



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch
Hammersmith & Fulham

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

About us



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We've supported more than **5000** people to have their say and get information about their care. We currently employ **6** staff and, our work is supported by **21** volunteers.

Reaching out:



5113 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

335 people came to us for clear advice and information on topics such as mental health support and vaccinations.

Championing your voice:



We published 24 reports about the improvements people would like to see in areas like mental health, maternity and cost of living affecting health and social care access.

Our most popular report was Addressing Vaccine hesitancy, highlighting people's struggles in gathering information and mistrust in vaccinations.

Statutory funding:



We're funded by Hammersmith and Fulham council. In 2024/25 we received £110,000, which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Hammersmith & Fulham. Here are a few highlights.

Spring

Our commitment to period dignity included the launch of educational workshops and the distribution of period products, addressing period poverty and fostering community awareness.



We made significant strides in improving community engagement in healthcare services by collaborating with Chelsea and Westminster Healthcare NHS Trust on their DNA appointments.



Summer

We attended the Black Maternal Health Co-production meeting, contributing insights from our maternity work and patient experience program.



We hosted a Mental Health Community Drop-In event, which was attended by 100+ people and successfully launched our suicide prevention project.



Autumn

We collaborated with partners like The Listening Place and MIND to deliver suicide awareness training to residents, staff and volunteers.



We engaged with 430 inpatients at Lakeside and Hammersmith & Fulham Mental Health Units, using their feedback to make recommendations on the care provided.



Winter

We presented our 2021–2025 Impact Report to the Health and Wellbeing Board, showcasing our role in community engagement, system influence, and advocating for more equitable health and social care services.



Healthwatch's advocacy extended into primary and secondary care through Enter & View visits to Charing Cross and Hammersmith Hospitals to improve outpatient services.



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Working together for

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Ealing are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at North West London ICS.

This year, we've worked with Healthwatch across North West London to achieve the following:

A collaborative network of local Healthwatch:

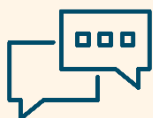


We actively participate in meetings with the other seven Healthwatch teams that operate in North West London (NWL), to identify where we might align our efforts and share best practice.

This year we jointly raised concerns to the ICB about the low level of engagement on their same day GP access plans which resulted in them extending the consultation time to ensure that resident voices are reflected in decision-making processes.

We also attend the NWL Integrated Care System meetings which aim of nurture collaborative working, sharing information and exploring effective strategies that yield positive tangible impacts

The big conversation:



Across the Healthwatch teams we supported the ICB to raise awareness of the NHS 10-year plan consultation, especially to seldom heard groups and those more likely to face health inequalities.

We also attend the NWL Integrated Care System meetings which aim of nurture collaborative working, sharing information and exploring effective strategies that yield positive tangible impacts

Building strong relationships to achieve more:



We attend key strategic meetings including the Health and Wellbeing Board, Co-production and patient experience meetings where health and social care representatives come together with the aim of feeding back residents views to support alignment of efforts and resources that have the greatest positive impact. We look forward to continuing to collaborate to make care better.



Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community in Hammersmith and Fulham. This allowed us to understand the issues residents of Hammersmith and Fulham are facing and feed this information back to services, partners and commissioners to help improve the service

Patient Experience Programme

At Healthwatch Hammersmith and Fulham, we run a comprehensive Patient Experience Programme as part of our duty to gather and represent the views of patients and service users in the borough.

They tell us what is working well and what could be improved, allowing us to share local issues with decision makers who have the power to make changes.

2024/2025 summary of patient experience data collection



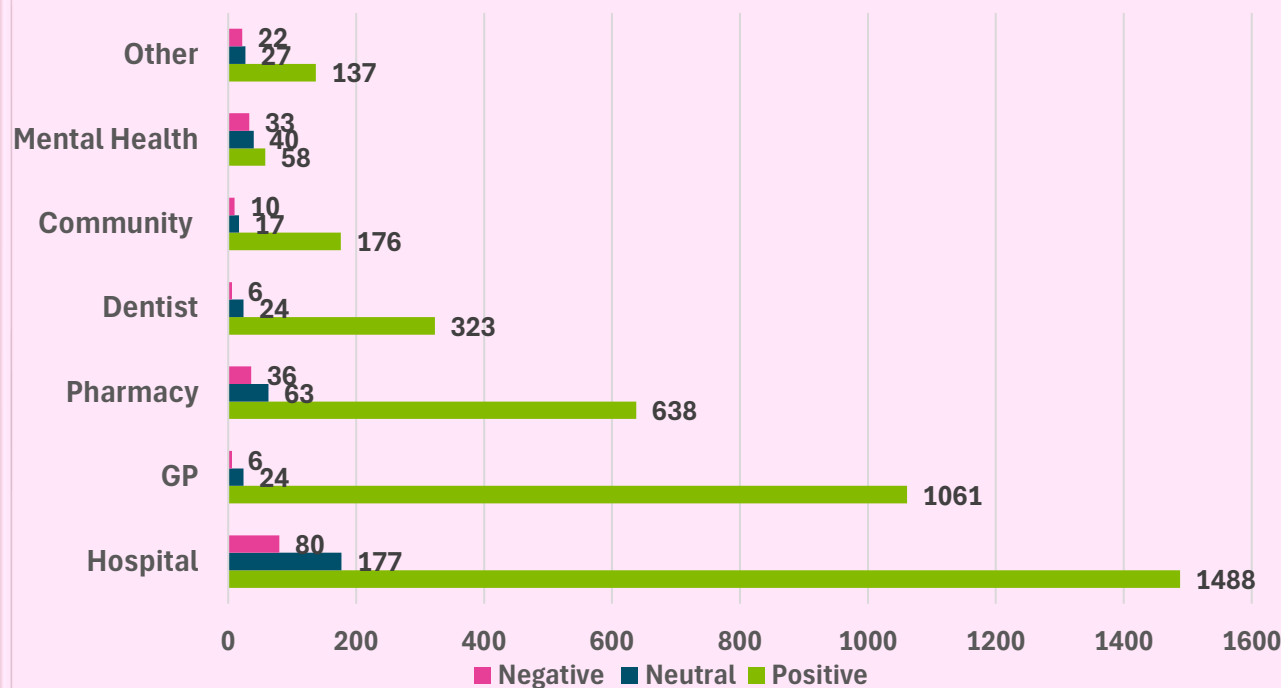
4711 reviews from 119 visits

Over the course of the year, we collected 4,711 reviews by visiting health and social care services in Hammersmith and Fulham. By engaging directly with the community, we were able to understand what works well and what could be improved concerning the services they use. This has helped us raise awareness of existing issues and enhance the quality of care provided.

Presented at Board meeting

engaging directly with the community, we were able to understand what works

An overview of our findings from the year 2024/2025



Patient Experience Programme

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

These recommendation are based on the patient reviews we have collected during the year 2024/2025:

Booking appointment online via PATCH/NHS APP

Recommendation	The online appointment system should provide adequate appointment availability to allow for advance booking and patient should be informed which APP to use for booking appointment.
Rational	Many patients are unable to pre-book face-to-face appointments using the app. They also mentioned that they are struggling to understand which app they can use to book appointments, as there are too many APP available.
Implementation	Poster available explaining which app to use, such as Cassidy Medical. Create a training video on how patients can register for the app and make them aware of when appointment slots are open.
Body of responsibility	PCNS and GP services

Communication with patient regarding their remote appointment

Recommendation	Clear communication about their appointment including whether it is remote or face-to-face.
Rational	Many patients have expressed frustration with telephone consultations. They do not know when they will receive a callback from the doctor, which makes it difficult for them as they don't want to miss the appointment.
Implementation	Patients should receive clear information regarding the time, date, and identity of the person who will be calling them. They should also be informed about the expected duration of the call. If there are any delays from the doctor, this information should be communicated to them. Many patients work shifts and may need to take a break to answer the call or, at times, take a day off.
Body of responsibility	PCNS and GP services

Patient Experience Programme

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

These recommendation are based on the patient reviews we have collected during the year 2024/2025:

Remote Appointment training for people not confident using the APP

Recommendation	Creating a video to guide users on how to register for the app and utilize its features.
Rational	Many patients are struggling to use the online app for appointments or to get their results. Some GPs are refusing to allow patients to book appointments over the telephone or in person. Appointments can only be made through the app. Giving opportunities to patient to choose the way they want to book an appointment will decrease waiting time.
Implementation	Create videos and posters to display on the TV in the waiting area for patients to watch while they wait.
Body of responsibility	PCNS and GP service

Inform patients about any delays in their appointments2w

Recommendation:	The receptionist must inform patients or service users of any delays concerning their appointments on the day.
Rational:	Many patients are complaining about their appointments; they are not informed of any delays. Sometimes, the receptionist does not know how long patients will be waiting before being seen. Communication will boost patient morale and their view about the surgery. Many patients work shifts, so it is very important for them to know how long they will need to wait before being seen.
Implementation :	The receptionist should write on the board in the waiting area about the doctor's delay and how long patients will need to wait.
Body of Responsibility:	PCNS, GP services and NHS Trust

Patient Experience Programme

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

These recommendation are based on the patient reviews we have collected during the year 2024/2025:

Waiting time for text result

Recommendation	Patients should have access to real-time information regarding the expected timeline for the delivery of their test results.
Rational	Many patients have to wait a long time for their test results; some do not learn their results until their next appointment, which makes them anxious and stress.
Implementation	Being able to access test results online will alleviate anxiety and stress related to the waiting.
Body of responsibility	NHS Trust

Communication between services

Recommendation:	Hospital services should maintain ongoing communication with GP services and enhance collaboration with other hospitals from different NHS Trusts.
Rational:	Communication between departments needs to be improved, as insufficient communication can delay treatment for patients.
Implementation :	Following each patient appointment, a letter must be sent to their GP or relevant service, detailing any necessary follow-up.
Body of Responsibility:	NHs Trust

Listening to your experiences

Listening to Patients Improve Mental Health Care

Our work with West London NHS Trust helped identify key areas for improvement in mental health units, making care better for patients in Ealing, Hammersmith and Fulham, and Hounslow.

By listening to the voices of **430 patients**, we supported the Trust in making practical changes to improve care, facilities and support after leaving the hospital.

What did we do?

From April 2024 to March 2025, we visited Hammersmith & Fulham (H&F) and Lakeside Mental Health Units every month. We spoke to 172 patients in H&F and 258 in Lakeside.

We used surveys, one-on-one chats, and group discussions to understand their experiences with care, facilities, activities, and support after discharge.

The Trust worked closely with us, actively gathering patient feedback through these visits and using it to make services better. We shared our findings with the Trust, which led to **45** practical recommendations to improve patient care and experience across both units.

Key things we heard:



79%

patients wanted clearer information about their treatment plans and about what happens after they leave the hospital.

65%

raised concerns about ward cleanliness, including issues like mice and uncomfortable bedding.

52%

said they needed more help with things like housing and jobs after leaving the hospital.

Listening to your experiences

Listening to Patients Improve Mental Health Care – continued

What difference did this make?

The Trust took our feedback seriously and acted on many of our 45 recommendations. Key outcomes for patients included:

- 1. Clearer Communication:** The Trust responded to patient feedback by setting up regular ward meetings and providing written care plans to make treatment and discharge information easier to understand.
- 2. Cleaner, Safer Wards:** Patient concerns about cleanliness led the Trust to improve pest control and provide better bedding for comfort.
- 3. Better Support After Leaving:** The Trust introduced new resources, like discharge booklets and family involvement plans, to help patients settle back into their communities.

These changes, driven by the Trust's commitment to listening to patients, have made wards safer and more comfortable and helped patients feel more supported when returning to their communities.

Hearing from all communities

We're here for all residents of Hammersmith & Fulham. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

Understanding how different communities experience thoughts of suicide and self harm.



Hearing from all communities

Understanding how different communities experience thoughts of suicide and self harm.

We listened to how people under 25 and those who have recently been discharged from inpatient services react to thoughts of suicide and self harm.

We spoke to **122 people under 25 or recently discharged from inpatient services** about their experiences of suicidal thoughts and where they sought support.

Key insights from the data

- High unmet need – a third did not contact anyone.
- Informal support is critical – family/friends are main support across groups.
- Barriers to seeking help: Many people faced barriers such as lack of awareness of services, negative past experiences with frontline staff, and isolation from family/friends, leaving them without trusted support options.
- Triggers for suicidal thoughts: The main triggers reported were family breakdown and conflict, bereavement, depression and mental health struggles, homelessness and chaotic life circumstances, along with experiences of abuse, trauma, and discrimination.

Suicide Support Patterns (n ≈ 122)				
Category	Group	Total Mentions	Main Supports	Notes / Insights
Overall	All respondents	~122	41 no one(33%) , 37 family/friends (25%), Samaritans (8%), NHS 111/999 (7%), GP (2%), A&E (1%), Community (7%), Other (13%), Someone else (4%)	1/3 did not contact anyone. Heavy reliance on family/friends. Formal services rarely used.
	Gender			
	Men	46	Family/friends, community other	Informal/community focused. Very low use of crisis services.
	Women	38	Family/friends, Samaritans, NHS 111, GP	More likely than men to access formal services.
Ethnicity	Non-binary/Other	Very few	–	Data gap, possible under-engagement.
	White	34	Family/friends, other, Samaritans, NHS 111	More likely than others to use Samaritans/111.
	Black	25	Family/friends, Samaritans, GP, Community, other	Stronger reliance on community services.
	Asian	21	Family/friends, NHS 111	Heavy reliance on family. Very little engagement with formal/community.
	Mixed/Other	6	–	Very low representation.
Age	14–24	32	Family/friends; Samaritans , NHS 111, GP	Most open to formal services.
	25–34	19	Family/friends, community	Very limited formal service use.
	35–44	18	Family/friends, other	Minimal engagement with formal services.
	45–54	7	Family/friends, other	No formal service use.
	55–64	7	Family/friends	Almost total reliance on family/friends.
	65+	Very few	Family/friends	Isolated cases only.

Young adults and women engage more with formal services, while men, older adults, and some ethnic minority groups often do not seek help due to low awareness, negative past experiences, or isolation. Strengthening awareness, trust, and community-based support is essential.

What difference did this make?

These insights shaped our approach to suicide prevention. We used the findings to:

- Facilitate public conversations about suicide and self-harm.
- Deliver community training to raise awareness of suicide prevention.
- Highlight the importance of informal support networks and make crisis services more visible.

Hearing from all communities

From Data to Action – Suicide prevention engagement (2024/25)

Turning insights into community action

- Findings showed **strong reliance on family/friends** and **low awareness of professional services**.
- In response, Healthwatch H&F facilitated **training, awareness campaigns, and public conversations** on suicide prevention.
- Partnerships built with: **The Listening Place, Andy's Man Club, QPR Trust, HFEH Mind, LBHF Council**

Healthwatch H&F Community engagement events

9 Sept 2024 – Suicide Prevention Campaign Launch with LBHF Council & Fuller's pubs.

➤ Promoted local support services (The Listening Place, Andy's Man Club).

28 Sept 2024 – Mental Health & Suicide Prevention Drop-In Day, Shepherd's Bush Market.

➤ Yoga, stress workshops, online training sign-ups.

20–22 Jan 2025 – *Blue Jan Wellness Week* at Livat Hammersmith (with The Listening Place)

➤ Meditation, breathwork, 1:1 therapy, community chats.

6 Feb 2025 – *Time to Talk Day* with HFEH Mind at Shepherd's Bush Market.

➤ Outreach, conversations, information signposting.

Mar 2025 – *Miles for MIND – Step Up for Suicide Prevention* fundraiser.

➤ Raised awareness & funds for crisis support.

2 & 30 Apr 2025 – *Suicide Awareness Training workshops* at Livat Hammersmith.

➤ Delivered by Healthwatch H&F, supported by HFEH Mind.

May 2025 – *Mental Health Awareness Week* with QPR Trust.

➤ #StandAgainstSuicide event, "How Are You Feeling?" wall (100+ responses).

What difference did this make?

- Hundreds of residents engaged directly via pop-ups, workshops, and outreach.
- Improved awareness of suicide prevention services (Listening Place, Papyrus, crisis lines, community support).
- Promoted family and peer support as protective factors.
- Facilitated public conversations that reduced stigma around suicide.
- Strengthened partnerships across community, NHS, and local authority strategy.



Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year **335** people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Promoting the children's MMR, Covid-19, and Flu vaccine programmes
- Signposting people to find the mental health services they need.
- Continued to promote the list of General Dental Practices currently accepting new NHS patients
- Providing information about volunteering and other community involvement opportunities



Information and signposting

Walk-in COVID-19 and flu vaccination clinic

Thanks to the North West London Roving Team and LBHF, we were able to host a free clinic offering COVID-19 and flu vaccinations along with free health conversations.

We helped people by:

Providing a free walk-in clinic offering Covid-19 and flu vaccinations for older and vulnerable residents in Hammersmith and Fulham.

Providing free health care conversations offering blood glucose and pressure checks, immunisation signposting, BMI (Body Mass Index) checks, and conversations about smoking and drinking alcohol.



Dignifying periods with Flow on Show exhibit

In partnership with Flow Happy CIC, we helped host an event on menstrual and reproductive health.

We helped people by:

Destigmatising menstrual cycles and offering signposting for affordable menstrual care products.

Offering a platform to share stories of menstrual disorders and sharing when, where, and how to seek health advice.

Provide a space where artwork regarding menstrual cycles could be displayed to destigmatise periods in our local community.



Supporting North West London ICS with blood donations

Thanks to our wonderful Engagement and Project Officer, Chloe, we have been able to create an informational video on how to book an appointment to donate blood and what to expect during the appointment.

We helped people by:

Demonstrating how to make an appointment on the NHS Give Blood website.

Outlining what forms need to be completed during the appointment.

Advising on coming to the appointment after eating food and drinking water.



Showcasing volunteer impact

Our fantastic volunteers have given **207 days** to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited various health and care settings, including Mental Health Inpatient wards to hear about patients' experiences
- Supporting our community engagement at various events including the Mental Health & Suicide Prevention Drop-in event hosted by Healthwatch H&F
- Participated in training sessions covering mental health awareness, suicide prevention, and working with vulnerable communities, helping them to build confidence and capability to support impactful community engagement.



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"My time volunteering at Healthwatch Hammersmith & Fulham has been immensely rewarding and inspiring. Listening to patients in mental health units has brought me closer to my purpose of helping others with their mental health and well-being. I have further developed my thematic and narrative analysis by conducting patient surveys and data entry using Excel. This has further refined my skills in qualitative research methods. Additionally, what caught my attention was how dedicated the team at Healthwatch is to supporting patients in other healthcare sectors. The Healthwatch team is the first family in my mental health career where I get to make a difference in person, so it has a special place in my heart."

Jag



"Interning at Healthwatch has helped me with my university studies and shaped my plans for the career I hope to have in the future. I am passionate about addressing health and social inequalities and want to make a positive impact on underserved communities. The Patient Experience Programme helped me to understand what issues these communities face and what changes they would like to see made."

Nohemi



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchhf.co.uk



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Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"My time at Healthwatch has offered me a unique opportunity to explore a different approach to healthcare, providing valuable insights into both the strengths and challenges within the NHS. One of the most impactful aspects of this internship were the mental health visits, which gave me firsthand exposure to a sector of healthcare I had not yet encountered. The team at Healthwatch Hammersmith has been incredibly welcoming, further enhancing my overall experience and making my time here enjoyable."

Maddie



"During my time at Healthwatch Hammersmith and Fulham, I developed skills like writing reports, creating social media posts, and I learned quite a bit from patient experience. I gained more confidence in my communication skills with the patient experience survey as this was a new experience for me. This role has helped me fine-tune my Microsoft skills and I learned about data collection and input. My time at Healthwatch provided a lot of insight into the workforce and learned new skills that I can apply towards future roles."

Jayai



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



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Finance and future priorities

We receive funding from Hammersmith and Fulham LA under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£110,000	Expenditure on pay	£92000
Additional income		Non-pay expenditure	£8000
		Office and management fee	£10000
Total income	£110,000	Total Expenditure	£110,000

Future Priorities:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

We gathered your feedback on our “Have your say on Healthwatch” survey including what you want us to focus on in the upcoming year. The results can be seen in the table below.

Cancer Screenings	307	1st
Early Intervention (Mental Health Issues)	289	2nd
Primary Care Access	262	3rd
Childhood Vaccinations	254	4th
Diabetes/Obesity	250	5th

Statutory statements

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Local Advisory Committee consists of 5 members who work on a voluntary basis to provide local intelligence on the ground, as well as direction and scrutiny of our activities. Our Committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2024/25, the Committee met 2 times and made decisions on matters such as which community to focus our maternity project on and planning community outreach events.

We also ensure wider public involvement in deciding our work priorities through our patient experience feedback, engagement/community events, Patient Participation Groups and Patient Reference Group meetings we attend, voluntary sector networking meetings and our annual 'Have your Say on Healthwatch' survey.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using local health and social care services. During 2024/25 we have been available by phone, email, WhatsApp, face-to-face at local health and social care services, provided a webform on our website and through social media, as well as attending meetings and events of community groups, drop-in sessions and forums. We ensure that this Annual Report will be made available to as many members of the community and partner organisations as possible. We will publish it on our website, take copies to engagement events, promote in a newsletter launch, present it at community and stakeholder meetings, social media, and share it via email with our past project participants and all local and NWL partners.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

For example, in our local authority area, we take information to our Health and Wellbeing Board; Health and Adult Social Care Policy and Accountability Committee; ICB Operational Delivery Group; ICB Mental Health Operational Delivery Group; West London NHS Trust People and Communities Forum (formerly SUCE); Chelsea and Westminster NHS Trust PPEEG; Practice Manager Forum, North West London Engagement and Communications meetings; Patient Reference Group; Hammersmith and Fulham Primary Care Executive Group; West London Trust Carers Council and H&F Safeguarding Adults Board.

We also take insight and experiences to decision makers at North West London (NWL) Integrated Care System. For example, we meet with our 7 other Healthwatch at the NWL level and discuss local issues, current projects and insights with the NWL ICS engagement team and feed our reports into the NWL insight reports. We attend the NWL Vaccination and Immunisation Board, and we attend the Integrated Care Partnership Strategy Forums. We also share our reports with Healthwatch England to help address health and care issues at a national level.

Statutory statements

Enter and views

The focus for our 2024/25 E&V was to improve the experience of Outpatient services at hospitals.

We collected feedback from patients about Appointment Letters, Travelling and Arriving at the Hospital, Signage, and the Waiting Experience.

Similarly, we asked staff about Appointments, Travel, Navigation and Signage, Patient Experience and Interactions, and Staff Experience.

We also made observations about Accessibility, Signage, Environment and Facilities, and Information.

Themes	Chelsea and Westminster Hospital	Hammersmith Hospital	Charing Cross Hospital	Responses from the Chelsea and Westminster NHS Trust
Accessibility	Raise patient awareness of the assistance available		Ensure escalators are operational	We will look at ways to improve patient information on the website and appointment letters
Signage	Install larger, more visible signage	Install larger, more visible signage	Install larger, more visible signage	Implemented
	Implement signage using the same department names as appointment letters			
Appointment Letters	Review administration process for appointment letters	Review administration process for appointment letters	Regularly update patient communication needs	We conduct regular reviews of feedback relating to appointment letters
Travelling and Arriving	Work with patient transport service to address delays	More visible signage to direct patients to car parking and drop-off points		We are working to improve coordination between transport and departments

Statutory statements

Enter and view

Themes	Chelsea and Westminster Hospital	Hammersmith Hospital	Charing Cross Hospital	Responses from the Chelsea and Westminster NHS Trust
Environment and Facilities	Improve Wi-Fi connectivity		Update overall decor	Reviewed and no issue found
Information	Display complaints policy	Display complaints policy	Display complaints policy	We have increased the awareness of the complaints policy
	Provide information leaflets and posters for patients who are not online			The trust will raise awareness of availability of physical copies
Waiting Experience	Implement a queuing system with a digital display	Implement a queuing system with a digital display	Implement a queuing system with a digital display	This will be explored as a future option
Staff Experience	Implement regular staff meetings	Implement regular staff meetings	Implement regular staff meetings	Staff meet on a monthly basis
		Implement a staff wellbeing programme	Implement a staff wellbeing programme	

In response to our visits to Charing Cross and Hammersmith Hospitals, Breege Gilbride, Deputy Divisional Director of Nursing for Outpatients & Patient Access at Imperial College Healthcare NHS Trust provided the following statement:

"The Enter & View visits conducted by Healthwatch Hammersmith & Fulham last year at Charing Cross and Hammersmith hospitals have been invaluable. They offer a unique opportunity to gain honest and independent insights directly from our patients. The feedback provided through these visits to our Outpatients departments has allowed me to share findings with our teams, helping to drive meaningful improvements that benefit both patients and staff alike."

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