-to-date information on changes to services. They also check that Healthwatch Redbridge is not replicating any work that another organisation is doing. The volunteer also researches information on any projects that Healthwatch wishes to carry out.

Board Members meet once a month to discuss projects, finances and any issues regarding the charity. They make the final decisions and represent Healthwatch Redbridge at variety of meetings across the borough.

This year we interviewed two Board members to find out what their roles involve and what inspires them to volunteer with us.



Lorraine Silver
- Chair



Why I volunteer with Healthwatch Redbridge...

1. What is your role as a Healthwatch Redbridge Board member?

For the past 18 months I have Chaired the Healthwatch Redbridge Board. However, I have been on the Board for many years and prior to that, I was part of the Redbridge Local Involvement Network (RedbridgeLINK). This was the previous organisation supporting patient and user engagement in the borough prior to Healthwatch Redbridge.

2. What tasks do you do when volunteering for Healthwatch Redbridge?

My role is voluntary. I sit on various health panels and my role is to make sure that the patient voice is heard so that patients' health and social care is improved. Also, that future health and care services meet the needs of all residents.

3. Do you feel your role makes a difference to Healthwatch Redbridge? If so, how?

My role does make a difference to Healthwatch Redbridge because at present I am able to interact with other Healthwatch across the country, via the internet, and finding out what services work for them and could work for us. I have attended training sessions organised by Healthwatch England which is enabling me to improve and use the new skills with other Board Members, all office staff and our volunteers.

4. What do you personally gain from being a volunteer for Healthwatch Redbridge?

I have the opportunity to work with highly skilled, passionate and committed people who work or volunteer for Healthwatch Redbridge. We are all dedicated in what we are trying to achieve for all our residents. Highlighting health inequalities, influencing the decision making process and being able to make a difference to the communities that Healthwatch Redbridge serves.

Lorraine Silver



Emma Friddin
(Co-Opted June 2021,
elected Nov 2021)



Why I volunteer with Healthwatch Redbridge...

1. What is your role as a Healthwatch Redbridge Board member?

My role as Board Member includes maintaining oversight of Healthwatch Redbridge work, together with the rest of the Healthwatch Redbridge Board, to ensure that Healthwatch Redbridge is conducting its statutory duties and is utilising its resources effectively.

2. What tasks do you do when volunteering for Healthwatch Redbridge?

I have over 7.5 years past experience of working at another local Healthwatch, so I use these experiences as best as I can in my capacity as a Board Member at Healthwatch Redbridge. This involves helping with the planning of projects and work plans through monthly Board meetings and day to day, helping to plan and proof read reports. My main experience is within Research and Communications, so I contribute to these areas where I can. I also use my experiences of being a local resident and user of health services to help the work of Healthwatch Redbridge be the best it can be.

3. Do you feel your role makes a difference to Healthwatch Redbridge? If so, how?

I like to think my expertise and skills helps the Healthwatch Redbridge team and Board think of things they possibly haven't considered, or think of things in a different light. I try to contribute to discussions as best as I can, to help us, as a Team and Board come up with ideas and solutions together. It is very much about coming together as a group to share ideas and thoughts to achieve an outcome. As a Board, it is up to us to support and scrutinise the work of Healthwatch Redbridge, as much as it is the role of Healthwatch Redbridge to support and scrutinise local health and care services.

4. What do you personally gain from being a volunteer for Healthwatch Redbridge?

I gain invaluable experience of working with a highly skilled Board and Team. I feel like I am contributing to my local community and feel that I am putting my experience of utilising local Health services to good use. I feel very honoured to work alongside a great Chief Executive, Chair, Team and Board.

Emma Friddin

VOLUNTEER

Why volunteer with Healthwatch Redbridge?

- Volunteering with us will give you a chance to gain new skills and brush up on existing ones. These can be skills that you can write on your CV and discuss at job interviews. Some of our volunteers have used it as a stepping stone to getting a job.
- Volunteering will give you an opportunity to meet new people and develop communication and interpersonal skills.
- You will get opportunities to network at community events.
- If you have worked or volunteered in health and social care, it can be a chance to share your experience and knowledge.
- If you have not been in a professional setting for a while (or ever), volunteering can be a great way to develop confidence in this area.
- As a volunteer, you will be well placed to find out about changes and updates to health and social care services in Redbridge and the projects we are working on. In addition to this, you will be able to have your say and share your views on any ongoing consultations.
- You will be making a difference by helping shape and improve services and influence change.

Enquire about volunteering with us



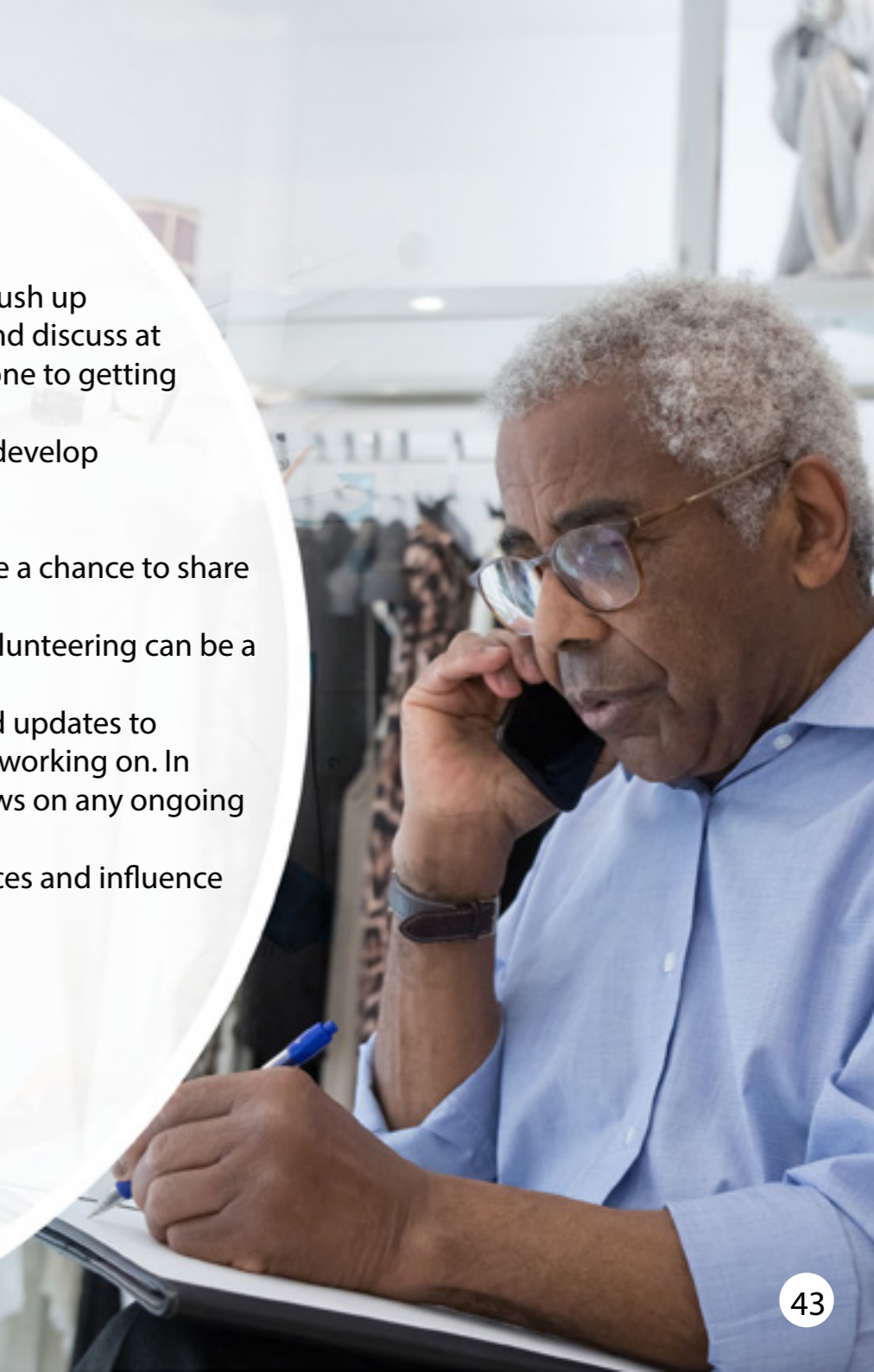
Contact: Miranda Peers

email: miranda@healthwatchredbridge.co.uk



Call: 020 8553 1236

between 09:00 – 17:00 Monday to Friday

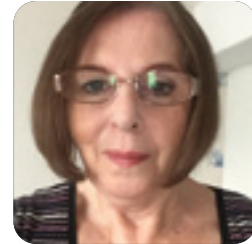




Governance and Decision Making

Our governance structure is based on a small Board of Trustees and can have up to eight members. We currently have five Trustees. This year we have recruited a new Board member; Emma Friddin joined us in June as a co-opted member and was duly confirmed at our Annual General Meeting in November 2021.

We have recently co-opted a new Board member, Gloria Onwubiko.



Lorraine Silver
Chair



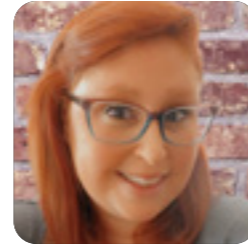
Cathy Turland
CEO



Athena Daniels



Mo Dedat



Emma Friddin
(Co-Opted June 2021,
elected Nov 2021)



Gloria Onwubiko
(Co-Opted June 2022)

As is a non-executive Board, many operational day-to-day tasks are delegated to staff, individual Board Members or volunteers. Trustee skills include areas such as finance, HR, health and care specialist knowledge, business development and communications. The roles include Chair, Treasurer and Company Secretary which is currently part of the CEO's role.



Meeting monthly, the Board approves the annual budgets, agrees additional projects, reviews the work programme, checking project timeframes and identifying risk, and is responsible for setting the budgets and reviewing spend.

We are currently carrying out a quality audit of our services, using the Quality Standard Framework created by Healthwatch England. This review will help us to understand where our organisation is working well, and where we need to work on improvements.





Finance

Income	
Healthwatch Contract:	£ 116,400
Surplus HW Income from 20/21:	£ 4,284
Additional Income:	£ 5,366
Total income:	£ 126,050
Expenditure	
Staffing:	£ 90,256
Operational:	£ 2,692
Office:	£ 33,098
Total expenditure:	£ 126,046
Carried forward to 21/22:	£ 4

Note: This report does not include audited accounts for the year as these will be presented at our next AGM.
















Work Plan – future priorities:

We continue to review potential projects for the coming year; however, we will prioritise any work required to support local COVID-19 initiatives. Our work programme for 2022/23 was published on our website in May 2022.

We are continuing a number of projects such as looking at accessible information, surveying Care Home managers to identify the support they currently receive from their local GP practice, and continuing the development of a Healthwatch Community Network for community and voluntary organisations.

This year, through the Healthwatch Redbridge Community Network, we have agreed to re-launch our Community Cash Fund small grants provision. We hope to provide small grants to local community organisations to support us in identifying health inequality issues across the borough.

Icons used in this report:

-  Group icons created by [Prosymbols](#) - Flaticon
-  Marker icons created by [88 Cloud](#) - Flaticon
-  Teamwork icons created by [Becris](#) - Flaticon
-  Inclusion icons created by [Freepik](#) - Flaticon
-  Directional sign icons created by [pikslgrafik](#) - Flaticon
-  Quality icons created by [kmg design](#) - Flaticon
-  Dentist chair icons created by [Ehtisham Abid](#) - Flaticon
-  Dentist icons created by [monkik](#) - Flaticon
-  Help icons created by [Freepik](#) - Flaticon
-  Coronavirus icons created by [Freepik](#) - Flaticon
-  Text to speech icons created by [JessiGue](#) - Flaticon
-  Volunteer icons created by [Freepik](#) - Flaticon
-  Meeting icons created by [Maxim Basinski Premium](#) - Flaticon
-  Finance icons created by [Freepik](#) - Flaticon
-  Search icons created by [Freepik](#) - Flaticon

Contact us

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

Healthwatch Redbridge is here for you.

Address:

1st Floor, 103 Cranbrook Road
Ilford, IG1 4PU

Phone number: 020 8533 1236

Email: info@healthwatchredbridge.co.uk

Website: www.healthwatchredbridge.co.uk

Twitter: [@HWRredbridge](https://twitter.com/HWRredbridge)

Facebook: [Healthwatch Redbridge](https://www.facebook.com/HealthwatchRedbridge)

Our annual report will be publicly available on our website by 30 June 2022.

We will also be sharing it with Healthwatch England, CQC, NHS England, Redbridge Clinical Commissioning Group, Redbridge Overview and Scrutiny Committee, and our local authority.

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 require this report in an alternative format please contact us at the address on the left.

© Copyright Healthwatch Redbridge