



healthwatch

Hackney

Annual Report 2016/17



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Message from our chair



Healthwatch Hackney sets out to build a comprehensive understanding of what local people feel about health and care services.

During 2016-17 we made considerable progress building and sharing this understanding.

We found patients more satisfied with hospital and GP services.

Many reported improvements in spite of unprecedented NHS funding pressures - testimony to local NHS staff and patient voices increasingly influencing services.

However patients and residents are anxious about the future of our NHS and care services.

Their anxieties found expression in feedback to Healthwatch Hackney and at public meetings.

Our meeting on Homerton Hospital's pathology lab showed residents wanted to be consulted on changes to important local health services.

Residents called for greater transparency, involvement and consultation at our meeting on NHS restructuring in north east London under sustainability and transformation plans (STPs).

These meetings demonstrate how willing Hackney residents are to engage and how much they wish to be equal partners in shaping local health and care services.

“Residents reported improvements in GP and hospital services in spite of unprecedented NHS funding pressures”

This year Healthwatch Hackney joined Hackney's devolution pilot expressly to make sure patients have a central voice in plans to integrate health and care services.

The pilot has since evolved into integrated commissioning and we look forward to working closely with City and Hackney clinical commissioning group and Hackney council as integration develops.

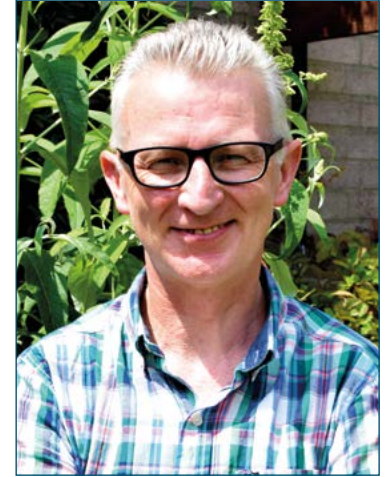
This year the board said farewell to longstanding and greatly valued board members Michael Vidal and Kully Kaur-Ballagan and we recruited three new members. We are grateful to all those who give their free time to support our work.

Finally I would like to thank Jon and the staff team who once again delivered a great service for our borough.

Paul Fleming



Message from our director



We had a busy and challenging year promoting the voice of residents in the face of squeezed health and care budgets.

Despite the austerity landscape, we considerably strengthened public, patient and user participation.

Our committed staff and volunteers played no small part in this.

Together we gathered patient and public feedback through our programme of mass engagement, public meetings, focus groups and regular comment collection.

We used your feedback to influence local health and care services through patient representation and participation.

Disabled residents now know how long they have to wait for adaptations thanks to our patient user experience group.

Our Hackney complaints charter, generated by NHS Community Voice, was adopted in principle by Hackney's Health and Wellbeing Board.

Our report on the health and wellbeing of street sex workers helped to protect specialised services for these vulnerable residents and was praised by Healthwatch England.

Autistic people and carers now have full and meaningful representation on Hackney's Autism Alliance Board.

“We used your feedback to influence health and care services through representation and participation”

And we are delighted this board is being co-chaired by an autistic resident.

None of this would happen without our team of dedicated staff and volunteers.

In 2016-17 we said farewell to Lola Diyaolu who steered the hospital discharge group. We welcomed Kam Dhenjan who runs the patient and user experience group and Emily Tullock who manages communications and engagement for the devolution pilot.

We were especially pleased that seven of our volunteers went on to secure paid work or set up businesses.

I look forward to working with all our staff, volunteers and board in the year ahead to ensure patients and public have a say at the heart of health and care local planning.

Jon Williams



Year at a glance

We reached 13,172 people on Facebook and had 110,152 Twitter impressions



56 volunteers gave 2,243 hours gathering feedback, representing patients and helping with events



1,500 people found health and care services through our signposting service



Our reports tackled a range of topics from sex work to pathology



Monitoring impact of cuts on local services was a key priority this year



We now have 1,200 members





Who we are

Healthwatch Hackney is your local health and care watchdog. We know you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are part of a national network with a Healthwatch in every local authority area in England

Our vision

We want Hackney's health and care services to be accessible to all, high quality and meet the needs of all Hackney's communities. Patients and the public should be at the heart of designing, delivering and improving local health and social care services.

Our mission

Our mission is to improve health and social care services for Hackney residents. We do this by being the independent champion for residents and users ensuring that voices of people across the borough are heard and influence decision makers.

Our priorities

Every year we survey residents to help us set our priorities for the year ahead.

Work priorities in 2016/17

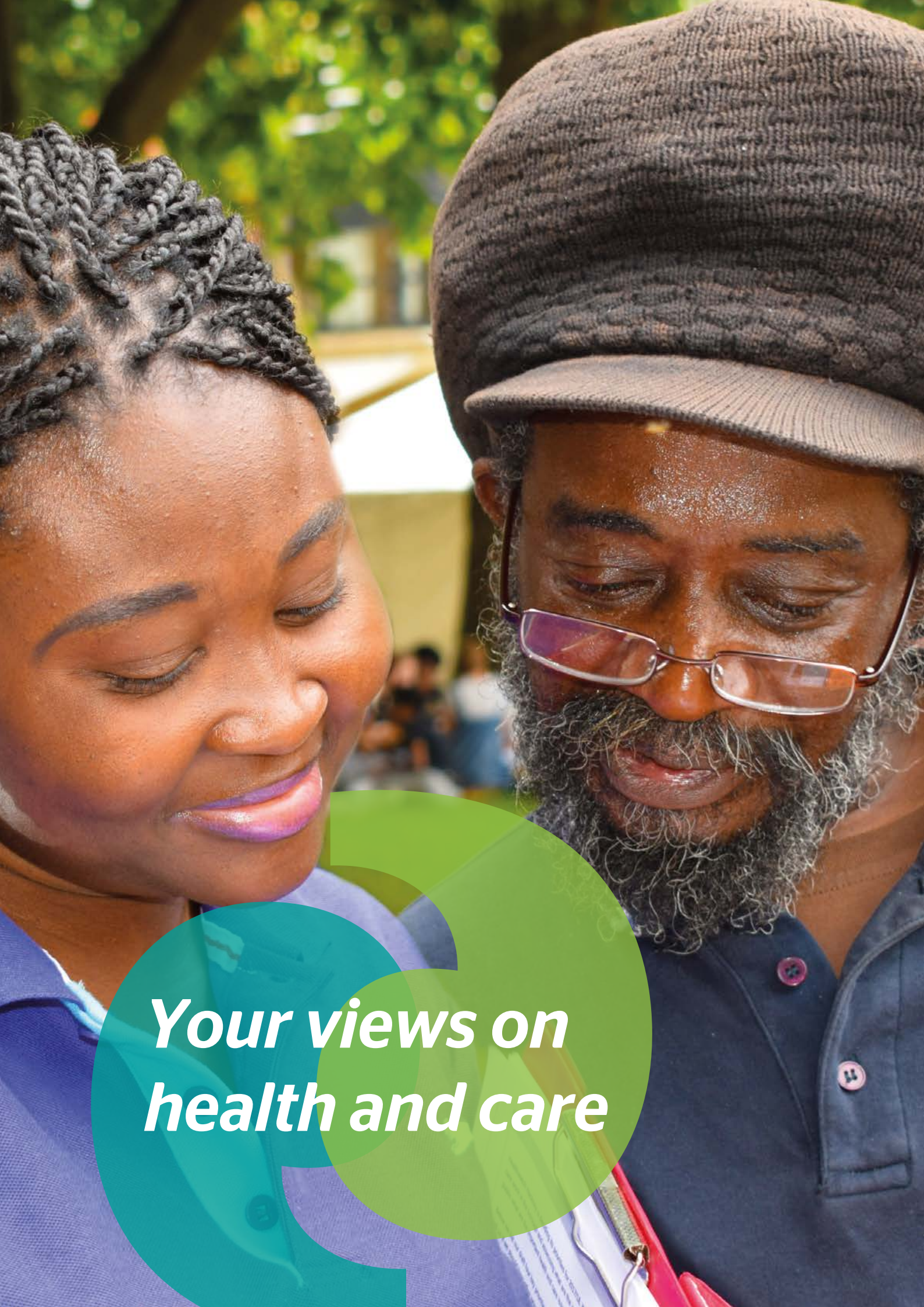
- + Monitor impact of cuts on local services
- + Engage with Hackney's integrated health and care pilot
- + Act as a partner and critical friend to our devolution partners
- + Raise issues of concern
- + Identify residents who are harder to reach

Strategic priorities until 2020

- + Develop as an efficient, transparent and respected organisation
- + Listen and understand residents' needs, help them voice their views and provide them with information
- + Support and influence those who have the power to change, design and deliver services to better meet people's needs and rights



Our staff team, top row, left to right: intelligence and signposting manager Amanda Elliot, director Jon Williams, volunteer manager Ali Aksoy, devolution communications and engagement manager Emily Tullock. Bottom row, left to right: patient user experience group co-ordinator Kam Dhenjan, administrator Kanariya Yuseinova, NHS Community Voice coordinator Sulekha Hassan, adminstrator Liya Takie.



***Your views on
health and care***

Listening to local people

More than half of our work involves listening to people's views and experiences of local health services. Ways we listened to local people last year included:

Mass engagement

- + NHS Community Voice monthly meetings
- + Public meetings
- + Regular comment collection sessions at local venues
- + Workshops on devolution of health and care in Hackney

Focused engagement

- + NHS Community Voice focus groups
- + Community research
- + Enter and View visits
- + Surveys

People coming to us

- + Issues raised via signposting or during outreach
- + Email and social media contact

Membership

- + Feedback from our members





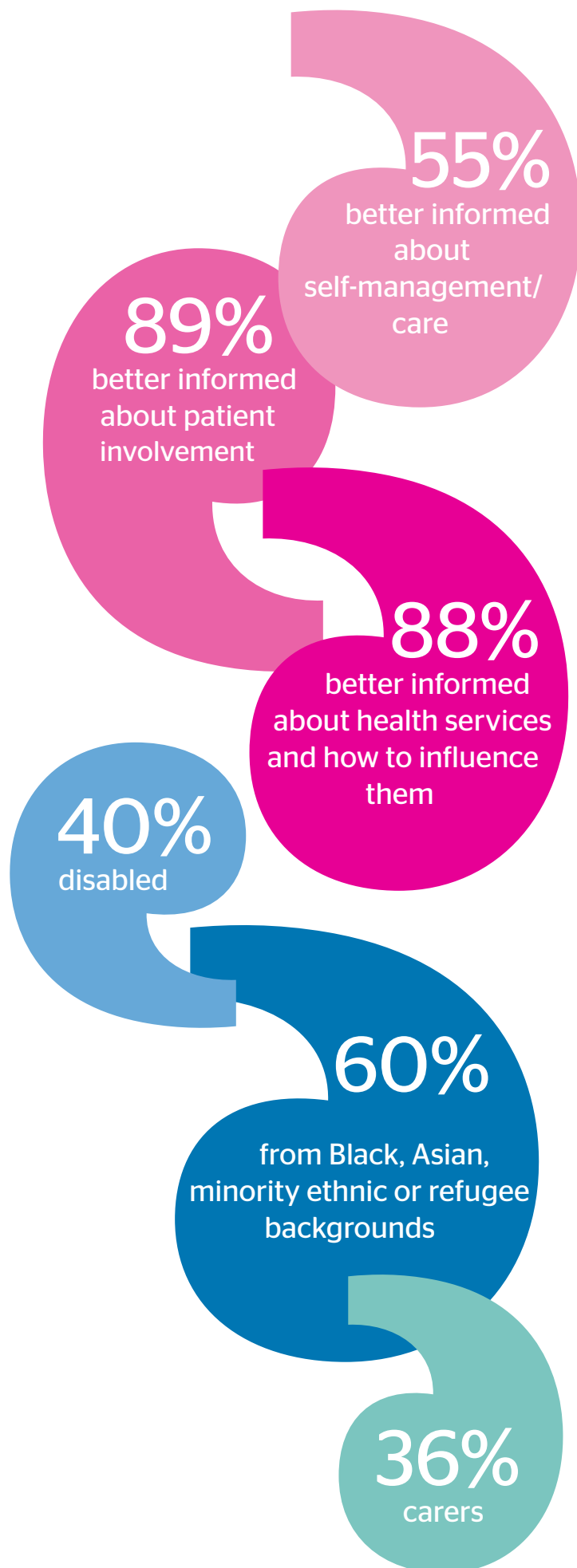
NHS Community Voice

We have delivered the highly successful NHS Community Voice project on behalf of City and Hackney clinical commissioning group (CCG) since January 2015.

The project supports the CCG's public and patient involvement.

Each year the project grows in strength and reaches more residents. Last year we ran 11 meetings and focus groups, generating feedback from 450 residents on:

- + GP services
- + Sex workers' health and wellbeing
- + Digital information and health
- + Mental health
- + Homelessness and health x 2
- + Men's health
- + Self-care
- + Maternity Services
- + Complaining effectively in the NHS
- + Young people's health



What we've learned from visiting premises



Healthwatch Hackney has the power to visit health and care premises to interview patients, observe care being delivered and recommend improvements.

This process is called 'enter and view'. Visits are led by our trained authorised representatives supported by staff.

Sandringham Practice

This practice is currently managed by a 'caretaker' agency and was undergoing procurement when we visited. A CQC report found the surgery 'required improvement'.

Patients rated their GPs and practice nurse highly along with support for people with long-term conditions. The waiting room lacked information and was overcrowded. We found practice staff needed training.

The practice is improving its information, reviewing the appointments system and sourcing user-led training for reception staff.

Dalston Practice

This practice operates from the same building as the Sandringham practice. We wanted to compare practices serving the same neighbourhood.

Overall patients had a good care experience but we found the quality of call handling was patchy.

The practice is now monitoring call handling quality, actively implementing the RCGP Autism toolkit and has added a translate function to its website.

Homerton Hospital maternity services

We visited the hospital's antenatal, labour and delivery wards because the unit was told by the CQC it required improvement following five maternal deaths.

We found women's experiences of services were overall very positive.

Our report and recommendations will be published shortly.



What we learned from comment collecting

During 2016-17 we collected almost 600 comments from local residents on health and care services. Respondents were asked to score services on a scale of 1-5.

What they told us:

- + Most GP and hospital services are doing well earning an average score of 3.9/5
- + A&E services have improved despite extreme NHS funding pressures
- + Communication with patients at Homerton Hospital has improved

Concerns:

- + Lack of day services for disabled adults and young people
- + GP appointment systems/processes
- + Lack of quality interpreter and language advocacy support in health settings

Devolution roadshow & workshops

As partners in Hackney's health and care devolution pilot, we ran events to enable local people to find out more and give their views on the plans.

- + 180 residents took part in a Community Conversation event and roadshow on devolution priorities
- + 150 people attended four workshops on how quadrant care models could work under devolution

Residents told us they were:

- + Generally positive about integrating care to address poor communication between services
- + Very concerned at a lack of new funding for devolution/integration
- + Worried about being able to access health and care services when needed
- + People had to be fully involved in decisions about their care and support

Hackney's health and care devolution programme pilot evolved into the Hackney and City Integrated Commissioning Programme on 1 April.





Public meetings

We held two public meetings in 2016-17 on changes to NHS services.

Homerton Hospital pathology lab

Our public meeting on the future of Homerton Hospital's pathology lab was attended by more than 60 local people.

The hospital was considering 'all options' including privatisation and outsourcing.

The meeting unanimously agreed:

- + The pathology lab should stay in Hackney
- + The lab should not be outsourced to the private sector

Impact

The hospital deferred a decision but has stated a service should remain at the hospital and be delivered in collaboration with unspecified partners.

What Future Our NHS public meeting

We ran a public meeting to enable local people to find out more about controversial NHS plans to restructure health services in north east London.

Under the north east London sustainability and transformation plan (NEL STP) seven CCGs, including City and Hackney, have to generate £600 million in savings by changing services and working together.

More than 70 local residents attended. They called for:

- + Greater transparency and full consultation on the plans
- + For Healthwatch Hackney to report people's concerns to the STP team and and seek answers to their many questions

Impact

The STP team responded to our report but so far there has been no public consultation on the changes.





***Making
a difference
together***

Working with others to make an impact

We work closely with statutory partners to make sure patients' and residents' views and experiences are used to improve services

We work collaboratively

- + With the Hackney Health and Wellbeing Board
- + As a devolution pilot partner
- + Through the patient user experience group (PUEG)
- + With Health in Hackney Scrutiny commission
- + With local community groups

Patient and user experience

Healthwatch Hackney runs the patient and user experience group which advises on how to improve integrated care services.

The monthly group brings together patient experts and local health and social care professionals to advise the CCG's integrated care programme board.

Members draw on personal experience and their links with other patients and users to advise on the design of integrated health and social care.



In 2016-17 PUEG advised on:

- + Patient feedback mechanisms
- + Co-ordinate My Care patient portal
- + Disabled Facilities Grant process
- + Carers quality assurance

Impact

- + Council adopted a timeframe for disabled facilities grants so people know exactly when they will get the adaptations they need to live independently
- + The integrated independence team improved their patient survey
- + More leaflets are being produced so patients know how to access integrated health and care in Hackney

NHS Community Voice

Impact

- + Created a complaints charter adopted in principle by partners on the Hackney and Wellbeing Board
- + Enabled sex workers to speak up about threats to their NHS specialist support service which is now protected
- + Enabled residents to influence local digital healthcare projects including safeguards for digitally excluded patients

Supporting autistic voices

Healthwatch Hackney was instrumental in driving user and carer representation on the Hackney Autism Alliance Board.

Leading the user engagement group, we made sure autistic residents were able to play a full part developing Hackney's first autism strategy.

Impact

- + Board adopted engagement and representation principles drawn up by autistic residents and carers
- + Board is now co-chaired by an autistic resident
- + Autistic people and carers contributed to Hackney's annual autism self assessment
- + Autistic residents are writing content for the autism strategy

Seldom heard - sex workers

NHS Community Voice held a focus group for 21 street workers on their experiences of health and care services in Hackney.

We produced a report with seven recommendations including:

- + Protection of funding for the specialist NHS Open Doors service
- + Inclusion of sex worker data in the City and Hackney Health Wellbeing Profile
- + Ending use of enforcement as this pushes sex workers away from services

Impact

- + The council agreed to continue to fully fund the specialist NHS sex worker service
- + Healthwatch England shared our report with local Healthwatch across England as an example of how to reach people who are seldom heard and vulnerable

Working with statutory partners

Our patient experience reports informed

- + CQC local inspections
- + Contributed to Healthwatch England's work to improve health and care nationally
- + Provided evidence for Health in Hackney Scrutiny commission inquiries

Supporting health scrutiny

- + Presented patient views for inquiry into future of Homerton Hospital path lab
- + Shared enter and view reports and patient feedback on GP practices undergoing procurement / merger
- + Provided feedback on primary care talking therapies

Devolution pilot partnership

- + Secured patient reps for all devolution work streams
- + Secured commitment to co-production from all local health and care partners
- + Ensured 330 local people learned more about integrated care through devolution engagement events

Health and Wellbeing Board

We supported residents to have their say at the board community voice slot on

- + Smoking cessation
- + Black men's mental health
- + Children's mental health

“Healthwatch Hackney continues to be an important and effective advocate for residents. Their support for the health and wellbeing board community voice slot ensures people in positions of power in health and social care hear first-hand about challenges our residents face.”

Cllr Jonathan McShane, chair of Hackney Health and Wellbeing Board

Supporting CQC inspections

Mental health services

- + NHS Community Voice invited the CQC to attend a mental health event to hear directly from patients during its inspection of Hackney's community mental health services


Community health services

- + Healthwatch Hackney patient representatives contributed to the CQC inspection of Homerton Hospital's community health services by surveying patients at Hackney Ark and St Leonard's Hospital

Working with community partners

Other collaborations included:

- + Dementia friends training for our volunteers with the Alzheimer's Society
- + With Core Arts to give black men with mental health needs a voice
- + With Older People's Reference Group on GP services
- + With HiP parent-carer forum and public health on the disabled children's needs assessment
- + With Hackney Migrant Centre surveying people on advocacy and mental health services

A photograph of two women in a professional setting, likely a meeting or workshop. The woman on the left is wearing a light blue headwrap and a red patterned top, looking intently at a document on a table. The woman on the right is wearing a black leather jacket and a patterned skirt, also looking at the documents. The table is covered with various papers, including what appears to be a map or a large document with colorful sections. In the background, there are office cubicles with glass partitions and overhead lighting. A large green and blue circular graphic is overlaid on the center of the image, containing the text.

*Helping you
find answers*

How we helped people find information and support

Last year Healthwatch Hackney helped almost 1,500 people find answers to questions on local health, care and wellbeing services

We provided face to face, phone and online advice and information to residents to help them navigate often complicated health and care systems. Almost two thirds of our signposting took place in person at events or during outreach.

- + 111 people got advice on how to make a complaint about NHS or social care services
- + Hundreds were directed to wellbeing services including mental health support and smoking cessation
- + More than a third were directed to cultural advocacy and support

Where we directed patients:

- + Wellbeing and stop smoking support
- + NHS complaints support
- + Mental health services
- + Carers' support
- + Drug and alcohol services
- + Food poverty, housing, domestic violence, ESOL and employment support
- + Advocacy
- + Disability support
- + Dementia and older people' support
- + Support for children and families

A resident contacted us worried about a friend recovering from a major heart attack who was not getting cardio-rehab support. The patient had been treated at an out of borough hospital and had been left unsure how much physical activity she could safely do. We directed her to the British Heart Foundation for advice and to the Homerton Hearts cardio support group



***It starts
with you***

Lloyd

When illness struck last year Lloyd was catapulted into a seemingly endless cycle of tests, appointments and GP visits.

His protracted illness involving six months of blood tests and 12 months of warfarin and antibiotics started him thinking about how local services could work better.

He felt the good clinical care he received was undermined by poor liaison between the hospital and his GP practice.

‘I constantly had to chase appointments, test results and consultation notes. Clinicians do their best but without genuine patient involvement improvements will be slow and not focus on patients.’

‘Changes to the NHS make it all the more important that everyone takes an interest and, better still, gets involved.’

While recovering, Lloyd, a retired structural engineer, got more actively involved with Healthwatch Hackney.

He spoke with passion at a public meeting about the importance of how local path lab services were crucial for providing accurate and timely lifesaving blood tests.

“Clinicians do their best but without genuine patient involvement improvements will be slow and not focus on patients”

He joined the CCG public and patient involvement programme board and trained as an Enter and View representative to interview patients at local GP surgeries.

In 2017-18 he will join the Healthwatch Board where he will use his skills to provide strategic direction to the organisation.

Paula

Paula contacted us because her severely disabled daughter was waiting more than six months for a care plan*

Jennie* has complex health and care needs and a severe learning disability.

Paula and Jennie struggled to leave their flat because her daughter is unsteady on her feet and had become depressed since finishing college.

“I’m am pleased that by sharing our experience, care will improve for disabled young adults and their carers”

Social care services had assessed 23 year old Jennie but everything went quiet for six months.

Through our signposting service we helped the family reconnect with Hackney’s learning disabilities service.

They visited the family, agreed to help Jennie fulfil her wish to return to college and organised a carer’s assessment for Paula. The council have now confirmed that Jennie can return to college four days a week from September.

‘You should have seen Jennie’s face when I told her. She was so happy and excited.’

Paula agreed we could share her experience with the council which is using it to improve care and support for disabled young adults.

Paula said: ‘I am so grateful to Healthwatch Hackney for their help. I am pleased our poor experience is being used in a positive way to help other disabled young people in Hackney.’

* names have been changed



*Our plans for
next year*

What next?

NHS and social care services are going through radical change and this has shaped our priorities for the year ahead

Challenges

Under north east London's sustainability and transformation plan (NEL STP) City and Hackney CCG is expected to work with six neighbouring CCGs to generate £600 million in savings from health services.

During 2017-18 we will

- + Keep a close eye on how these top down changes impact on health and care services in Hackney and communicate these to residents
- + Work hard to make sure Hackney residents are heard and are able to shape service change
- + Put the case for local consultation on changes and for much greater transparency

Top down NHS restructuring presents a challenge to ensure public and patient voices continue to influence local services

Opportunities

Hackney's devolution pilot has evolved into ambitious plans to integrate health and care commissioning in Hackney and the City.

City and Hackney CCG and Hackney Council have aligned health and care budgets under a new integrated commissioning board with the goal of improving residents' health and wellbeing.

Healthwatch Hackney is a key partner in the new structure with a seat on the influential transformation board.

We will use our seat on the new board to:

- + Make sure patient input is at the heart of the new commissioning structure
- + Recruit and support new public representatives within the new structure
- + Press for greater transparency

Our priorities

We surveyed our members and the wider public and reviewed our patient feedback to help us decide our priorities for the year ahead. Our priorities for 2017-18 will be:

- + Cuts to adult social care services
- + Early access to mental health support
- + Shift of hospital services into the community
- + Accessible public and patient information

Our operational priorities

- + Secure funds to increase diverse public involvement in Hackney's emerging integrated health and care structure
- + Involve more residents in co-producing integrated health and care by providing clear information
- + Gather views from children, young people and parents/carers especially on mental health services
- + Invest in software for web based comment collecting
- + Increase our membership



Our people

Decision making

Healthwatch Hackney is a community interest company (CIC) governed by a board of directors and bound by regulations

Decision making sits with our board. Some relevant decisions are delegated to sub committees and operational decisions are made by the director.



Board meetings happen every two months. To guarantee transparency we:

- + Meet in public so local residents can observe decision making
- + Give advance notice of board meetings on our website
- + Publish board meeting agendas and minutes on our website
- + Publicise board vacancies to our membership and the wider community
- + Select new board members through an interview process

Our board of directors

Paul Fleming, chair

Director of income generation & communications at the Shakespeare Schools Foundation

Malcolm Alexander

Vice-chair of patient safety charity, Action Against Medical Accidents

Nora Cooke O'Dowd (from February 2017)

Research analyst at the Nuffield Trust and former public health professional

Heather Finlay (from July 2016)

Higher education lecturer in health and social care and former midwife

Kully Kaur-Ballagan (stepped down Nov 2016)

Research director and head of race, faith and cohesion research at Ipsos Mori

Anthonia Onigbode

Finance director at Hackney Co-operative Development

Ann Sanders

Freelance management consultant and former senior manager at the Big Lottery Fund

Becky Seale

Senior learning development consultant at Bromley by Bow Centre

Paula Shaw (joined July 2016)

Former Croydon councillor and member of City and Hackney Older People's Reference Group

Michael Vidal (stepped down 13 July 2016)

Member of Hackney independent schools admission panel and former civil servant

Sarah Oyebanjo (joined February 2017)

Master in public health and enter and view co-ordinator at Healthwatch Redbridge

How we involve the public and volunteers

All our board members are volunteers who live and use local health and care services in Hackney.

Healthwatch Hackney membership is free and open to all residents who receive monthly newsletters and updates on opportunities to get involved.

Our successful volunteer programme enabled 56 people to get involved in:

- + collecting public feedback on services
- + supporting events and public meetings
- + steering groups
- + visiting health and care services
- + representing patients on working groups and boards
- + shaping our priorities



Some of our 56 hardworking Healthwatch Hackney volunteers with manager Ali Aksoy and director Jon Williams



Our finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	160,000
CCG	153,200
Total income	313,200
Expenditure	£
Operational costs	65,659
Staffing costs	203,584
Office costs	37,200
Total expenditure	306,443
Balance brought forward	6,758

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