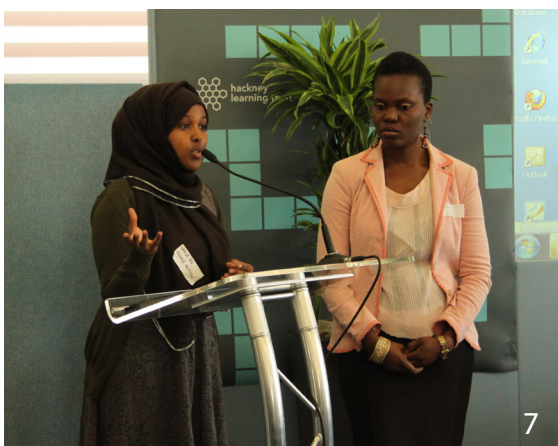




# Healthwatch Hackney Annual Report 2013/14



1. Integrated Care event 1st April 2014. 2. HWH Launch 11th July 2013. 3. HWH Volunteer Forum May 2014. 4. Roy Lilley speaking at Integrated Care event 1st April 2014. 5. HWH Launch 11th July 2013. 6. HWH Chair Emma Craig, Homerton Hospital CEO Tracey Fletcher & Chief Nurse Sheila Adam, CCG Patient Involvement Director Siobhan Harper at Homerton Speak Up Event 3rd December 2013 7. HWH partnership event with CYPFF Speak Up about Children's Health and Wellbeing

## Welcome to our first Healthwatch Hackney Annual Report.

We have had a very busy first year! Internally we have set up the new Community Interest Company, recruited a Board of Directors and settled in our new home at Hackney CVS. Externally we have been active in the Health and Wellbeing Board, setting up a small grants scheme, holding "Speak Up" events and establishing a signposting service for the public.

Thanks go to all those volunteers and members who helped with our success this year, our enthusiastic and dedicated Board, and our support organisations Hackney CVS and Urban Inclusion.

We look forward to working with Hackney citizens in improving health and social care services in the borough in the coming year.

Emma Craig | Chair Healthwatch Hackney

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## What is Healthwatch Hackney?

Healthwatch Hackney is the people's champion of health and social care services in the borough.

**Vision:** Our vision is to play a distinctive part in improving health and social care services in Hackney by giving citizens and communities a stronger voice to influence and challenge how health and social care services are provided. We will :

- **Be a respected and trusted voice that is informed by evidence**
- **Be an interpreter of information**
- **Hold an overview**
- **Have influence.**

## What does Healthwatch Hackney do?

The main activities of Healthwatch Hackney are to:

- support the involvement of local people in all stages of the commissioning of local NHS and social care services
- collect comments, hold events, and award community grants to gather more views particularly from those seldom heard
- let local commissioners and providers, Healthwatch England and the Care Quality Commission (CQC) know what local people think

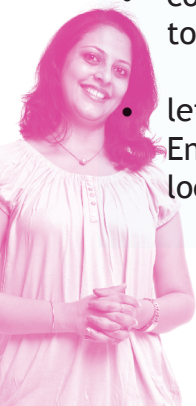
- make recommendations for improvements through reporting, and supporting representatives, and where necessary ask Healthwatch England or the Care Quality Commission to carry out further investigation
- provide advice and information about access to local health and social care services (also called the signposting service).

Each local Healthwatch interprets the core functions in a different way, depending on local need. Healthwatch Hackney, through its strong connections with voluntary and community groups takes a networking and partnership approach to developing and promoting patient and public involvement.

## Where have we come from?

A Healthwatch was set up in every county and borough in England in April 2013 as part of the Health and Social Care Act. They took on the work of the Local Involvement Networks (LINKs) with the addition of a coordinating national body, Healthwatch England.

Hackney Council did most of the work to set up the organisation, deciding it would be a Community Interest Company (CIC), appointing a paid Chair and awarding a core grant. They also awarded a support contract to Hackney CVS. A board was appointed in the summer of 2013, meeting for the first time in September 2014.



## Priorities

Based on the results of questionnaires, a launch event (July 2013) and at outreach events in the Spring of 2013, the following priorities were established:



**Homerton Hospital** > We spoke to over 300 patients, they told us that in general they thought **Homerton is a good** and improving hospital, but that they have some **concerns about** the quality of care, the way communication is handled and the **discharge and complaints systems**

**Access to GPs** > GPs were mentioned in most comments and feedback - patients told us that in general they think the care they receive from **their GP is good**, but that they have **difficulties with the appointment system**.

**Access to good quality information** > We often hear from Hackney residents who have **difficulties in finding out what services are available** and how to access them. Sometimes the issue is having information in an accessible **format**, for example other languages, **Braille, Easy Read**, large print and paper rather than internet.

**Person Centred Care, also called Integrated Care** > With the government drive to pool NHS and social care budgets, patients regularly tell us that they **do not find services join up**, so we prioritised looking at Integrated Care.

We use these priority areas to decide how we spend our core funding, against our purpose and role as well as being responsive to issues that emerge.

## HEALTHWATCH HACKNEY MAIN EVENTS

### 01. Our Launch Event

We launched Healthwatch Hackney on 11th July 2013 with speakers, workshops and a plenary. We collected feedback and questionnaires about health and social care and used this to set the priorities for our first year.

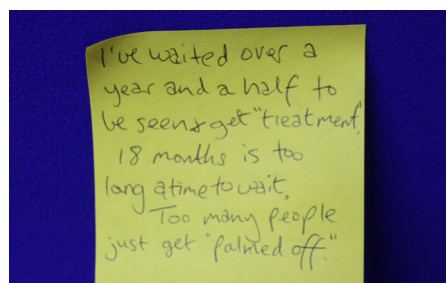


Key speaker, Duncan Selbie, Chief Executive of Public Health England, spoke about health inequality around England and said: 'Hackney is in the lowest 10%, so Hackney is not doing well.' However he was impressed by the packed audience of 150 plus people, representing a wide range of groups and communities: 'I think you have the most brilliant population, you have a fabulous community. I have never seen such a turnout like this, what you represent is amazing'.

We also heard from Patrick Vernon, Board member of Healthwatch England, and our Chair, Emma Craig who explained the role of the new health watchdog. Emma said "Healthwatch Hackney will ask local people which health services are doing well, and which could improve. This is an opportunity for people to influence the quality of services'.

## 02. Speak Up about Homerton Hospital

75 people attended our “Speak Up about Homerton Hospital” event on 3rd December 2013 at Halkevi Community Centre. We held round table discussions about the quality of care, safety, the hospital discharge process and communication. Tracey Fletcher, Chief Executive and Sheila Adam, Chief Nurse from Homerton Hospital addressed the meeting, and responded to issues raised by patients.



Comments and recommendations from this event and from outreach were formed into a report representing the views of 300 residents, which contributed to the planned CQC inspection of the hospital, and influenced the Homerton's review of their values, and their improvements plans.

Our research found that overall people thought the services at the Homerton are good, but some people raised issues particularly about the [quality of care](#), the [care for older people](#) and [weekend care](#), the [hospital discharge process](#) and the [complaints system](#).

We continue to follow up with the Homerton on their plans, and to forward on comments and issues raised by patients.

## 03. Patient Centred Care Event at the Alevi Centre

92 people attended this feedback event at the Alevi centre on 3rd March 2014. Our Turkish outreach worker, Ali Aksoy from Hackney Refugee Forum, led the event, and volunteers from the Turkish community carried out focus groups and questionnaires with participants.

The main issues raised were the GP appointment system and the need for translation and interpretation services. All the comments from this event, were also included alongside other comments and issues in the Integrated Care work below.

## 04. “Integrated Care is Better Care”: Convince the Patient

This event was held in partnership with the Health and Social Care Forum on 1st April. 161 people to hear health blogger Roy Lilley, as well as the borough's plans for Integrated Care.



L-R, Chairs, Michael Kerin, St Joseph's Hospice, Malcom Alexander, Healthwatch Hackney

Residents took part in workshops looking at different aspects of Integrated Care. They discussed their recommendations with health leaders attending the event. One of the joint chairs, Malcolm Alexander from Healthwatch Hackney, took feedback to the Health and Wellbeing board held on the same day, asking for better communication between services and a focus on prevention.

## Healthwatch Hackney Grants

One of Healthwatch Hackney's purposes is to hear from those seldom heard. We ran a small grant programme for voluntary and community groups to be awarded up to £2000 to carry out research amongst their clients in relation to 2 of our priorities: **Patient Centred Care** and **Barriers to accessing good health and care services**. We were delighted with the response, and have awarded the following grants:

**African Community School:** how could healthcare improve for parents living in long term domestic violence relationships?

**Age UK (Disability Back Up):** training local disabled people to audit NHS and social care services

**Alevi Cultural Centre | Halkevi Community Centre:** how can access to health and social care improve for older Turkish people?

**Choice in Hackney:** "Ignore No More" event, leading to recommendations from disabled people for service improvement

**City and Hackney Mind:** investigating the barriers to accessing mental health services for the LGBT population

**Core Arts:** 1) investigating mental health service users experience of social care assessments 2) how can services be more patient-centred for people experiencing severe mental health issues

**Deafplus:** how could access to healthcare improve for Hackney's deaf population?

**Derman:** the impact of language barriers on healthcare access & quality of care in the Turkish, Kurdish & Turkish Cypriot population

**Hackney Chinese Community Services:** how could healthcare access improve for older Chinese people & those with mental health issues?

**Headway:** how could patient centre care improve for people with head injuries in the borough?

**Interlink Foundation:** 1) what are the issues for Charedi children and young people in accessing child health and development services 2) how could patient centred care improve for people in Charedi community with long term conditions

**Minik Kardes:** 1) how can access to antenatal and post natal health services improve for Turkish speaking women 2) how can services for Turkish speaking parents of disabled children improve

**Mobile Repair Service:** what is the impact on health and wellbeing of hoarding, and how can this be addressed?

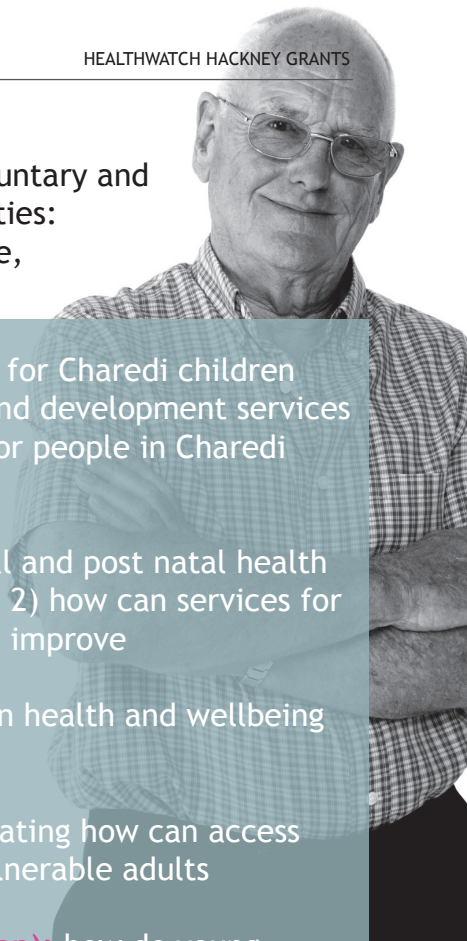
**Peter Bedford Housing Association:** investigating how can access to services be improved for homeless and vulnerable adults

**RWCA (Refugee Workers' Cultural Association):** how do young Turkish and Kurdish people in Hackney access health services, including mental health services, and how can access improve?

**Social Action for Health:** how can access to health and social care improve for people with no access to the internet due to barriers of literacy, language, finance or long term conditions.

**Volunteer Centre Hackney:** investigating how access to health and social care could improve for Hackney people with long term mental health issues.

**VLC (Centre for Refugees from Vietnam, Cambodia and Laos):** what are the current issues about accessing good healthcare for older Vietnamese people in Hackney?



## Outreach

Our outreach is supported by trained volunteers who add their considerable skills to designing questionnaires, and analysing the comments we collect.



We go out to community events and speak to Hackney people about the health and social care services. We collect their comments and ask if they would like to join Healthwatch Hackney. The comments are added to our database, and later analysed and added to reports.

Where a patient has an immediate issue we signpost them to the relevant service. We also advise on accessing complaints and advocacy services.

Some of the events we have attended this year are: Hackney Carers' Conference, Older People's Reference Group conference, Disability Back Up, Hackney People First (user led organisation for people with a learning disability), Health meeting at Vietnamese, Laos and Cambodia Centre, Alevi Centre, Halkevi Centre and People's Network. We have also held an occasional stall in Homerton Hospital foyer.

## Community Insight

We work with groups of residents using particular health and social care services to make recommendations about how services can improve. This year we have:

1. Followed up on recommendations made by African residents **living with HIV**, following up on focus group held with Rise Community Action last year
2. Looked at **issues of translation** and interpreting services, based on comments gathered through outreach activities
3. Gathered together comments relating to access to **GP services** as part of our referral of this issue to the Health Scrutiny Committee, and to Healthwatch England
4. Worked with a group of **young people** with Hackney CVS, trained as peer researchers, to develop a questionnaire about access to health services, supported the young people to carry out the research and take to the Health and Wellbeing board. Built a further large Speak Up event on the findings of the report
5. Worked with the People's Network to make a series of recommendations to the City and Hackney CCG and East London Foundation Trust about medication for **mental health** service users, which we are working with them on how to implement
6. Worked with People First Hackney and POhWER Speak UP group to develop recommendations about **Learning Disability services** taken on by Health and Wellbeing Board partners
7. Carried out 2 Enter and Views to Homerton Hospital to make **recommendations about care**, based on issues raised by patients.

## Signposting

Signposting is the Healthwatch Hackney project which helps people find out what services are available and how to access them. We ran a pilot signposting service for Turkish speakers, over the summer of 2013, and started the full service in February 2014.

People can phone for advice, or use the directories we have built up on the Healthwatch Hackney website, including iCare and NHS Choices, themselves. During our first 2 months we advised 45 people about accessing NHS and social care services.

One of our priorities (good quality information) relates to signposting, and we also made this one of the priorities of our grant fund this year.

**I'm not getting carried away that we're suddenly about to see great changes, but if nothing else I'm glad to have pushed myself (with your help) to ask for a bit more for [my daughter]. I'll let you know what happens - and may need to be asking for more advice. Thank you so much for looking out for me.**



## Volunteers & Representatives

We have recruited a skilled, competent board, made up initially of 9 local volunteers, headed by our Chair, Emma Craig. The board has proved itself very active and committed, and has developed a strategy and vision for the organisation. One of our volunteers with a place on the board then went on to run a local Healthwatch in another borough.



We also have 25 volunteers who help with admin, events, comment collecting and signposting. We have run 3 training sessions with volunteers, and are developing a regular volunteer and representatives forum.

We use the comments we collect and reports to support representatives at a range of partnership and patient group meetings in Hackney and with Healthwatch England and NHS England; for example our Chair sits on the Health and Wellbeing Board and the CCG board, board member Michael Vidal represents Healthwatch Hackney at Health in Hackney scrutiny, and board member Malcolm Alexander represents us on the Homerton Patient Safety Committee.

We also try to pass on representative opportunities to relevant user forums and patient groups, as well as encouraging services to involve patients directly in their design and delivery plans.

## What difference have we made?

In our first 12 months we have:

- Worked with the People's Network to develop a series of recommendations about medication for mental health patients that are being adopted by the Clinical Commissioning Group
- Developed an innovative 'service user and carer involvement framework' with the council that enables service users and carers to advise on engagement throughout the Adult Social Care commissioning cycle
- Introduced and facilitated a 'user voice' segment at the beginning of every Health and Wellbeing board meeting
- Identified the need for the separation of the monitoring and delivery of supporting people care services provided by LBH
- Had all the recommendations about Homerton Hospital raised at our Speak Up event, taken on by the Hospital as part of their Values Review and Improvement Plan
- Influenced the development of the 'One Hackney' project by getting the recommendations from the 'integrated care is better care' as the key patient experience. 'One Hackney' aims to improve joined-up services by providers for the 1700 frailest residents
- Healthwatch reps on the Reablement and Integrated Care Board have ensured that patient voices are a part of all sections of these Integrated Care Plans.

## Health and Wellbeing Board

The Hackney Health and Wellbeing Board is responsible for developing a strategy that integrates some of the borough's health and social care services. It is made up of the leaders of Hackney's statutory health and social care services, voluntary sector organisations and representatives from Healthwatch Hackney.

Healthwatch Hackney supports local people from specific networks or user groups to spend the first 15 minutes of every meeting talking about their experiences and presenting 3 or 4 ideas that the Board could take that would make a difference.

These are some of the groups that presented, with an example of their suggestions:

- Young People who had carried out a survey with 100 young people in Hackney, who suggested free **off peak gym membership for young people**
- Hackney People First and POhWER Speak Up group for people with a Learning Disability who wanted **letters to them to be written in Easy Read**
- East London Vision, for blind or partially sighted residents who wanted a **sensory impairment section written in the borough's Health and Wellbeing profile.**

Most suggestions have been taken on by the Health and Wellbeing Board partners.

# Healthwatch Hackney Finances

	Healthwatch	Support Contract	Signposting	City and Hackney CCG	Total
<b>INCOME</b>	£50,000	£75,000	£56,000	£10,000	£191,000
<b>EXPENDITURE</b>					
Salary Costs	£46,239	£40,649	£32,322.30		£119,211
Office Costs		£9,468.43	£1,893.94		£11,362.37
Management and Admin	£30	£2,475	£2,144.64		£4,649.64
Outreach Grants to VCS*		£10,000	£19,139	£10,000	£39,139
Volunteers, Outreach, Events & Training	£950	£11,821	£500		£13,271
Specialist Advice		£586			£586
<b>TOTALS</b>	<b>£47,219</b>	<b>£74,999</b>	<b>£55,999.88</b>	<b>£10,000</b>	<b>£188,219</b>

\* Voluntary and Community Sector

## Healthwatch Hackney in numbers

34 Volunteers  
730 Members

51 Recommendations

478 people attended main Healthwatch Hackney events

670 Comments from outreach activities



12 Newsletters  
90 Tweets

Follow us on Twitter  
@HWHackney



4 Speak Up events  
2 Enter and Views  
7 Residents trained to do Enter and View visits this year

8 Reports sent to Care Quality Commission & Healthwatch England

# Healthwatch Hackney Team

## The Board



Emma Craig,  
Chair



Michael Vidal



Malcolm Alexander



Ann Sanders



Paul Fleming



Melanie Ponomarenko



Becky Seale



Anthonia Onigbode



Kully Kaur-Ballagan

+ Charlotte Ladyman to December 2014

Staff: Liz Hughes

Support contract:

Dianne Barham (Urban Inclusion)  
Chief Exec of Healthwatch Tower Hamlets  
Management Support  
1 day a week

Matt Bray (Hackney CVS),  
Communications Support  
0.5 days a week

Ali Aksoy (Hackney CVS and Hackney  
Refugee Forum)  
Outreach and Signposting  
3 days a week

Hackney CVS - additional administrative support

## Healthwatch Hackney Newsletter

### HWH News

02 | May 2014



#### Homerton A&E rated "Outstanding", part of a "Good" report by CQC

Homerton Hospital has come through a difficult CQC (Care Quality Commission) inspection with flying colours. In November 2013 the CQC identified the Homerton as one of the first hospitals to be inspected following a poorer rating at their initial inspection. However, the CQC's report, published on April 24th, showed that their follow-up inspection found every department of the hospital to be rated "Good" with A&E "Outstanding".



Inspectors carried out a regular planned inspection and then revisited the A&E department unplanned on a Saturday night, resulting in the first "Outstanding" rating for an emergency department under the CQC's new inspection regime.

Healthwatch Hackney chair, Emma Craig, said "It is good to see Hackney's hospital being recognised by the CQC for all the hard work it has put into improving, and for the service it carries out for this community".

In December, Healthwatch Hackney carried out a "Speak Up" consultation about Homerton Hospital. Speaking to over 200 people we found that many people in Hackney thought that Homerton is a good hospital. We also found that there were some areas where patients were less happy. Some patients said there was sometimes a lack of compassion from staff, and that they felt spoken down to. Overall, comments ranged from "If there's not enough staff on duty, your care gets relegated." to "Care is very good and surgery provided very quickly."



#### Welcome to the spring edition of HWH News

HWH News is printed and distributed each quarter. If you have news or events for inclusion please send them to: Healthwatch Hackney 84 Springfield House, 5 Tysen Street, E8 2LY or e-mail: [liz@healthwatchhackney.co.uk](mailto:liz@healthwatchhackney.co.uk)

We also produce a monthly electronic edition. If you would like to receive the e-version contact: [francesco@hcvcs.org.uk](mailto:francesco@hcvcs.org.uk)



We're  
**here**  
to help

Are you looking for NHS or social care services and need advice on what is available?

[www.healthwatchhackney.co.uk](http://www.healthwatchhackney.co.uk)

020 7923 1962 > English

020 7923 8185 > Turkish



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