


Healthwatch Haringey

Annual Report 2015/16



Haringey Race
and Equality Council



The logo for Healthwatch Haringey is a large, stylized graphic composed of several overlapping shapes. On the left, there is a large teal shape that forms the left side of the letter 'H'. On the right, there is a large pink shape that forms the right side of the 'H'. In the center, there are two overlapping circles: a teal one on top and a pink one on the bottom, which together form the top bar of the 'H'.

Healthwatch Haringey is run and led by Public Voice with support from Haringey Race and Equality Council (HREC).

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Public Voice through the Haringey Healthwatch team carried out Haringey Council's statutory Healthwatch functions in accordance with the Health and Social Care Act 2012 and any subsequent relevant legislation.

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Message from our Chair



Our third year of operation was again one of considerable change and uncertainty for those in need of health or social care services as the financial challenges felt across the public sector began to force unprecedented adjustments.

At Healthwatch Haringey we used our influence to bring the service user view wherever change was on the table, while at the same time adjusting to new internal arrangements ourselves.

From April 2015, the Healthwatch Haringey service has been provided by a newly established social enterprise we have named Public Voice. This has several advantages, not the least of which is that any surplus we generate can be put back into the community, providing a firmer footing for our Healthwatch role. We have already been able to acquire several new complimentary projects as Public Voice, using our growing knowledge and networks with service users and representative groups. At the same time this expands and deepens our local connections, and extends still further the Healthwatch Haringey networks - from which we draw the vital evidence base that underpins our influencing work with local decision makers.

This year we have certainly made our influence felt in the borough. I'm very proud of our work in improving patients' experience at GP practices locally, and just as proud of our GPs themselves who made the adjustments



We used our influence to bring the service user view wherever change was on the table

Sharon Grant OBE
Chair, Healthwatch Haringey

we asked for. As a result of our “Mystery Shopping” visits they listened and improved their customer care, complaints processes, translation and hearing loss support, and much more.

We also built upon the substantial research undertaken last year, demonstrating shocking GP under provision. Using our influence on Haringey’s Health and Wellbeing Board we obliged NHS England to not only commit to the urgent establishment of a new GP practice in Tottenham Hale, but also to survey the future need for primary care in a fast growing borough.

Social services cuts were a key feature this year, and we were vocal as consultation processes seemed rushed and unfair to vulnerable groups in our community. Again we were able to use our influence to broker greater collaboration in planning the future for adult social care in particular, and we will continue to do so going forward.

We also gave carers and minority groups a voice by holding a number of consultation events. We recognised our role in bringing fresh forward thinking to the future of health and social care in Haringey by organising a well attended workshop on the holistic social prescribing model of care. As the

Council and the NHS begin to develop this, we shall of course continue to ensure that the voice of service users is heard.

In this report you will read much more about the full range of our work during this very busy year, of the growing reach of Healthwatch Haringey, and of the effect that it has had, or will have, at a time of great change. These are remarkable achievements for a small organisation and I thank our tiny staff team, led by our Director Mike Wilson, our board members, and indeed the scores of volunteers whose help is indispensable, for all of their hard work.

Together we look forward to continuing to be influential in the coming year - on behalf of Haringey people who deserve the very best in health and social care.

Sharon Grant OBE
Chair, Healthwatch Haringey

The year at a glance

Volunteers



25
volunteers

1012
hours

Engagement



820+
people

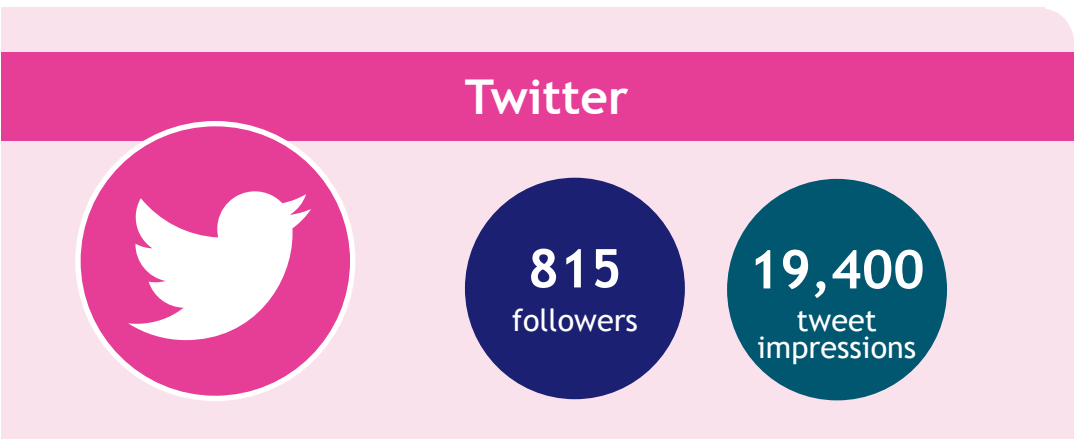
33
organisations

Visiting services



51
visits

5
reports



Who we are



Healthwatch exists to make health and care services work for the people who use them. Everything we say and do is based upon our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use health and care services in Haringey and to speak out on their behalf.

We aim to ensure that local decision makers and health and care services put the experiences of people at the heart of their work. We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Healthwatch Haringey also provides an information service for anyone living or working in Haringey. Through this service local people can find out about local health and social care services, such as finding a new GP or NHS dentist. Local people can also find out how to complain if they are unhappy with the care or treatment they received.

Healthwatch Haringey is part of a large national network, with a local Healthwatch in every local authority area in England.



Our objectives are clearly stated in the contract with the Council, which covers April 2015 to March 2016. “Healthwatch Haringey will help improve the experience of residents using local health and social care services by”:



- Providing information;
- Offering signposting;
- Engaging and influencing;
- Being the local consumer champion;
- Employing the ‘enter and view’ power to observe and assess the quality of publicly funded health and social care services;
- Providing evidence based data analysis and intelligence feedback to providers and commissioners of health and social care services to inform their continuous improvement of services;
- Being the voice of the user, patient and the community on the Health and Wellbeing Board and actively taking part in the preparation of the statutory Joint Strategic Needs Assessment;
- Building strong and effective working relationships both strategically and operationally across Haringey, including Haringey Council as commissioner of Healthwatch, the Adults and Health Scrutiny Committee, local people, local health and social care commissioners service providers, and regulators;
- Carrying out regular self-assessments of its performance in partnership working, service provision, value for money, workforce effectiveness and human resource management.



Listening to people who use health and care services



Gathering experiences and understanding people's needs



Over the past year Healthwatch Haringey has communicated with over 820 local people and 33 voluntary and community sector organisations to find out their experiences of using health and social care services in Haringey. We did this at public meetings and events, through focus groups, on the telephone, via email and through surveys.

We have engaged with a range of people including:

- Young people.
- Deaf people.
- Homeless people.
- Haringey residents.
- People who have mental health issues.
- Parents and families.
- Patients with cancer.
- Carers.

Our work with deaf people who use health and care services in Haringey

Deaf people and British Sign Language (BSL) users are one of the most underrepresented groups within our communities and organisations. Healthwatch Haringey has actively worked to bring together local Deaf people to ensure that their views and experiences of health and care services in Haringey are collected and that their needs are identified. Through various focus groups and meetings we found that Deaf people face a number of issues and barriers when using health services in Haringey. Read more about our findings on page 25.

Access to health and social care services for the homeless

Throughout 2015 Healthwatch Haringey carried out interviews with guests of local organisation 'All People All Places', a charity that works to break the cycle of homelessness for their clients and enable them to improve their lives and reintegrate into mainstream society, as well as warmth and shelter. Our aim was to gather the views and experiences of the homeless people who use local health and social care services in Haringey. Homeless people are often hard to reach, disadvantaged, seldom heard and vulnerable.

Young people

Throughout the past year Healthwatch Haringey has actively engaged with local young people aged 16-21. We set up engagement stalls at:

- The College of Haringey, Enfield and East London (two stalls on different days, one at the Fresher's Fair and one within the college).
- Haringey Safer Neighbourhood Board Young People's Event.

We aimed to find out more about young people's views on health, and how Healthwatch could better capture the views of young people across Haringey. We collected the views and experiences of 195 young people aged 16-21 and asked them to complete a survey.

Our survey showed the following:

Health related issues and worries experienced by those interviewed:

- Unhealthy eating.
- Obesity.
- Asthma.
- Diabetes.
- Cancer.
- Smoking.
- Alcohol consumption.
- Sleep.
- Drug use.
- Stress.
- Dealing with everyday situations.
- Their environment.
- Sexual health.

What more can be done in Haringey to help young people stay healthy?

- Free gyms and exercise facilities.
- Education on good eating practices.
- Better awareness of healthy food and healthy eating tips.
- Promote a stronger healthy eating policy in schools.
- Install more free exercise facilities in local parks.
- Make it more difficult for young people to access cigarettes and alcohol.



How can Healthwatch Haringey improve its communication with your people?

- Visit schools.
- YouTube videos.
- Instagram.
- Facebook.
- WhatsApp Group.

Our findings were detailed in report which was submitted to Haringey Council and Haringey Clinical Commissioning Group.

Patient Experience Engagement Workshop

In August 2015 Healthwatch staff attended a Patient Engagement Workshop organised by Barnet, Enfield and Haringey Mental Health Trust (BEHMHT) to capture the views of local mental health services users. The workshop was part of the Trust's patient experience strategy. Those who attended the workshop were asked to discuss what makes a good mental health service, what works in Haringey, what is missing and what could be improved. We were able to capture the following common themes:

What makes a good mental health service?

- Clear, up to date and accessible information about what support is available.
- Empathy.
- Compassion.
- Honesty.
- Consistency.
- Integrity.
- Friendliness.
- Approachability.
- Good care co-ordination.
- Good peer support (helps recovery).
- Support from the voluntary and community sector. (Local organisations HAIL 'Haringey Association of Independent Living', and Mind in Haringey were essential to many).
- Encourages support from family and friends.



What works in Haringey?

- Therapy services provided at Canning Crescent Health Centre were widely complimented.
- The Wellness Recovery Action Plan (WRAP) was widely complimented.
- Support workers are mostly good, available and approachable.

What is missing?

- Patient views and experiences need to be captured so that the Trust can learn and improve.
- Not enough information for carers.
- Not enough information on people's rights.
- Not enough information on mental health services in Haringey.
- Quick access to support when it is 'not a crisis' but urgent care is still required.
- Primary and secondary health services are not linked up enough.
- Continuity of care and clear pathways.
- Information on complimentary/alternative therapies and medicines.

What could be improved?

- Services are disconnected.
- More plain English as there is currently too much jargon.
- Better awareness of mental health by medical professionals.
- Discharge procedures which ensure that patients are ready.
- GPs understanding the wide range of mental health issues.

GP Patient Participation Groups (PPGs)

Healthwatch Haringey networked widely with GP Practice Managers and local PPG chairs to bring together PPG members from across Haringey, along with local GP patients looking for advice on how to get a PPG started. The event successfully met its aims to:

- Reach a larger cross section of those involved in Haringey PPGs.
- Better understand how PPGs can contribute to improving GP services.
- Gather the views and experiences of GP patients.
- Share good practice and learn from each other.
- Explore the interest in setting up a Haringey PPG Network.



Attendees, who included one GP, came from 14 GP practices. 10 already had PPGs, although two of these had recently become inactive, and two of the practices did not have PPGs. Healthwatch Haringey received a huge amount of positive feedback, with great enthusiasm for a Haringey PPG Network.

Wood Green Library stall

In May 2015 we ran a stall at Wood Green Library to make more local people aware of Healthwatch Haringey and to collect their views on local health and care services.

We received feedback on the following issues:

GP access, and GP appointment systems not working as well as they could

This is a common theme for Healthwatch Haringey and one which we have worked hard to address over the last two years. You can read more about our work on local GP Access in the ‘How we have made a difference’ section of this report.

The NHS ‘Care.Data’ programme and the issues local people were experiencing when trying to find out how their personal data would be shared

Despite a nationwide campaign by the NHS, we found that local people were still largely unclear about plans to share their personal medical records. We feel that the information provided was not clear on exactly what personal data would be shared and who it would be shared with. Not even the GPs responsible for registering whether or not people wish to have their data shared seem to be sure about how the new system would work. Some surgeries asked patients to fill out official forms to ‘opt out’, others simply took messages over the phone.

We were already aware of the issues and, along with many other local Healthwatch, had shared our findings with Healthwatch England. Although they took action, writing to NHS England Chief Executive Sir David Nicholson, it seems that local people in Haringey were still not able to make an informed choice.

It was recently announced that the Care.Data programme will be closing.

Carers' Week

As part of Carer's Week 2015 we got out on to the streets of Haringey to identify local carers and collect their views.

Working together with local organisation HAIL (Haringey Association of Independent Living) Healthwatch Haringey set up a carers information trailer outside Wood Green Library. Information was given out about Healthwatch and the support available for carers. We also collected views to enable us to further build on the work we are doing to identify carers needs. The trailer was a huge success and we engaged with over 50 local carers.



In the same week we set up a carers information stall outside Sainsbury's Muswell Hill. We talked to 30 local carers on the day and received a large number of signposting calls as a result.

Urban Beach Stall

In July 2015 Healthwatch Haringey set up and ran a stall at Haringey's first Urban Beach Festival. This was billed as the UK's biggest Urban Beach, taking over a large green space next to one of Haringey's busiest junctions and shopping areas. Our team of staff and volunteers ran the stall over 4 days, engaging with over 100 local people and capturing their views on local health and care services. This event raised the profile of Healthwatch in Haringey and resulted in a number of follow up enquiries and signposting requests.

Sexual Health Week 2015

During sexual health week the Whittington Health NHS Trust held events across Haringey in partnership with local community organisations Embrace UK and Wise Thoughts. These events were an opportunity for service users, healthcare professionals and the public to find out more about contraception and preventing sexually transmitted infections. As part of the week Healthwatch Haringey ran a stall at St Ann's Hospital. This was the beginning of our work with sexual health service users and will continue well in to 2016 as we identify the issue and needs of those using sexual health services in Haringey.



World Mental Health Day

As part of World Mental Health Day 2015 Healthwatch Haringey worked together with local organisation 'HAIL' (Haringey Association of Independent Living) to set up and run a Mental Health information trailer on Wood Green High Road just outside Wood Green Library.

We collected views on local mental health services from over 75 people who live or work in Haringey. This will further inform our ongoing work to help improve local mental health services. We also distributed over 100 booklets on mental health, with the two most popular booklets being 'Men and depression' and 'Obsessive compulsive disorder'.

Barnet, Enfield and Haringey Mental Health Trust (BEHMHT) Equalities 'grading'

Healthwatch Haringey organised a grading event for Enfield and Haringey Mental Health Trust (BEHMHT) which enabled local service users, carers, community organisations and mental health professionals to help 'grade' how well the trust delivers equalities. This workshop gave local people the opportunity to check how well BEHMHT met equality requirements, as well as feeding back about the services they use. Participants also reviewed BEHMHT's equality objectives to help improve the services they provide to local communities.

North Middlesex University Hospital (NMUH) engagement

In August 2015 Healthwatch Haringey worked together with Healthwatch Enfield at North Middlesex Hospital. We set up a stall in the main foyer of the hospital to capture the views and experiences of the people from both Haringey and Enfield who use the hospital.

We spoke to a number of people from Haringey and found that one of the main common trends was accessibility for disabled people. Although there is wheelchair access at NMUH, at the time of our visit there were no hearing loops and no brail on signage. Additionally the buzzer/vibration system used to notify patients appointments had been stopped as some patients would forget to return the handsets.

It was also noted that NMUH do not currently have a system in place to send appointment text reminders to patients. Something that many patients would find very useful.

We fed back our findings to the hospital and will continue to monitor the situation.

Whittington Hospital Stall Cancer Care Conference

In February 2016, Healthwatch Haringey worked with Healthwatch Islington to set up and run an engagement stall at Whittington Hospital's Cancer Care Conference. We were very impressed with what we saw with the range of support provided for cancer patients. We spoke to a large number people at the event.

We were able to find out about the range of support and services the hospital provides for people with cancer, and to talk to cancer care service users. Overall we collected wholly positive views, with almost every person we spoke to satisfied with the care and support received from the hospital. There were a few issues around interpretation and also the lack of prescribed medication available from local pharmacies.

All the patient information collected was given to Whittington Hospital at a Patient Experience Group meeting that took place after the event.

What we've learnt from visiting services

Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Enter and View visits are carried out by small teams of volunteers, who are trained to become 'Authorised Representatives' and able to conduct visits to health and social care premises to find out how they are being run. The teams make recommendations where there are areas for improvement or capture best practice which can be shared.

Enter & View is the opportunity for Local Healthwatch to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users at the point of service delivery.
- Collect the views of carers and relatives.
- Observe the nature and quality of services.
- Collect evidence-based feedback.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter and View visits are announced in advance and arrangements are made between the Healthwatch team and the service provider. They can happen if people tell us there is a problem with a service but can also occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

'Enter and View' visit to North Middlesex University Hospital's (NMUH) Accident and Emergency Department

In February 2016 we worked in partnership with Healthwatch Redbridge and Healthwatch Enfield to carry out an accessibility focused Enter and View visit of North Middlesex University Hospital's Accident and Emergency Department.



Interpreters accompanying Healthwatch volunteers

Purpose of the visit

The visit was planned to evaluate access for those with communication impairments to Accident and Emergency at the hospital. It involved talking to staff about accessibility, observing the working practice, touring the department and where possible, engaging with service users.

Access to health care services is somewhat limited for people with sensory impairments and this can lead to greater unmet health care needs. There are several barriers to accessing health services, which include lack of communication support, poor staff knowledge, poor staff attitudes and lack of effective systems for identifying patients with disabilities.

Many people with communication impairments have limited access to information and often receive low standards of treatment due to the lack of staff awareness of their specific needs. Hospitals need to have policies regarding supporting service users to ensure that they are supported accordingly throughout their visits.

Prior to the visit, several volunteers shared their experiences of accessing healthcare and identified several barriers that they experienced. Some of the 'Authorised Representatives' who took part in this project reported that they missed their turn whilst waiting in reception, as they were unable to hear when their name was called out. The experiences shared justify our visit.

Outcome

Our visit identified areas of weakness and strength in disabled access and we were able to make recommendations for improvement. We hope that the findings would help the hospital to identify the reasonable adjustments that need to be made to increase access and meet all patients' health care needs.

A report with our findings and recommendations was submitted to North Middlesex University Hospital. You can read it here <http://tinyurl.com/hucg2fn>



Patient-led Assessment of the Care Environment (PLACE) audit

April 2013 saw the introduction of PLACE, which is the new system for assessing the quality of the patient environment, replacing the old Patient Environment Action Team (PEAT) inspections. The assessments apply to hospitals, hospices and day treatment centres that provide NHS funded care.

Good environments matter. All health and social care service users should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. PLACE assessments provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

The assessments see local people go into care settings as part of teams to assess how the environment supports patient privacy and dignity, food, cleanliness and general building maintenance. They focus entirely on the care environment and do not cover clinical care provision or how well staff are doing their job.

Our assessments are reported publicly to help drive improvements in the care environment. The results help show how our local hospitals are performing.

PLACE Audit of Whittington Hospital

We carried out a Patient-led Assessment of the Care Environment (PLACE) audit of Whittington Hospital in April 2015. Our team of volunteers, accompanied by a member of staff, found great improvement in hygiene and maternity. This followed a 2014 PLACE audit which was less positive.

Read more on page 27.



PLACE audit of North Middlesex University Hospital (NMUH)

In March 2016, two volunteers from Healthwatch Haringey joined volunteers and staff from Healthwatch Enfield to carry out a joint PLACE Audit of North Middlesex University Hospital.

The Healthwatch Haringey and Healthwatch Enfield volunteer team visited twelve wards, assessing the internal and external communal areas of the hospital, looking at patient privacy and dignity, and testing the food served at the hospital for taste, appearance and texture.

The staff who accompanied the team were friendly and cooperative, and in the afternoon they were joined by a volunteer from the hospital's Patient Liaison Group. Unfortunately there was a general feeling amongst the Healthwatch team that the audit was not genuinely patient-led as members of the hospital's management team took control of the process.

Overall, the volunteers felt that the wards were fairly pleasant, and found that the food was varied, hot, tasty and wholesome. There were issues in a number of areas with broken furniture and cleanliness, but the team reported most concern with the 'Day Room', noting the following:

- A TV which didn't work and on enquiring hadn't worked for two weeks.
- There were no comfortable armchairs.
- The room was being used as a store room. Items stored included staff lockers, oxygen tanks, wheel-chairs, zimmer frames, a computer and photocopier.
- The room was not clean.
- The fire extinguisher was hidden behind lockers.
- Off the Day Room there was a clearly marked 'Quiet Room' which was being used as an office with desks, computers, armchairs and staff's personal belongings.

More positive was the neo-natal ward which was found to be bright, clean, cheerful and colourful, with staff who were pleasant, helpful and welcoming.

Healthwatch Enfield collected all the comments and findings, and these were included in a report that was sent to the North Middlesex University Hospital.



GP surgery ‘Mystery Shopping’

Between June and September 2015, 8 volunteers and 3 staff members carried out over 140 hours-worth of GP research surveys by conducting a GP ‘mystery shop’ of all 47 GP surgeries in Haringey. The purpose of this exercise was to revisit the GP surgeries that we visited 6 months previously to see whether they had made any recommended improvements or changes since our last visit.

Each volunteer visited a number of different surgeries in the borough to find out the information outlined above along with looking at the customer care in each of the practices.

Healthwatch Haringey has now published a new report, ‘Snapshot Survey 2: Haringey GP Surgeries’, which provides quantitative and qualitative analysis of all the GP surgeries in the borough.

Read the report here: <http://tinyurl.com/htvxyqb>

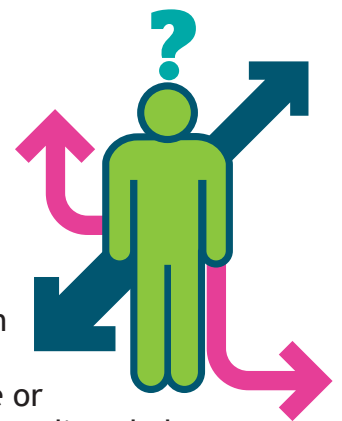




Giving people advice and information



Helping people get what they need from local health and care services



Healthwatch Haringey provides a signposting service for anyone living in Haringey. Through this service local people can find out information about local health and social care services. They can also receive guidance on how to provide feedback to service providers or how to complain if they are unhappy with their care or treatment or that of a family member. Local people can contact us directly by phone or email. They can also complete an anonymous form on our website or talk to us at events and meetings.

Between April 2015 and the end of March 2016 we dealt with 223 enquiries. Of these 174 were signposting requests which required follow up, an increase of 18 compared to the previous year. 143 of these signposting requests were received through direct contact to the Healthwatch Haringey office, 12 were collected through our website and social media, and the remaining 19 via outreach work, events and meetings.

The top signposting requests related to:

- Complaints
- Local GPs
- Mental Health
- Hospitals
- General Health and wellbeing
- Disability
- Older People

The top ‘final destinations’ were:

- Voiceability
- Whittington Hospital
- Haringey Council
- Local GP surgeries
- North Middlesex University Hospital
- Haringey Citizen’s Advice Bureaux

Navigating ‘Personal health budgets’. Case Study of complex enquiry

David is disabled due to polio in infancy, and developed Post-polio syndrome as an adult.

Since 2010 he has been undergoing operations, physiotherapy, and hydrotherapy, either as an inpatient or outpatient. David’s consultant wrote to his GP recommending that he be offered a personal healthcare budget as he was responding well to treatment.

David’s GP said that Social Services were responsible for this. David contacted Social Services who told him that it was the hospital’s responsibility to create a healthcare checklist, but David’s hospital stated that they were unaware of this responsibility. David then contacted us.

Between December 2015 and the middle of January 2016 we liaised between Social Services, Haringey CCG and the hospital in order to get to the bottom of the issue. Finally Social Services took responsibility and the checklist was completed.



**How we
have made
a difference**



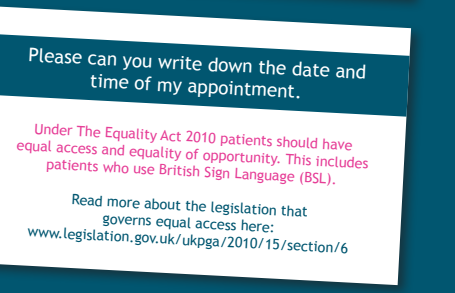
Involving local people in our work

‘Communications Card’ developed for deaf people using health services in Haringey

Deaf people and British Sign Language (BSL) users are one of the most underrepresented groups within our communities and organisations, and research has shown that being Deaf or Hard of Hearing could lead to unequal health provision. Healthwatch Haringey has actively worked to bring together local Deaf people to ensure that their views and experiences of health and care services in Haringey are collected and that their needs are identified. Through various focus groups and meetings we found that Deaf people face a number of issues and barriers when using health services in Haringey.

In order to help improve things Healthwatch Haringey worked with local Deaf people to develop a communications card that could be used in health and care environments, especially GP surgeries. The easy read cards are oyster card size, easy to pop into a wallet and simple for any health professional to understand. The impact so far has been amazing.

These cards are now in use across Haringey in our local hospitals and GP surgeries. The card has also been shared with other local Healthwatch in London for use in their boroughs. Barnet Enfield and Haringey Mental Health Trust have expressed an interest in us developing a card specifically for their service users.



This card is brilliant, it's simple and helps me access GP surgery services and the hospital.

Debbie Wilson,
Deaf Service Users Focus Group member

Local people working with Haringey Council to develop new adult social care services

In January 2016 Healthwatch Haringey began engaging with local carers and adult social care service users to find local people who could work with Haringey Council to develop new adult social care services and service ‘pathways’ for people with dementia, learning disabilities and autism.

Haringey Council is planning to ‘co-design’ new services and service pathways, the path a patient will take through the health and social care system, from their first contact with a GP, doctor or care professional to the end of their treatment. It was agreed that the ‘co-design’ would involve carers, service users and the Council working together in partnership.

Healthwatch Haringey successfully identified and recruited a number of service users and carers for adults with dementia, learning disability and autism. We are now supporting them as they participate in the development of new adult social care services for Haringey and our Chair, Sharon Grant, chairs the Haringey Adult Social Care Co-Design Steering Group.

Our reports and recommendations

Haringey GP access

In September 2014, following a number of complaints about GP services in the Tottenham Hale area of Haringey, Healthwatch Haringey published a report that raised serious concerns about the problem and identified a worrying borough wide GP access issue. The report was shared with Haringey Council, Haringey CCG, NHS England, Care Quality Commission (CQC), local councillors, local residents’ representatives and local MPs. We recommended that action was needed to establish a GP practice for residents in Tottenham Hale area of Haringey.

What has happened since?

- All the recommendations in the report were approved by the Health and Wellbeing Board.
- Short, medium and long term primary care strategy established by NHS England for Haringey.
- New GP practice set up in Tottenham Hale.

You can read the original report here:

<http://tinyurl.com/o7tleo3>



Whittington Hospital receives positive 'PLACE' Audit following Healthwatch Haringey recommendations

Healthwatch Haringey volunteers found great improvement in hygiene and maternity during a Patient-led Assessment of the Care Environment (PLACE) audit of Whittington Hospital. This followed a 2014 PLACE audit which was less positive.

The team of four volunteers and one staff member visited six wards and five clinics; they assessed the internal and external communal areas of the hospital, looked at patient privacy and dignity, and tested the food at the hospital for taste, appearance and texture.

The team were impressed with what they saw with one volunteer saying, *"Since last year, Whittington Hospital has made a 100% of improvements"*. Healthwatch Haringey Engagement Manager, Mable Kong-Rawlinson said: *"The hospital's Estates Team have greatly improved the look and feel of the areas we saw last year"*.

What the team saw was impressive in terms of patient care, cleanliness and hygiene. The wards visited included the new maternity ward, which was very impressive, maternity triage, and two wards for elderly people. Clinics included the new TB Clinic, Chemotherapy, Imaging and Diabetes.

Haringey GP services 'much improved' following Healthwatch recommendations

In January 2015 Healthwatch Haringey produced a report on GP surgeries in Haringey highlighting areas of strength and areas for improvement. Throughout September and October 2015 volunteer representatives from Healthwatch Haringey returned to Haringey's 47 GP surgeries to find out what changes have been made since the January report.

Many surgeries implemented recommendations made by Healthwatch Haringey in the January report, and the latest findings are compared with those from the previous report to identify any areas of service improvement, or deterioration, over a six month period.

The new report shows a marked improvement across the borough, especially concerning customer care and information on how to complain and/or give feedback. It also identifies further areas for improvement in specific GP surgeries so that those concerned can make positive changes.

How we have made a difference

‘Dukes Avenue Practice’ made great progress, with improved customer services, visible feedback and complaints information, both in the surgery and on their website, and increased British Sign Language (BSL) support for deaf patients.

There was overall improvement at ‘The Old Surgery’ on Green Lanes, who fared quite badly in the January report, and ‘Arcadian Garden NHS Medical Centre’ now has a Patient Participation Group (PPG) and much improved levels of customer service.

High scoring surgeries

Seven surgeries, ‘Dukes Avenue Practice’, ‘Queens Avenue Surgery’, ‘Philip Lane Surgery’, ‘Westbury Avenue Surgery’, ‘Grove Road Surgery’, ‘Lawrence House Surgery’ and ‘JS Medical Practice’ received perfect, or near perfect, scores.

You can read the report here: <http://tinyurl.com/htvxyqb>

This survey shows just how the patient voice can result in a better NHS. Here we saw real changes of importance to patients taking place as GPs listened to what we said. Hats off to those practices who raised their game! We will be continuing these checks as there is still room for improvement. Our job is to keep talking to patients about their experiences and what further changes they would like to see.

Sharon Grant OBE,
Healthwatch Haringey Chair





It's a challenging time for general practice so we are really pleased that Healthwatch have recognised the hard work that our practices put in to ensure Haringey residents receive a good service when they visit their practice. I am sure my colleagues in primary care welcome Healthwatch's useful feedback and will take their recommendations on board as they continue to deliver the best customer care to all their patients.

Dr Sherry Tang,
local GP and Governing Body Chair for Haringey CCG

The six key areas covered in the November 2015 report were:

1. **Customer care:** Ensuring patients have a comfortable experience in each surgery, from the first response to Healthwatch Haringey representatives to observations of staff interactions with practice patients.
2. **Feedback and complaints process:** Ensuring patients have access to guidelines regarding feedback and complaints processes, and clear guidance on the NHS complaints advocacy, 'VoiceAbility'.
3. **Website analysis:** Analysing the information available on each GP surgeries' independent website, specifically related to complaints procedures and booking of appointments.
4. **Patient Participation Groups (PPG's):** Noting whether Patient Participation Groups have been set up and how active these groups are.
5. **Translation services for non-English speakers:** Checking that there are appropriate translation services.
6. **Support for people with deafness and hearing loss:** Checking that appropriate support is in place to assist patients with hearing loss to engage fully in the consultation process.

You can download the full report here:

<http://tinyurl.com/htvxyqb>

Working with other organisations

Our staff and board members are actively involved on various health and social care commissioning and policy making boards and groups across Haringey. Our involvement allows us to challenge and influence by ensuring that local decision makers and health and care services put the experiences of local people at the heart of their work.

The Adults
Safeguarding
Board (Member)

Tottenham Hale
Primary Care Task
and Finish Group
(Member)

Better Care Fund:

- Adults Operational Group
- Service Integration Group

Haringey Health and
Wellbeing Board (Member)

- Adults Partnership Board (Chair)
- Health and Wellbeing Strategy Refresh Group (Member)
- Older Peoples' Reference Group (Chair)
- Mental Health Service Users Reference Group (Coordinator)
- Carers Reference Group (Coordinator)

Chairing and
servicing the Adult
Social Care
Co-Design Steering
Group

Whittington NHS
Trust Patient
Experience
Group (Member)

Social Care
Providers Forum
(Attendee)



CAMHS
Transformation
Executive Board
(Member)

Haringey
Community
Education Provider
Network (CEPN)
Customer Care
Group (Chair)

Health Education
North Central
and East London
(HENCEL): Engaging
Deaf Londoners
Project (Member)

North Middlesex
University Hospital
(NMUH)

- Patient Experience Group (Member)
- Clinical Quality Review Group (CQRG) (Observer)

Personal Budget
Users Group
(Attendee)

Adult Health
and Social
Care Scrutiny
Committee
(Attendee)

Barnet, Enfield
and Haringey
Mental Health Trust
(BEH-MHT) Patient
Experience Group
(Member)

Haringey Clinical Commissioning
Group's (CCG):

- Governing Body (Member)
- Insight and Learning Sub Group (Member)
- Communications and Engagement Sub-Committee (Member)

NCL Quality
Surveillance
Group (Member)

CAMHS
Transformation
Executive Board
(Member)

Our work with the Care Quality Commission (CQC)

In 2015 we met with the CQC to discuss our concerns about primary care provision in the North and East of Haringey, and to present our GP 'Snapshot' Survey, which was informed by a wide scale 'mystery shop' of Haringey's GP practices. As a result the CQC prioritised their inspections of GP Practices in the area with a particular focus on those we had expressed some concerns about.

We also supported and promoted CQC engagement events to local service users and community groups in relation to the pre-inspections of our local NHS Trusts and, along with other partners, attended the post inspection sessions to feedback findings to the Trusts' senior leadership teams.

We shared various reports with the CQC, these included:

- Whittington Health NHS Trust PLACE Audit.
- St Ann's Hospital Enter and View report.
- Barnet, Enfield and Haringey Mental Health Trust (BEHMET) Patient Experience report.
- Haringey GP 'Snapshot' Survey.

Feedback to Healthwatch England

We regularly share all our reports and findings with Healthwatch England. In 2015 we managed an unsafe hospital discharge signposting case and found that there were a number of core reasons why people feel their hospital departure was not handled properly.

We reported our findings to Healthwatch England to help inform their special inquiry 'Safely Home'. The patient was later invited to participate in a Healthwatch informed Channel 4 news programme that followed the inquiry and enabled real people to share the stories of how things can go wrong following being discharge from hospital.

You can read more here: <http://tinyurl.com/zlhnosg>





Our work in focus



Over the past year Healthwatch Haringey has:

- Been highly commended by Healthwatch England for 'excellence in influencing the commissioning of health and social care services' in Haringey.
- Dealt with 223 enquiries and 'signposted' 174 local people to appropriate destinations.
- Carried out a 'mystery shopping' survey of 47 Haringey GP surgeries.
- Collected the views and experiences of 195 young people aged 16-21 on health and social care.
- Carried out 5 focus groups to capture people's views and experiences.
- Organised 4 major events.
- Published 6 significant reports with recommendations.
- Ran 7 community stalls to promote Healthwatch Haringey and recruit volunteers.
- Carried out Patient Led Assessments of the Care Environment (PLACE) Audits of Whittington Hospital, St Ann's Hospital and North Middlesex University Hospital.
- Carried out an 'Enter and View' visits to North Middlesex University Hospital's (NMUH) Accident and Emergency Department
- Distributed over 1000 Healthwatch Haringey Oyster Card wallets across Haringey to raise awareness of the Healthwatch service.

223
enquiries

174
signposting
requests

Collect
the views of
195
young people

5
focus groups

7
community
stalls

Our plans for next year



One of the challenges for Healthwatch is prioritising the potential areas of work for the year ahead, and to ensure that we do not add to that list as the year progresses.

Given our enthusiastic small team and limited financial resources it is very easy to over commit, potentially diluting our impact on any of the areas we decide to focus on. In the first two years of operation, but less in this third year, we have allocated more time and resources to NHS services rather than social care, and to adults rather than children and young people. In 2016/17 we aim to redress this imbalance and have identified the areas below for a particular focus:

1. Child and Adolescent Mental Health Services (CAMHS) transformation.
2. Health and social care complaints processes and reporting.
3. Reforms for children with ‘Special educational needs and disabilities (SEND)’.
4. Carers and their rights (under the Care Act legislation of 2014).
5. ‘Co-design’ of Adult Social Care Services in Haringey (work which is already well underway).



We are already becoming engaged in some of these areas, and by developing our knowledge of service user/carer experience we will increasingly make a positive impact within the coming year. These are also areas which will be subject to significant change over the coming twelve months and beyond, and we need to position ourselves so that we are able to monitor and evaluate how these changes impact service users and carers as early as possible.

Our Board



Sharon Grant OBE, Chair

Sharon has lived in Haringey for over 35 years, and her career has focused on both health and social care, and consumer representation. A former university senior lecturer in social policy, she was appointed Chair of Commission for Patient and Public Involvement in Health in 2002-2008, and then Chair of London Travelwatch 2008-2012. Sharon has chaired the Haringey Citizen's Advice Bureaux from 2007 to 2015.

She currently serves as a consumer representative at the Food Standards Agency, as well as being a parliamentary adviser on health care. Sharon is a trustee of the Bernie Grant Arts Centre in Tottenham, where she ran the office of the late Bernie Grant MP from 1987-2000, and was also an elected councillor.



Rachel Cullen

Rachel has lived in Haringey for 15 years. She began her career working in sexual and reproductive health as a researcher and programme manager before working in the NHS in primary and urgent care commissioning.

She is currently a technical adviser to health systems strengthening programmes in Africa and South Asia. Her work focuses on methods for measuring health service quality and using evidence to improve quality of care.



Nuala Kiely

Nuala has had a career in health for 25 years. She qualified as a doctor at the Royal Free Hospital in 1990 and worked for 12 years as a paediatrician in hospitals across London. She now works and lives in Tottenham where she is a coordinator at The Mental Health Support Association (MHSA) which merged with HAIL in 2015. In her working role Nuala develops support services for Mental Health Service Users and Carers. This has involved campaigning for the provision of local crisis services for mental health service users, the retention of an extra mental health ward in Haringey and issues surrounding the redevelopment of the St. Ann's' Hospital site. She regularly campaigns for the improvement of mental health services in Haringey, ensuring that the voices of service users are heard and taken into account. She is the Chair of the new Adults Partnership Board and has been working with Carers representatives to develop a Carers Reference Group for Haringey.



Sona Mahtani

Sona's work at Tottenham's Selby Centre began in a voluntary capacity on a migrant health information project, whilst an unemployed graduate in 1989. This was a springboard for her work in the voluntary sector over the next 23 years which included working with people living with HIV and AIDS, those who have experienced homelessness, have sought training and employment, and created opportunities through social enterprise.

After managing a London-wide project in training and employment for the homeless, Sona returned to the Selby Centre to manage local capacity building programmes at Haringey Training Network and Social & Community Enterprise between 1998-2002. She became the Chief Executive at the Selby Trust in 2007.



Gordon Peters

Gordon has had a career in health and social care over 42 years. He has lived in London, and mostly in Haringey, since the late 1960s. Gordon was a social worker, then taught social work and social policy, before being Director of Social Services in Hackney during the 1980s. He later worked for the Kings Fund on new policies of community care before spending some years as a health and social development consultant overseas, and then returning to Haringey in 2011. Throughout that time he has always been motivated by finding ways for the most vulnerable people to be actively engaged in both the policies and practice of health and social care and in getting authorities to put patients or users of their services at the centre of what they do. He is particularly interested in how older people in Haringey, both the socially active and the isolated and the frail, can improve their health and wellbeing and maintain contact with the younger generations. Gordon currently chairs the Older Peoples Reference Group and is active in the Haringey Forum for Older People.



Debbie Lee Chan

Debbie has lived in Haringey for over 20 years. She has worked in a variety of sectors as a research and consultation specialist including a tenure as the Research Manager in the Chief Executive's Office at Camden Council, a fellow in stakeholder engagement at the not-for-profit Office for Public Management (OPM), and most recently as a Research Director in the Health Team at Ipsos MORI - which is more commonly known as MORI polls. Debbie has recently accepted a position on the University of Essex's Social Studies Dept external advisory board.



In April 2015 we welcomed two new members to the Public Voice Board:



Marc Bush

Marc is the founding Director of The Experimentalists, a social enterprise that uses experimental methods to support the NHS, public sector, companies and charities to create a positive benefit for marginalised consumers and communities.

He is a visiting Professor at the Institute of Health & Wellbeing, at the University of Northampton, building on his experience working with the NHS and his academic background in frontline research with young people on the autistic spectrum and with 'challenging behaviour'. Marc was previously the Director of Policy and Intelligence at Healthwatch England, a former Head of Research and Public Policy at Scope, and has run parliamentary and public inquiries, and has acted as an advisor for statutory bodies, parliamentarians, Government departments and charities.



Vernon Herbert

Vernon is a highly experienced Director with wide ranging professional and managerial experience in both the public and private sectors. He has a multi-disciplinary background with extensive experience of infrastructure planning and delivery as well as the broader aspects of urban planning and development, the environment, regeneration and management. Much of his career has been spent working in local government and, more recently, the NHS. He is also a Director of a small professional services and management consultancy, JVM. Previous roles have included Deputy Director of Environment and Planning at the City of Westminster, Director of Growth and Regeneration at Harlow and senior positions with the Amey Group, Interserve and Tribal Group. He began his career as a planning and transportation graduate trainee at the Greater London Council and is qualified as a town planner.

Volunteers



Volunteers continue to be vital in our work. Our 25 volunteers are well trained and come from diverse backgrounds including academia, teaching, health and social care, drug and alcohol advice, adult psychotherapy, law, psychiatric nursing, special educational needs and nutrition.

Volunteers are recruited through advertising, community events, engagement work, focus groups and through our newsletter and website. Over the past year our volunteers played a key role in all our work. This has included:

- GP Snapshot Survey 2 (Mystery Shopping):
Between June and September 2015, 8 volunteers and 3 staff members carried out over 140 hours worth of GP research surveys by conducting a GP mystery shop of all 47 GP surgeries in Haringey.
- PLACE Audit of Whittington Hospital and North Middlesex University Hospital.
- Distribution of over 1000 Healthwatch Oyster Card wallets across Haringey, raising the profile of Healthwatch and encouraging local people to feedback to us about their experiences of local health and social care services.
- Getting involved in the adult social care co-design programme for Haringey Council.



Volunteers are essential to helping us deliver our work.

- Helping us to run stalls to capture young people's views of health and care in Haringey, and to promote Healthwatch.
- Attending meetings on our behalf.
- Promoting carers week.
- Feeding in their views to the Barnet, Enfield and Haringey Mental Health Trust's engagement strategy.
- Mapping pharmacies in Haringey.
- Assisting at local community events.



Our staff team



Director:
Mike Wilson



Assistant Director:
Robert Edmonds



Engagement
Manager:
Mable Kong-Rawlinson



Business Manager:
Val Chaggar



Communications
Manager:
Eamonn England



Research Manager:
Sedeek Ameer



Public Voice

Public Voice CIC is a community interest company, limited by guarantee. It was established in April 2014 but did not start trading until April 2015. The Healthwatch Haringey contract (2013-2015) required an independent organisation or company to be set up by the end of year two to deliver the Healthwatch service.

In March 2015 the Healthwatch contract for Haringey was novated (transferred) from the Haringey Citizen's Advice Bureaux to Public Voice and the staff transferred under Transfer of Undertakings (Protection of Employment) Regulations.

The existing Healthwatch contract has been extended by one year until April 2017.

Public Voice is a Community Interest Company (CIC) with a mission to improve services through user engagement. This is done through community engagement, individual user engagement and community intervention. Through its various projects, including Healthwatch, Public Voice collects the combined voices of services users, gathering evidence and ultimately taking action to bring about positive change, now and in the future.

service improvement through user engagement



Healthwatch Haringey budget

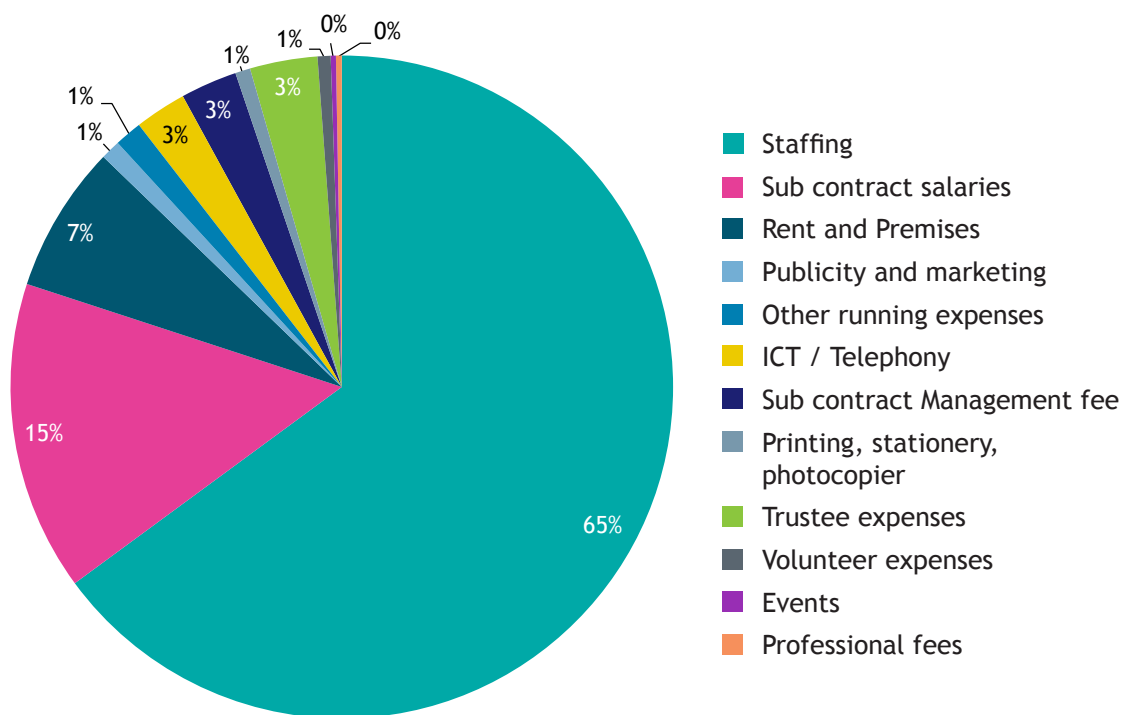
Income

The Healthwatch Haringey contract value for 2015/16 was £180,000 with a carry forward of £3,748.25 making a total of £183,748.25. Additional Gross income of £29,236.91 and Net income of £22,828.98 was generated through other activities which supported our Healthwatch programme.

Expenditure

Total expenditure was £180,943, which was allocated to the activities detailed in the table and pie chart. 2015/16 ended with a carry forward of £2805.25 into 2016/17.

Year three of the Healthwatch contract show that significant costs included staffing, rent and premises, trustee and sub contract management fees.





Healthwatch Haringey Expenditure

* Staffing	117,450.94
Sub contract salaries	27,360.00
Rent and Premises	13,000.00
Publicity and marketing	1742.48
Other running expenses	2412.55
ICT /Telephony	4565.32
Sub contract Management fee	5000.00
Printing, stationery, photocopier	1326.49
Trustee expenses	5967.29
Volunteer expenses	1146.32
Events	457.11
Professional fees	514.5
Total	180,943.00

Healthwatch Haringey Income

* Healthwatch Haringey	180,000.00
Carried forward to 2015/16	3748.25
Total	183,748.25
Carried forward to 2016/17	2805.25

*Subject to audit.

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