

Healthwatch Hackney

Annual
Report

2014/2015





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Note from the Chair, Paul Fleming



It is my great honour to chair Healthwatch Hackney. At a time of great upheaval in the way health care is provided, people's voices and opinions on how things can be better have never been more important. Healthwatch Hackney is your voice; your way to be heard.

I am extremely proud of our many achievements in the last 12

months. Through our ambitious Fund for Health research programme, we brought the voices and experiences of hundreds of marginalized Hackney residents to the attention of local health and social care service leaders.

Findings from the 23 community insight research reports fed directly into City and Hackney Clinical Commissioning 2015-16 Innovation Fund which supports vital community health and wellbeing projects in Hackney.

Our signposting services benefited more than 800 local people last year, helping them find appropriate services and make informed choices about their health and care.

Recommendations from Healthwatch Hackney's Integrated Care report were included in Hackney's application to the Better Care Fund. We also successfully negotiated patient representation on all

strategic integrated care boards. This put patients at the heart of service planning for some of the borough's most vulnerable residents.

We are proud of building good relationships with City and Hackney Clinical Commissioning Group (CCG) and London Borough of Hackney who plan and commission local health and care services.

Through our active membership of the Health and Wellbeing Board and Health in Hackney Scrutiny Commission we brought your comments and experiences to local health and social care leaders to listen and act on them.

I would like to take this opportunity to thank my predecessor Emma Craig, Chair from April 2013 until the end of March, 2015 and thank the rest of the board for their support and help.

Finally, may I thank Liz Hughes and her team of staff and volunteers who have worked tirelessly over the last 12 months and are a great credit to Healthwatch Hackney.



About Healthwatch

Healthwatch Hackney is here to make health and social care better for ordinary people. We believe the best way to do this is by designing local services around people's needs and experiences.

Everything we say and do is informed by our connections to Hackney residents and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all local health and social care services.

Our vision

Our vision is to play a distinctive part in improving health and social care services in Hackney. We aim to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality and to:

- be a respected and trusted voice informed by evidence
- be an interpreter of information
- hold an overview
- have influence
- be a safe place to provide user experience

Our priorities

In 2014/15, we agreed four priorities to guide our work based on what the Hackney community told us was important to them. These priorities were

- Homerton Hospital
- GP access
- Access to quality information
- Integrated/whole person care

We set our priorities by analysing our comments database along with results from a short questionnaire which asked people what issues they wanted us to prioritise. The list was then agreed by the board.

These priorities guided all of our work during 2014/15.



Our staff team

Healthwatch Hackney work is carried out by our dedicated staff team and amazing group of volunteers.

During 2014-15, we recruited two new staff, our intelligence and signposting manager and our NHS Community Voice co-ordinator.



Our Healthwatch staff team is, from left to right, manager Liz Hughes, volunteer manager Ali Aksoy, NHS Community Voice co-ordinator Sulekha Hasan (joined Jan 2014), intelligence and signposting manager Amanda Elliot (joined Jan 2014), administrators Liya Takie and Kanaryia Yuseinova, long term volunteers who will join the staff team in June 2015.

How we involve lay people and volunteers

Healthwatch Hackney has a pool of 80 volunteers. Around 27 are fully active. Volunteers make an invaluable contribution to our work.

During 2014/15 volunteers took part in signposting, comment collection, event organising, data analysis, administration, promotion and representation, contributing an estimated 2,104 hours of work during 2014/15.

In 2014/15 we set up a volunteer forum holding regular meetings where volunteers can:

- Find out more about Healthwatch work and how to get involved

- Find out more about the impact of their volunteering
- Feedback to staff and the board on improving engagement
- Share information and skills

In 2014/15 we reviewed our volunteer recruitment process and this resulted in a new volunteer induction handbook co-produced with our volunteers.



Some of our wonderful volunteers



Engaging with people who use health and social care services

We engage with local patients and residents in many different settings in Hackney. We collect people’s experiences of local services, analyse comments and feedback and write reports with recommendations.

We take recommendations to the people who have the power to improve local health and social care services.

In 2014/15 we collected comments and feedback in the following ways:

- Enter & View visits
- Outreach & comment collecting
- Speak up events
- NHS Community Voice patients’ forums
- Fund for Health report programme

Enter & View

Healthwatch Hackney has powers to visit local hospital wards and care services to gather evidence about people’s experiences of health and care services. These citizen-led inspections are called ‘Enter & View’ visits.

During 2014/15 we carried out two Enter & View visits and published two reports about visits carried out in late March 2014. We published reports about each visit and shared recommendations from each report with the provider to help bring about improvements to services.

Enter & View visit to Larch ward, 17 February 2015

Reason for visit	Ward for older people in Hackney with mental health needs was earmarked for closure with beds due to move to Mile End Hospital
Findings	Patients and carers were happy with their care and the ward was conducive to recovery. They were worried about the move to Mile End Hospital, especially Orthodox Jewish carers who cannot drive or use public transport on the Sabbath. Our reps felt the Mile End ward was more cramped and institutionalised than the Hackney ward. Our report also highlighted concerns about the reduction in beds and how the new combined ward at Mile End would cope with a surge in demand.
Impact	Health in Hackney Scrutiny Commission considered our report in June 2015. The commission approved the move of Hackney beds to Mile End Hospital but asked for the full bed reduction plan to be halted for six months while the trust provided evidence to justify a further cut in beds. The trust agreed to provide transport support to carers and overnight provision for Orthodox Jewish carers visiting over the Sabbath. A Healthwatch Hackney representative was invited to sit on transfer work group overseeing the move of beds and patients to Mile End Hospital.



Median Road Resource Centre which closed on 31 March 2015, shortly after a Healthwatch Hackney visit

Enter & View visit to Median Road Resource Centre

Reason for visit	37-bed council-run short stay care unit for people unable to go home after hospital. The unit received a poor CQC inspection report in June 2014. The council closed the care until on 31 March 2015 without public consultation.
Findings	Unit was being prepared for closure during the visit. Residents were well cared for and the building was in good condition. The unit met the 'friends and family' test.

Impact	Council declined to respond to our key recommendation to consult the public over the future of the care unit. Hackney's patient forum NHS Community Voice convened a meeting about the closure and changes to services. The council commissioner and CCG attended the meeting. Patients present called for the council to consult on the unit closure and future of reablement and care services in Hackney. The meeting also called for the council to adopt patient and public involvement practices in line with those operated by the CCG.
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Enter & View visit to Thomas Audley ward, report published May 2014

Reason for visit	27-bed general surgical ward at Homerton Hospital. Visit arranged following concerns raised via patient feedback to Healthwatch Hackney
Findings	Reps highlighted reports of potential under-staffing including medical staff at night and weekends. There was a need for better information for patients about the ward including the identity of their lead clinicians. Reps also highlighted need to train staff in how they communicate with patients who buzz for help when nurses are busy with another patient. Staff also reported delays in moving some patients to psychiatric beds and need for support for patients when violent incidents occurred
Impact	The hospital is reviewing its policy for managing incidents on the ward. They have changed the way teams work so they are more responsive to call bells. The trust is also looking at the type of ward information patients and carers will find most useful. A new 24/7 hospital psychological medicine service started in July 2014 and it is hoped this will address immediate issues and prevent unnecessary admissions. Safer nursing audits were being undertaken to determine appropriate staffing levels in relation level of patient vulnerability/dependency on wards.

Enter & View visit to Lamb ward, report published May 2014

Reason for visit	28-bed respiratory medicine ward at Homerton Hospital. Visit arranged following concerns raised via patient feedback to Healthwatch Hackney
Findings	Patients were unclear about their discharge and care plans. Reps highlighted potential under-staffing including medical staff at night and weekends. There were complaints from some patients about staff not responding to their needs within a reasonable time. There was a need for better communication and information for patients about the ward including the identity of their lead clinicians.
Impact	Packs are now provided for all patients with information about admission, Healthwatch and PALS. 5.5 additional nurses are being recruited. The ward has a permanent social worker to support discharge. More space will be provided for equipment currently in the corridors and security safes are now operational. TVs are now provided free to all patients by the hospital - not through a private company.

If you have concerns about a health or care service, please contact us on 020 7923 8188

Note: these two Enter and View visits were conducted on 27 and 13 March respectively but the reports and recommendations were not published until May 2015



Outreach/comment collecting

Healthwatch Hackney has a highly committed team of volunteers who run regular community outreach, collecting comments and signposting people.

During 2014-15, the outreach team collected more than 750 comments from Hackney residents about health and social care.

Patients were asked to score health or care services they had recently used between 1 and 10 where 1 is poor and 10 is excellent.

Satisfaction with health and care services during 2014/15 was above average (an overall score of 6.8 across all services). Secondary care (hospital, outpatient clinics) scored slightly better than primary care (GPs, pharmacies, opticians).

What we learned from outreach comment collection in 2014/15:

- Patients are concerned about the quality and availability of interpreters in hospital and GP surgeries
- Patients still struggle to make timely appointments at some practices
- Many patients wait too long between a GP referral and being seen by the hospital
- Treatment for some patients groups, eg sickle cell, could be improved
- Many patients feel Homerton Hospital needs more nursing staff

What we did with these comments

- Analysed comments regularly to provide supporting evidence for shaping work priorities
- Shared them with hospital and health commissioners to make them aware of persistent care quality issues or emerging themes
- Escalated feedback on urgent/serious issues directly to providers for action (eg disability access issues, concerns about care of older people)

Healthwatch is grateful to the Homerton Hospital for letting us run regular outreach sessions at the hospital. It also wishes to thank the many local organisations that welcomed us and let us run stalls and comment collections at their events.

Outreach venues in 2014/15 included:

Homerton Hospital waiting areas and A&E; Hackney Service Centre; Hackney Migrant Centre; St Joseph's Hospice end of life event; Minik Kardes children's centre event; CCG Innovation fund meeting; Tohum Cultural Centre; Stoke Newington Mosque; Alevi; Hackney People First - Learning Disability Forum; Headway (people with head injuries); Integrated care event; lunch clubs; Salvation Army; POWhER Big Do (Learning Disabilities events); Hackney African Forum



Supporting people to speak up

Speak Up event: Integrated Care, April 1 2014



More than 120 people attended our Integrated Care is Better Care; Convince the Patient event jointly run with the Hackney's Health and Social Care Forum. Recommendations from the event were presented to the Health and Wellbeing board on the same evening.

Recommendations

- People should be at the heart of new plans to pool NHS and Social Care budgets
- Better information - many patients were unaware of the plans and how these would affect their care
- Patients wanted care to be more holistic and preventative with a greater focus on care plans

Impact

- Detailed recommendations were included in Hackney's bid to the Better Care Fund
- Recommendations shaped patient involvement in the Integrated Care programme
- Healthwatch Hackney supports reps on all integrated care boards who have helped to set measures for patient experience
- We developed the One Hackney patient forum which led to us being commissioned to research patient experience of integrated care

Speak Up event: Children's Health and Wellbeing, 13 May 2014



150 young people and community group members filled the Tomlinson Centre meeting room for our highly successful speak up event about Children and Young People's services.

The event was jointly organised with the Children and Young People Providers' Forum.

Young people, parents and community groups discussed a range of topics including dental services, the impact of gang culture, obesity, supporting children in families affected by HIV, housing issues for young people and female genital mutilation.

Recommendations

- Targeted support for emotional health
- Awareness raising for professionals and other community members
- Better information about services for children, young people and families

Impact

- Recommendations were taken to CCG and Public Health
- Follow-up meetings underway
- Findings shaped our Children's Emotional Health priority work area



Speak Up event: Fund for Health, 21 October 2014



This Speak Up event provided a platform for many issues highlighted by our Fund for Health research programme. More than 150 people took part in workshops and discussions. Community researchers presented their findings to the panel of health and care commissioners.

Issues highlighted:

- Poor access to health and care for some groups
- Need for a review of interpreter/translation services
- Calls for a more holistic approach to patient care
- Calls for the council to tackle local gambling outlets
- A desire for buddying and mentoring in many services
- Information needs of people without access to the internet
- Prevalence of hoarding.

Impact

- Commissioners and providers from main health and social care services attended and responded to ideas and recommendations
- CCG used the event to feed into the consultation on their 2015/16 commissioning intentions
- CCG has now planned a review of translation services for 2015/16 as a result of the feedback

NHS Community Voice, Hackney's new patient forum



During 2014/15 the CCG commissioned Healthwatch Hackney and Age UK East London to establish NHS Community Voice, a new open patient forum to help shape local health and care services.

Forum topics are set by a patient-run steering group who invite speakers to inform lively debates. During 2015 we will hold 12 community meetings and the CCG's commissioning intentions event. Our first two meetings in February and March were:

- Are your medical records still confidential?
- How can you see a GP outside working hours?

The CCG and other relevant services respond to forum questions and recommendations within 28 days to help improve services based on patient feedback and suggestions.

Recommendations from the patient forum have so far included:

- Median Road to be considered as part of a forthcoming intermediate care 'bed based review' (council has agreed)
- More support for parent/carers with mental health needs to access and navigate services
- 30 minute 'talk time' appointments for women going through menopause to talk through concerns and experiences (supported by GP confederation)



Influencing decision makers with evidence from local people



Producing reports and recommendations to effect change

Fund for Health

Healthwatch Hackney funded an ambitious programme of community research projects in 2014/15 under the banner of its Fund for Health programme.

Our aim was to enable local community groups, working closely with residents whose voices are seldom heard, to produce evidence of the needs they were addressing.

The programme resulted in 23 pieces of community insight research which gathered evidence from hundreds of residents from some of Hackney's most marginalised communities

Groups presented their findings and recommendations to local health and social care commissioners at a major event organised by Healthwatch Hackney in October 2014

Grant recipients included groups who work with:

- People who have English as a second language
- Young people
- Homeless people
- People with mental health needs
- People with disabilities or low literacy skills.
- People with long term conditions
- Carers

Overall findings

- Poor awareness of services and how to find out about them
- Language, including BSL, seems to be the biggest barrier
- Most community groups identified access to mental health services as a priority
- Where someone faces more than one barrier, difficulties escalate



- Difficulties were worse where staff were unaware of issues or lacked empathy
- A lack of knowledge and confidence about raising issues and complaining

Health and Wellbeing Board Voice sessions

- Healthwatch facilitates a community voice session at the start of each meeting
- Many of these 15 minute slots were based on Fund for Health findings, and all highlighted difficulties some residents face accessing services, due to language, disability or communication needs

"The user voice sessions at the beginning of our Health and Wellbeing Board meetings have not only given people the chance to raise important issues with key decision makers, it has also helped set a really positive tone for the rest of the discussions."

Cllr Jonathan McShane, Chair of Health and Wellbeing Board

The Grants and the Voice sessions have had impacts in many different ways, and will continue to do so through the next year

- The CCG based their 2015 Innovation Fund on the findings of the Fund for Health, so the recommendations led to £400,000 of investment to address the issues raised
- Some community groups were directly commissioned to deliver

services to address the needs they identified - for example Deaf Plus were commissioned by the Homerton to work with them to improve access to hospital services for hearing impaired residents

- Some research reports fed into Health in Hackney Scrutiny reviews including mental health and maternity services reviews
- Reports are informing Healthwatch community meetings, for example an Urgent Care meeting in March 2015 with commissioners was informed by a report on the needs of the Vietnamese community from the VLC
- We took the main themes from the report to the Health and Wellbeing Board (H&W) alongside the Voice sessions, and this led to the direct commissioning of service user led training by Hackney Council and Homerton Hospital, as well as joint bid by H&W board partners to develop further service user led training
- The reports helped us influence the CCG to include greater equalities clauses in sub-committees and partner organisations
- The reports led to the CCG announcing a review of translation and interpreting services
- One of the Health and Wellbeing Board's five workstreams for 2015/16 is dedicated to addressing access issues raised by Healthwatch Hackney



Healthwatch Hackney reports and investigations

- During 2015 we followed up recommendations from our 2014 Medication for Mental Health Patients report and many recommendations were adopted by the CCG as key performance indicators
- A Sickle Cell and Thalassaemia patient survey and report was produced in partnership with Sicklebility support group with recommendations which have opened a dialogue with Homerton Hospital about service improvements
- We produced a report about Children and Young People's services, based on our Speak Up event in May, and the results of the Peer Youth survey. These fed into Children and Young People's Health and Wellbeing services both through formal recommendations and presentation at the Stakeholders Consultation event
- We carried out interviews and questionnaires in day centres in Hackney during 2014, resulting in a report and recommendations

Research helps improve maternity care

Children's centre Minik Kardes produced two powerful reports about Turkish speaking families' experiences of maternity and disabled children's services in Hackney.

'Healthwatch Hackney helped us to design the survey, highlight issues and develop recommendations based on Turkish women's real experiences of maternity services.'

They helped us present our evidence to the Maternity Services Liaison Committee, CAMHS, Health in Hackney Scrutiny Committee, and the Safeguarding Children's Board.

As a result, the CCG commissioned us to deliver culturally sensitive antenatal classes with Hospital professionals. These sessions have had a positive impact on Turkish speaking women: filling gaps, raising awareness, and replacing families' shocking birth stories with more positive reports of labours involving fewer complications.'

Duygu Bozkurt, Minik Kardes Children's Centre



Putting patients at the heart of services

It is vital patients, carers and people who use care services are at the heart of planning, designing and overseeing those services

Patient and carer participation ensures any changes or newly commissioned services are person-centred.

Leading patient forums

- Healthwatch Hackney worked with the CCG to develop the Better Care Fund Patient Group which is chaired and led by patient representatives. The group reviews Integrated Care services from a patient perspective and makes recommendations to the Integrated Care Board
- We worked with the council on the Service User and Carer Involvement Group, chaired by Healthwatch Hackney and comprising a network of voice groups**. This group reviews commissioning intentions and planned consultations on adult social care services

*** Disability Back Up, Older People's Reference Group, People's Network, Hackney People First and PoHWER (both forums for people with a learning disability)*

Supporting representatives

We support patient representatives to attend a number of groups. Our chair represents Healthwatch Hackney on the Health and Wellbeing Board and the CCG Board. We support a director to attend Health in Hackney Scrutiny. We also support representatives on the following:

- Integrated Care Board
- One Hackney Board
- Re-ablement and Intermediate Care Board.
- CCG's Patient and Public Involvement Committee
- Homerton Patient Safety Committee
- Wider NHS England and Healthwatch forums

Procurement

We supported patient representatives to take part in procurements including

- NHS England Diabetic Eye Screening
- CCG Warfarin service.

Direct engagement

We worked with patients directly to arrange meetings and discuss services. This year we worked with:

- The Sickle Cell and Thalassaemia support group to follow up survey recommendations and discuss services with Homerton Hospital
- Individual patients, supporting them to engage directly with local hospitals to raise pressing issues and concerns



Working with others to improve local services

Healthwatch Hackney collaborates with many local partners to promote patients' views and bring about improvements to services.

In 2014-15 we:

- Joined with East London based Healthwatch organisations to represent the patient voice after Barts Health NHS Trust was placed in special measures
- Delivered NHS Community Voice, in partnership with Age UK East London
- Jointly organised and delivered a Children and Young People's Speak Up event in May 2014 with the Children and Young People Providers' Forum
- Co-produced an Integrated Care event in April 2014 with the Health and Social Care Forum
- Led a network of voice organisations** as part of the council's Service User and Carer Involvement Framework which makes recommendations on adult social care consultations
- Worked with Homerton Hospital to develop a patient group to monitor improvements to processes for patients leaving hospital
- Worked with the CCG to develop a research programme and patient group to monitor and recommend improvements to the Integrated Care programme
- Worked with Sickle Cell and Thalassaemia Patient Support Group to develop and conduct a patient survey and make recommendations

- Worked with advocacy organisation Social Eyes4Life to develop a questionnaire about access to social care for visually impaired patients in Hackney
- Worked with the Health and Social Care Forum to develop programme of service user led training for staff in the local statutory sector
- Worked with the CCG on the Fund for Health grant fund which awarded 23 community grants
- Worked with 23 community organisations who delivered Fund for Health research and co-ordinated their findings to improve services and influence commissioning intentions

***Disability Back Up, Older People's Reference Group, People's Network, Hackney People First and PoHWER (two forums for people with learning disabilities)*



Impact Stories

Case Study One

Elspeth's story



Visually impaired Hackney resident Elspeth Williams is making an impact on local health and care services.

Elspeth came to Healthwatch Hackney for work experience in 2014 as part of her advocacy course.

She soon settled in, showing staff and volunteers how to work and communicate with people who are visually impaired. For example, Elspeth uses special apps on her mobile phone to read documents and correspondence.

Elspeth quickly took an active role at Healthwatch, collecting patients' feedback on services, promoting eye health week and highlighting the lack of accessible information about services.

Supported by Healthwatch volunteers, she launched a survey to find out how much visually impaired residents know about direct payments and how to access them.

Twice during 2014/15 Elspeth took part in deputations to City and Hackney Health and Wellbeing Board to highlight a lack of accessible health and social care information.

Using the Patient Voice slot and supported by Healthwatch, Elspeth told the board: 'I keep missing hospital appointments because I can't read letters from the hospital.'

She explained how she struggled to keep up with council tax bills because communications from the council were in an inaccessible format.

As a result, the Health and Wellbeing board pledged to look at how services could better communicate with residents with impairments and disabilities. The board also endorsed the involvement of disabled people in staff training.

When not running her advocacy service SocialEyes4 Life, Elspeth volunteers as our rep on the City and Hackney Vision strategy group. Most recently, she took part in the procurement of diabetic eye screening services on behalf of Healthwatch Hackney



Case Study Two

KG's story



KG has Sickle Cell, a blood-borne disease which causes severe pain and damage to vital organs. It is a serious and often debilitating condition that affects red blood cells. The condition can severely affect people's quality of life. If not treated, it can be fatal.

KG began working with Healthwatch Hackney in 2014 when it became clear treatment and care for this group of patients was not as good as it could be. Healthwatch helped KG design a survey to look at sickle cell patients who use Homerton Hospital and related community services.

KG spent used the survey to collect patients' views on the Sickle Cell wards, in the Homerton Hospital Medical Day Unit, and through Hackney's Sicklebility support group which he chairs.

Persistence paid off with over 70 people responding. His survey report made a series of recommendations on how to improve Sickle Cell care in Hackney.

Recommendations included staff training in Sickle Cell; better ward hygiene; addressing delays in patients receiving pain medication and supporting staff to work together with patients.

Healthwatch Hackney supported KG and his group to present the report and recommendations to the new Chief Executive of Homerton Hospital. A pressing concern was the need to address negative pre-conceptions about sickle patients needing regular treatment.

KG said: 'The survey's biggest impact is bringing Hackney 'sicklers' together to speak with one voice. The report was very powerful. Hospital managers now know we exist and that we can't be ignored.'

Most recently KG delivered a presentation to the Sickle Cell & Thalassaemia Conference in October 2014 and he continues to push for improvements in local care with support from Healthwatch.

Sickle Cell affects over 9,000 Londoners with the highest prevalence found among Black Caribbean, Black African and Black British communities.



Our plans for 2015/16

As we move into 2015/16 Healthwatch will:

- Continue to build a robust, efficient and respected organisation
- Deliver our core statutory functions
- Prioritise the needs of Hackney residents

A new year means new opportunities for Healthwatch Hackney to listen to people. We will use information we gather from patients to influence those who have the power to change, design and deliver care services so they better meet the rights and needs of local residents.

Priority work areas for 2015/16

Healthwatch Hackney has agreed five priorities for 2015/16. We will use these priority work areas to guide our funding and activities during the year.

2015/16 priorities:

- Services for the emotional health of children and young people
- Impact of cuts and changes on adult social care services
- Joined up health and social care services for the most frail and vulnerable
- Accessible communication including translation and communicating with people with a sensory impairment
- Patient and Service user involvement and service led training



We are finalising our detailed work plans for 2015/16 but have already agreed some key activities and events.

What's in store for 2015/16:

- Grants to support community signposting
- A major autumn health event to set priorities for 2016/17 and beyond
- A busy programme of NHS Community Voice forum meetings
- Running the CCG commissioning intentions event in the autumn
- A new director for Healthwatch Hackney (starting 13 July)



Our governance and decision making

Our board of directors

Healthwatch Hackney directors are all volunteers who live and use services in Hackney.

During 2014/15 our first paid chair Emma Craig stepped down and Paul Fleming replaced her as our first elected chair.

Each director brings particular skills and expertise.

Board meetings take place every two months and are open to the public. We publicise meetings on the Healthwatch Hackney website.

In 2014/15, the board:

- Developed a clear vision, approach and oversight of Healthwatch Hackney's impact with a new strategic framework
- Established the organisation as an integral part of the Hackney Health and Wellbeing Board and CCG
- Raised patients' concerns in both forums
- Bolstered the organisation's capacity to deliver desired outcomes and impact by expanding the operational team
- Ensured the organisation's transparency by publishing reports, minutes and procedures on our website
- Strengthened the organisation's governance, replacing our part-time paid chair with an unpaid elected chair

Emma Craig,
chair 1 April 2014-1 April 2015



Paul Fleming,
elected chair 1 April 2015



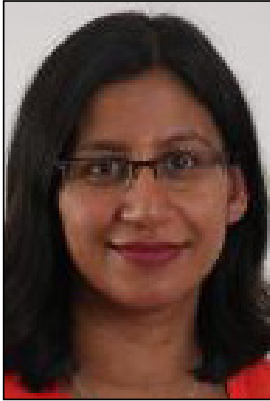
Malcolm Alexander





Our board of directors, continued..

Kully Kaur-Ballagan



Ann Sanders



Anthonia Onigbode



Becky Seale



Melanie Ponomarenko



Michael Vidal



Director until November 2014



Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		181,000
Additional income		43,503
Total income		224,503
EXPENDITURE		
Office costs		15,864
Staffing costs		120,844
Direct delivery costs		86,800
Total expenditure		223,508
Balance brought forward		995

Healthwatch Hackney would like to thank its funders City and Hackney CCG and London Borough of Hackney. Thank you also to Urban Inclusion who supported Healthwatch Hackney to set up.



Contact us



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We will be making this annual report publicly available by 15 July 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, City and Hackney Clinical Commissioning Group