

## Healthwatch Hillingdon Board Meeting

Thursday 12<sup>th</sup> December 2019, 17:00hrs | 19:00hrs

Chequers Square, The Pavilions, Uxbridge, UB8 1LN

**Members of the Public are welcome to attend this meeting. All items in Part 1 will be considered in public and items in Part 2 will be considered in private**

### Agenda

Part 1				
No.	Item	Timing*	Lead	Paper
1.	Welcome, Apologies, Declarations of Interest	5 Mins	LH	
2.	Minutes of meeting held on 25 <sup>h</sup> September 2019			A
3.	Action Log 25 <sup>h</sup> September 2019			B
4.	Declaration of Any Other Business	10 mins	LH	
5.	DOO Quarter 2 Assurance Report	10 mins	DW	C
6.	DOO Update - Young Healthwatch Newsletter	15 mins	DW	D
Items for Information				
7.	Health and Wellbeing Board (Verbal)	5 mins	LH	
8.	Transformation Care Partnership and Care Homes (Verbal)	10 mins	BC	
9.	AOB	5 mins	ALL	
10.	Questions from the Public	5 mins	All	
	Part 1 closed Meeting moved to Part 2			
	<b>Date of next meeting</b> tbc			

*\*NB timings are indicative only: the Chair may decide to vary the timings and order.*

**Healthwatch Hillingdon**  
**Minutes of the Board Meeting held on Wednesday 25<sup>th</sup> September 2019**  
**At 20 Chequers Square, The Pavilions, Uxbridge UB8 1LN**

**PART 1**

<b>Present:</b>	Lynn Hill, Chair (LH) Bill Corsar (BC) Tim Markham (TMa) Rashmi Varma (RV) Baj Mathur (BM) Aisha Yusuf (AY)
<b>In Attendance:</b>	Turkay Mahmoud (TM) Dan West (DW)                      Staff
<b>Apologies:</b>	Kay Ollivierre (KO) Burns Musanu (BM) Jyoti Choudrie (JC) Joan Davies (JD)

**1. AGM - Election of Chair and Vice Chair**

**ACTION**

As this meeting also incorporated the AGM Turkay acted as chair for this part of the meeting. TM asked for nominations for Chair. BC nominated LH and this was supported by all Board members.

LH took the chair and asked for Vice Chair nominations. After some discussion TM was proposed by BM. LH explained that TM would only be able to take up this position once he stepped down from the Interim CEO role. TM explained that he would be stepping down by 25<sup>th</sup> October 2019. The Board agreed to this and TM was elected as Vice Chair. TM accepted the decision but explained that he would not be able to devote as much time to the role as he had previously due to moving out of the area. He also explained that he would not be able to take up the appointment before December as he will be away on holiday during November.

**2. Welcome, Apologies, Declarations of Interest**

Lynn Hill (LH) Chair opened the meeting and welcomed Members. Apologies noted. No declarations of Interest.

**3. Minutes of meetings held on 26<sup>th</sup> June 2019**

The Board agreed that the minutes were approved as an accurate record. The minutes were signed by LH.

**ACTION**

#### 4. Action Log 26<sup>th</sup> June 2019

Strategic meetings list has been completed by DW. This will be circulated to the Board by the end of October.

DW

It was agreed that all Board members will continue to try and recruit more members to support the work of the Board.

All

Concerns were raised, again, about Board attendance. It was agreed that LH will write to all members regarding this issue and that as from the next quarterly the expectations are that all members will attend at least 50% of the quarterly meetings.

LH

DW will explore the use of technology (Skype) to allow members to attend meetings without travelling. It was noted that the organisation does not want to be undertaking its business through e-governance unless it is an emergency.

DW

Young Healthwatch Hillingdon is welcomed and the Board would like to receive copies and wish for it to be also sent to Philip Corthorne.

DW/KMJ

#### 5. Declaration of Any Other Business

None.

#### 6. Governance

##### CEO Quarter 1 Report

It was assumed that members had read the report before the meeting so DW would not cover everything in the report. DW presented the report and highlighted the work and engagement with schools. He also highlighted the increased level of engagement with the community, particularly the use of social media. He hoped that this would be even higher next time.

BM suggested that HwH should consider a booklet to celebrate YHwH successes. He wasn't aware of the regular newsletter that the lead produced. LH suggested that this could be circulated to all Board members. This was agreed by all members. In addition BC suggested that HwH should consider using The Hillingdon People magazine to celebrate the work of YHwH. No decision was reached on this.

DW/KMJ

#### 7. CEO Update

DW explained the difference between the NWL Long-term plan report and the local one that has been produced by HwH.

The NWL CCG merger has now been agreed for April 2021. In the meantime NWL will work on reducing the regional deficit.

The MVCC report has been published with two key recommendations of

**ACTION**

changing leadership of the centre and maintaining some form of cancer services on the site. Formal consultation with the public will take place soon.

HwH projects - These are:

- Dermatology where HwH will undertake a satisfactory survey with the public in order to inform the new commissioning process. In addition CCG has requested HwH support the work related to the Minor Ailment report
- Care Home survey which has started. BC felt that as the Board member sponsoring the project he should be updated on progress so far
- Discharge - HwH has been invited by THH for a deep dive session which is due to take place in November.

DW

Website has now been upgraded and migrated onto the HwE site. Once it is up and running it will provide a better profile and access to HwH information.

CRM - training has been completed and should help HwH to provide better quality information in the future.

DW confirmed that our report on, 'Decommissioning of Lower Back Pain Procedures in Hillingdon', has been nominated for a HwE award. TM will provide a presentation at the annual conference in Birmingham.

The Board welcomed the report and requested that future reports should contain sections on PCNs, projects and a section on YHwH.

DW

#### **8. Confirm dates for the next Financial Year**

The dates were confirmed as previously agreed.

#### **9. Health and Wellbeing Board**

LH provided a verbal report following her attendance at the H&WBB. There are still concerns about the THH representation at these meetings. THH provided no report for the meeting and there was no CEO in attendance.

Knife crime reduction was discussed as an area of concern. Child weight action plan was also discussed and the H&WBB are pleased that YHwH are to be involved with this project.

#### **10. Transformation Care Partnership and Care Homes**

BC updated the Board on the developments of the Primary Care Networks and Neighbourhoods. There are going to be seven Primary Care Boards covering every GP practice. At present there two GPs not within the

**ACTION**

partnership. These seven PCBs will be working within eight neighbourhoods. It is expected that by October 1<sup>st</sup> all GPs in Hillingdon will be sharing data to ensure integrated care. BC explained how the PCBs, the Community Health team and the hospital will work together to ease the pressures on GPs and the hospital.

BC raised the concern that Hillingdon care homes do not do very well in the national measurement of their services. TM explained that the care home project that HwH are undertaking may help in a better understanding of the reasons.

**11. AOB**

There were no AOBs

**12. Questions from The Public**

There were no questions from the public

**LH closed Part 1 and moved the meeting to Part 2**

**Next Meeting - Wednesday, 11<sup>th</sup> December 2019  
Time: 17:00hrs - 19:00hrs**

**Actions Arising From Part 1 Board Meeting Held On 25<sup>th</sup> September 2019**

Source	Ref.	Action	Action with	Target date	Progress	Date completed
ACTION LOG 26/6/19	1	Strategic meetings List to be circulated by DW	DW	Ongoing	A hard copy of the previous and current quarter will be provided at every board meeting for accuracy.	N/A
	2	Board members to continue to recruit more member support	ALL	Ongoing		N/A
	3	Board attendance - LH to write to all members regarding this issue	LH	ASAP		18/10/19
	4	Explore the use of technology (Skype)	DW	Ongoing		N/A
	5	YHwH presentation To be circulated to Board	DW/KMJ	12/12/19	YHwH updates to be presented by board Member Aisha Yusuf as part of the DOO Assurance Update.	12/12/19
Governance CEO Update	6	YHwH regular newsletter to be circulated to Board	DW/KMJ	12/12/19	Copies to be provided directly to the board.	12/12/19
	7	Care Home Survey BC asked on progress so far to be emailed to him	DW	ASAP	BC updated, and access to project notes shared.	20/10/19
Governance CEO Update	8	Future reports to contain sections on PCN, projects and YHwH	DW	Ongoing		N/A

## 1.1 HEALTHWATCH HILLINGDON UPDATE

<b>Relevant Board Member(s)</b>	Lynn Hill, Chair
<b>Organisation</b>	Healthwatch Hillingdon
<b>Report author</b>	Daniel West, Director of Operations, Healthwatch Hillingdon
<b>Papers with report</b>	N/A

### **HEADLINE INFORMATION**

<b>Summary</b>	To receive a report from Healthwatch Hillingdon on the delivery of its statutory functions for this period.
<b>Contribution to plans and strategies</b>	Joint Health and Wellbeing Strategy
<b>Financial Cost</b>	None
<b>Relevant Policy Overview &amp; Scrutiny Committee</b>	N/A
<b>Ward(s) affected</b>	N/A

### **RECOMMENDATION**

**That the Health and Wellbeing Board notes the report received.**

#### **1. INFORMATION**

- 1.1 Healthwatch Hillingdon is contracted by the London Borough of Hillingdon, under the terms of the grant in aid funding agreement, to deliver the functions of a local Healthwatch, as defined in the Health and Social Care Act 2012.
- 1.2 Healthwatch Hillingdon is required under the terms of the grant aid funding agreement to report to the London Borough of Hillingdon on its activities, achievements and finances on a quarterly basis throughout the duration of the agreement.

#### **2. SUMMARY**

- 2.1. The body of this report to the London Borough of Hillingdon's Health and Wellbeing Board summarises the outcomes, impacts and progress made by Healthwatch Hillingdon in the delivery of its functions and activities for this period. It should be noted that a comprehensive report is presented by the Chief Executive Officer to the Directors/Trustees at the Healthwatch Hillingdon Board meetings and is available to view on the website: (<http://healthwatchhillington.org.uk/index.php/publications>).

### 3. **GOVERNANCE**

#### 3.1. **Managing Director**

Following the extension of the Director of Operations role to December 2019, it has been decided to discontinue the position from January 2020 and proceed with Managing Director as the lead role. As such, recruitment for the position began on 30<sup>th</sup> October until 15<sup>th</sup> November, with interviews to take place on 27<sup>th</sup> November.

### 4. **OUTCOMES**

Healthwatch Hillingdon wishes to draw the Health and Wellbeing Board's attention to some of the outcomes highlighted by its work during the second quarter of 2019-20.

#### 4.1. **Hillingdon Sexual Health Services Review – Mystery Shopping Report**

As part of the sexual and reproductive health services review initiated by Public Health Hillingdon, Young Healthwatch Hillingdon (YHwH) were invited to conduct a mystery shopper exercise to ensure the services meet the needs of local young people (YP).

Carried out by 7 YHwH members, services were identified and mystery shopper scenarios were devised that would address diverse situation and barriers that CYP may face:

- Young person (YP) is in a new relationship, thinking of having sex but wanting advice and information.
- YP had sex with a partner and the condom split so looking for information and advice.
- YP had missed a contraceptive pill but continued to have sex. Nervous to go to regular GP (who provides prescription) for advice and information.
- MSM (men who have sex with men) YP with older partner who suggested trying chemsex. YP is uncertain and looking for information and advice.

Activities included 10 clinic and 8 pharmacy visits, telephone calls for appointment booking and advice and information, and detailed reviews of online services. Findings and recommendations have been made based on the service types, with some key points being:

**Online Services** - Clearer pathways to information, with a more complete range of services that can be accessed.

**Telephone Services** – With inconsistent results and difficulty accessing the services, a digital route was preferred by YHwH.

**Pharmacies** – Mixed experiences with information and advice provided being a positive point, but suitable spaces for confidentiality was raised as a concern.

**Clinics** – With staff cited as being friendly helpful, certain pathways to booking appointments were less straightforward than expected. Discretion was another common theme, ranging from signage to where conversations could be conducted.

The full report can be found on the Healthwatch Hillingdon website.

#### 4.2. **Mental Health, Wellbeing and Life Skills (MHWB) Programme and Peer Support Training (PST) Programme**

As outlined in the supporting documents to the Q1 Board Report, Partners for Health agreed a funding alteration request for our Mental Health, Wellbeing and Life Skills (MHWBLS) programme and Peer Support Training programme. They agreed to extend our funding expenditure deadline to the end of December 2019 and modify delivery as follows:

<b>Original Delivery Plan</b> <b>September 2018 to July 2019</b>	<b>Modified Delivery Plan</b> <b>September 2018 to December 2019</b>
<ul style="list-style-type: none"> <li>• 3 Mental Health, Wellbeing and Life Skills Programmes (MHWBLS)</li> <li>• 5 Peer Support Training Programmes</li> </ul>	<ul style="list-style-type: none"> <li>• 5 full MHWBLS Programmes</li> <li>• 2 Peer Support Training Programmes</li> <li>• 1 adapted MHWBLS Programme</li> </ul>

The new delivery plan required us to deliver the full MHWBLS programme in three schools between September and December 2019 and by the end of July we had three schools signed up to participate.

In September we started delivery in two of the schools (Uxbridge High and Harlington School) but we experienced another setback with the third school (Queensmead) pulling out in the week before we were due to start delivery.

After careful consideration and consultation with Partners for Health, who were very understanding of the situation - acknowledging that working with schools affords a unique set of challenges – it was agreed that we would complete delivery at Uxbridge High and Harlington and return the remaining funding; approximately £1,100.

More positively, delivery at the two remaining schools is going very well with campaigns due to start in early November.

#### 4.3. **Young Healthwatch Hillingdon (YHwH)**

In Q1 YHwH members completed **285** volunteering hours across the following activities:

- 3 Panel Meetings at which they discussed upcoming work. At the September meeting Catherine Holly and Lis Plaice attended to share ideas with members about how the hospital plans to improve its engagement with young people. There will be more opportunities coming up for YHwH to be involved in the development of this engagement.
- Training 9 new members.
- 1 meeting with representatives from Hillingdon CAMHS to enable YHwH members to learn more about the service in preparation of conducting their review.
- 1 planning meeting relating to the YHwH review of Hillingdon CAMHS. This piece of work is a follow up to the HwH report 'Seen and Heard: Why Not Now?' published in July 2015. The group devised a survey which can be accessed via YHwH social media and attendees of the Healthfest 2019 events were also encouraged to complete it. The survey will continue and focus groups with CAMHS, LINK and within schools will follow.

- Attendance at the Hillingdon Youth Council Conference to promote YHwH.
- Facilitation of focus groups with around 90 young people at two National Citizenship Service events. The feedback from the focus groups fed into the YHwH review of local sexual and reproductive health services.
- Planning and delivery of 2 Healthfest 2019 events; engaging with 117 young people.
- Conducting PLACE Inspections of various wards at Hillingdon Hospital.
- Conducting a full review of the sexual and reproductive health services for young people in Hillingdon. YHwH was commissioned by Public Health Hillingdon to conduct this piece of work which involved members carrying out mystery shopping activity of services online, by telephone and through site visits. YHwH members then created a report based on their findings and recommendations and presented this to Public Health Hillingdon and representatives from local sexual and reproductive health services.

**Other engagement activity conducted by CYP Community Engagement Officer:**

- Completed MHWBLS delivery at Haydon and Oakwood schools and Uxbridge College.
- Facilitated a workshop at Meadow School as part of the NHS Takeover Transitions Project. The feedback from the students will inform the development of the project to enhance the experience of young people transitioning from pediatrics to adult health services.
- Met with the new Mental Health Champion for Hillingdon Council – Cllr Steve Tuckwell- to discuss links with YHwH.
- Attended several external meetings chaired by partner organisations including the Local Children's Safeguarding Board, the Children and Young People's Task and Finish Group, the Hillingdon CYP Obesity Strategy Group and meetings about the proposed CYP mental health early intervention model and the NHS Takeover Challenge Project.
- Attended planning meetings with Public Health Hillingdon about the YHwH review of local sexual and reproductive health services for young people.
- Met with representatives of Healthwatch Central West London to start the support for developing their Young Healthwatch.

## 5. **ENQUIRIES FROM THE PUBLIC**

Healthwatch Hillingdon recorded **271** enquiries from the public this quarter. This saw 52 people's experiences being logged on our Customer Relationship Management database and 219 residents being the recipients of our information, advice and signposting service.

### 5.1. **Experiences**

#### **Overview**

*Table A* (overleaf) illustrates that feedback received on hospital services this quarter was more positive than negative, with the most positive comments relating to departments at Mount Vernon Hospital – Cancer Services and the Minor Injuries Unit. The hospital service that received the most negative feedback was once again Accident and Emergency.

Outside of hospital services, GP practices were consistently the number one service residents gave feedback on. Nine experiences were captured this quarter, eight being negative. The reasons cited for these were: staff attitudes, communication and information providing, booking appointments and access to services. In terms of 'Other Services' (Community Mental Health Team, Equipment Service, Community Health), we recorded five experiences, all of which were negative. Complaints here were around access to services and support.

**Table A**

<b>Hospital Services</b>	<b>Positive</b>	<b>Mixed</b>	<b>Neutral</b>	<b>Negative</b>
Phlebotomy	2	0	0	2
Minor Injuries Unit	3	0	0	1
Accident & Emergency	1	0	0	5
Maternity	2	0	0	0
Cardiology	2	0	0	0
Ophthalmology	0	0	0	2
Dermatology	1	0	0	1
Cancer Services	3	0	1	0
Rheumatology	1	0	0	0
Neurology	0	0	0	1
Paediatrics	1	0	0	0
Orthopaedics	1	0	0	0
Gastroenterology	1	0	0	0
PALS	0	0	0	1
<b>Social Services</b>	<b>Positive</b>	<b>Mixed</b>	<b>Neutral</b>	<b>Negative</b>
Care Home	0	0	0	1
Home Care	0	0	2	1
<b>Primary Care Services</b>	<b>Positive</b>	<b>Mixed</b>	<b>Neutral</b>	<b>Negative</b>
GP	1	0	0	8
Dentist	0	0	0	1
<b>Other Services</b>	<b>Positive</b>	<b>Mixed</b>	<b>Neutral</b>	<b>Negative</b>
Community Mental Health Team	0	0	0	2
Drug & Alcohol Services	0	0	0	0
CAMHS	0	0	0	0
Community Health	0	0	0	1
Equipment service	0	0	0	2

*Table B* indicates the categories of key staff that patients have listed in their feedback to us. *It should be noted that some patients name more than one member of staff and supply more than one reason for the disappointment with their experience.*

This quarter, feedback on Doctors was evenly split between positive and negative, while Admin/Receptionists received a higher number of negative responses than positive. There were still some issues brought to our attention around the wheelchair service but the provider has proved to be very responsive to quickly dealing with these once being alerted by us.

**Table B**

Key staff categories	Positive	Negative	Mixed/Neutral
Doctors	4	4	0
Admin / Receptionists	2	6	0
Service manager	4	0	0
Care/Support Workers	0	1	0
Nurses	2	1	0
Allied Care Professionals	0	2	0
Paramedics	0	0	0
Midwives	1	0	0

*Table C* highlights the top themes that people have reported upon. *It should be noted that some patients name more than one member of staff and supply more than one reason for the disappointment with their experience.*

The main issues were around staff attitudes, communication, and the delivery of the service itself. Although, for as many negative comments we received about service delivery overall, there was an equal number of positives – these figures relate to the experiences people had with individual departments with good feedback in particular on the treatment received and service delivery for Cancer Services and the Minor Injuries Unit.

**Table C**

Key Themes	Positive	Not positive	Mixed/Neutral
Quality of staffing	0	3	0
Quality of care	9	5	1
Service delivery, organisation and staffing	7	7	0
Staff attitudes	3	9	0
Quality of treatment	9	3	0
Quality of appointment	6	1	0
Communication between staff and patients	0	9	2

## 5.2 Healthwatch Support

Residents continue to seek support from HWH in a variety of circumstances, for example:

- Age UK Hillingdon telephoned us on behalf of an 85-year-old who had been asked to leave the GP surgery where they had been a patient for over 50 years. The reason given by the practice was that they were reducing their catchment area. The patient was very distressed and wanted to stay at the practice – but they had received a letter from NHS England telling them that they would need to be registered at another practice within a short deadline, otherwise their medical records would be destroyed. The patient had tried to register at other practices but the one that was willing to take them on was further than the one they were currently at. We contacted Hillingdon Clinic Commissioning Group (CCG) and the North West London Primary Care Commissioning group to investigate this. As a result of our intervention, we received a phone call from the patient informing us that the practice had confirmed that the individual could stay with them. We were also assured that the NWL primary team and the CCG would be working with GP practices to ensure that correct processes were followed regarding patient registrations and the communication process would be reviewed.
- Our service continues to point residents towards organisations that can provide them with information, advice and appropriate assistance for their needs. In another example around GP registration, an individual contacted us to say they had moved address so had to change practices, as their previous one told them they are out of their catchment area now. The individual is an amputee but when trying to register with the nearest GP surgery to them they were told they needed to provide photo ID - but their passport was out of date and they had sent their driving licence off for renewal. They were worried that, as they take regular medication, they would not be able to get a repeat prescription when they needed it and wanted to know what to do. We were able to inform the individual that, under NHS guidelines, they should not have to provide ID to register with a GP. We gave them a link to the NHS UK website which contains this information and the phone number for NHS England, to take this up with the GP surgery.
- As a result of feedback that we passed on to The Hillingdon Hospital about an individual's negative experience of the newly extended A & E quarter, we received an invitation from the Assistant Director of Nursing to visit the new extension. We were taken through the patient pathways and improvements that had been made and assured that for any future complaints we could take these up with the department directly.

### 5.3 Signposting Service

During this quarter we recorded a total of **219** enquiries from residents which resulted in us providing information, advice, signposting or referral. 191 of these we would categorise as universal and 28 as a result of advising individuals following a complaint, or concern.

We signpost individuals to a wide range of statutory and voluntary organisations across health and social care. The following table illustrates the reasons for people contacting our service and the ways in which we can help them through signposting to appropriate organisations.

How did we assist?	Qty	% of total	Most signposted to?	Qty	% of total
Signpost to a health or care service	38	17%	Carers	14	18%
Signpost to voluntary sector service	60	27%	CAB	13	16%
To other (CAB, Social services, LBH other)	24	11%	MIND	10	13%
Requesting information, advice & assistance	58	26%	DASH	9	11%
Other Enquiry	39	18%	Age UK	9	11%
<b>Total</b>	<b>219</b>		NHS other	8	10%
			LBH other	17	21%

## 6. REFERRING TO ADVOCACY

We continue to provide people with the information they need to make complaints about the services they have received, including signposting them to POhWER and AVMA for advocacy support (see table below).

Safeguarding concerns are referred to LBH safeguarding team.

Advocacy Referrals	
POhWER	13
AVMA	1
<b>Total</b>	<b>14</b>
<b>Safeguarding Referrals</b>	<b>1</b>

## 7. **ENGAGEMENT**

In Q1 our Outreach and Volunteer Officer and team of volunteer Community Ambassadors reached out to communities across Hillingdon through a range of community events and activities. We continued to raise awareness of the work carried out by Healthwatch Hillingdon and to capture the views of patients and residents using health and social care services.

We attended 9 community events including the Older People's Assembly, the Day of the Older Person event, Hillingdon Carer's Cafes, Uxbridge College Fresher's Fairs, and a Careers Fair at Brookfield Adult Learning Centre. In addition to our public engagement activities, we have been working collaboratively with the Hillingdon Clinical Commissioning Group to listen to the experiences of patients accessing the local community and hospital dermatology services as part of a review of dermatology services.

Through our face to face engagement this quarter we directly engaged with **279** residents and patients across Hillingdon.

### 7.1. **Highlights**

#### **Alzheimer's society 40th Anniversary event**

Hillingdon Alzheimer's Society celebrated their 40th anniversary in September and Healthwatch Hillingdon were invited to join in the celebrations. Dozens of residents affected by dementia, their families and carers attended the event and gave testimony to the invaluable support provided by the Alzheimer's Society. As always, the event provided an opportunity to network with other providers but also to offer support where needed to connect people to other health and social care services.

#### **Public Health Mystery Shopping Project**

We have been approached by Hillingdon Council's Public Health team to carry out a mystery shopping project. As part of the project Healthwatch Hillingdon volunteers will be trained by the team at Public Health to undertake a mystery shopping assignment. Further details about this will be provided in our Q4 report.

#### **Hillingdon CCG review of dermatology services**

We are currently working with the Hillingdon Clinical Commissioning Group to gather the views of patients, carers and their families on local dermatology services. As part of this review, our Outreach and Volunteer Officer and volunteer Community Ambassadors are conducting surveys at Mount Vernon, Hillingdon Hospital and community clinics located across the borough. The information gathered through the surveys will be used by the CCG to gain a better understanding of how services can continue to be delivered and improved for patients in Hillingdon.

#### **Learning Disability Autism Awareness Training**

In July, staff and volunteers attended autism awareness and learning disability training.

The training was funded by the organisation Certitude and the trainers delivering the session both had lived experiences of autism and learning disabilities. The session provided us with a greater understanding of how we as an organisation can better support people with autism and/or a learning disability.

## 7.2. Events

Event	Attendance	Direct Engagement	Age Category				Communities of Interest
			Under 5s	6 - 21	22 - 65	Over 65	
Carers Fair- Brookfield Adult Learning Centre	70	30 People spoken to directly				30	General Public
Hillingdon Carers Café - Northwood	12	12				12	General Public
Alzheimer's Society 40 <sup>th</sup> Anniversary	60	10				10	General Public
Uxbridge College Fresher's Fair (Uxbridge)	200	38			30	8	General Public
Uxbridge College Fresher's Fair (Hayes)	150	35			30	5	General Public
Older People's Assembly	90	40				10	General Public
Day of the Older Person	200	45				15	General Public
Hillingdon Carer's Care (Hayes & Harlington)	13	13				1	General Public
Hillingdon Leisure Centre (Information stand)	90	90				15	General Public
Dermatology engagement (Kincora GP surgery)	N/A	10				5	Patients
Dermatology engagement (Wallasey GP surgery)	N/A	15				12	Patients
Dermatology engagement (The Hillingdon Hospital)	N/A	7				4	Patients
Dermatology engagement (The Hillingdon Hospital)	N/A	9				6	Patients

### 7.3. Social Media

Our social media channels continue to grow consistently. Over the last 3 months, we have been particularly excited to see a significant increase in the number of followers on our Instagram page. We have our new social media volunteer Simone to thank for such an impressive performance as she has introduced polls and uploaded videos which have resulted in more interaction with our followers.

In the coming weeks, we will be working on a Social Media strategy for Healthwatch Hillingdon to better plan how we can best engage with our online communities through social media.

		Q4 2018/19	Q1 2019/20	Jul	Aug	Sep	Q2 2019/20
Twitter	Followers	1248	1257	1253	1256	1266	1266
	Impressions	11962	12550	4,639	2,268	3,925	10832
	Profile Visits	450	282	761	260	615	1636
Facebook	Likes	443	473	483	489	494	494
	Post Reach	11504	44602	14503	3700	630	18833
	Post Engagement	445	2449	655	209	60	924
Instagram	Followers	344	374	380	392	450	450

## 8. VOLUNTEERING

This quarter our volunteers gave us 731 hours of their time. Our Community Ambassadors supported our engagement around dermatology services by surveying patients at The Hillingdon Hospital, Mount Vernon Hospital, and the community clinics. We have recruited a new Social Media volunteer who has been creating engaging content for our Instagram Page and we were delighted to have the opportunity to work with a very talented photographer who has taken some amazing photos of our volunteers during the Day of the Older Person event in September. Many of them have been used as stock images for our website.

9. **FINANCIAL STATEMENT**

To end of Quarter 2 (2019-2020)

<b>Income</b>	
Funding received from local authority to deliver local Healthwatch statutory activities	39500
Bought forward 2018/2019	95391 *
Additional income	264
<b>Total income</b>	<b>135154</b> *

<b>Expenditure</b>	
Operational	5779
Staffing	39069
Office	2232
<b>Total expenditure</b>	<b>47080</b>
Surplus to c/f	88074 *

\*Provisional, awaiting audited figure. The figure also includes contingencies (£20,000 for office rent and staff redundancies). The carry forward is larger than usual due to vacancies which have now been filled.

## 10. **KEY PERFORMANCE INDICATORS**

To enable Healthwatch Hillingdon to measure organisational performance, 8 quantifiable Key Performance Indicators (KPIs), aligned to Healthwatch Hillingdon's strategic priorities and objectives, have been set for 2017-2020. The following table provides a summary of our performance against these targets during Q2 2019.

KPI no.	Description	Relevant Strategic Priority	Quarterly Target 2019-20	Q1			Q2			Q3			Q4			2018-2019 Total	
				2017-2018	2018-2019	2019-2020	2017-2018	2018-2019	2019-2020	2017-2018	2018-2019	2019-2020	2017-2018	2018-2019	2019-2020	Target	YTD Actual
1	Hours contributed by volunteers	SP4	525	540	629	644	504	689	731	363	729		564	669		2100	1375
2	People directly engaged	SP1 SP4	330	220	444	720	675	713	345	2027	427		440	317		1320	1065
3	New enquiries from the public	SP1 SP5	200	208	243	254	286	267	271	247	215		235	194		800	525
4	Referrals to complaints or advocacy services	SP5	N/A*	24	21	21	23	13	14	17	18		6	18		-	35
5	Commissioner / provider meetings	SP3 SP4 SP5 SP7	50	62	62	50	70	52	51	52	52		49	50		200	101
6	Consumer group meetings / events	SP1 SP7	15	26	19	27	23	18	16	16	14		31	17		60	43
7	Statutory reviews of service providers	SP4 SP5	N/A*	-	-	-	-	-	-	-	-		-	1			0
8	Non-statutory reviews of service providers	SP4 SP5	N/A*	5	3	1	2	2	3	2	2		1	1			4

\*Targets are not set for these KPIs, as measure is determined by reactive factors

# Hillingdon Sexual Health Services Review

## Mystery Shopping Report



## Contents

Item	Page
Introduction	3
Open Letter from Young Healthwatch Hillingdon	4
Mystery Shopping Model	5 - 6
Key Findings	7 - 11
Key Quantitative Data - Pharmacy and Clinic Visits	12 - 24
NCS Focus Groups	25 - 26
Appendices	
Appendix A - Additional Quantitative Data	27 - 29
Appendix B - Full Additional Comments	30 - 32
Appendix C - Data Outlined by Service	33 - 37

## Introduction

### What is Healthwatch Hillingdon?

Healthwatch Hillingdon is the health and social care watchdog for the London Borough of Hillingdon. We help people get the best out of their local health and social care services, such as doctors, dentists, hospitals and mental health services, whether it's improving them today or helping to shape them for tomorrow.

Healthwatch Hillingdon is all about local people being able to influence how local services work. By making sure their views and experiences are gathered, considered and acted upon, we can help make services better now and in the future.

### Who are Young Healthwatch Hillingdon?

We are a group of young people who work with Healthwatch Hillingdon to ensure the views of children and young people living, working or studying in Hillingdon are represented in local health services. We do this by:

- Sharing and promoting information about health issues and services that affect children and young people through events, social media updates and reports.
- Speaking to children and young people and gathering their views about what health issues and services are important to them.
- Working with representatives of health and social care services to try to shape and improve services for children and young people.

### The Hillingdon Sexual and Reproductive Health Services Review

In June 2019, Public Health Hillingdon initiated a review of Hillingdon's sexual and reproductive health services for young people. To ensure the services truly meet the needs of local young people they invited Young Healthwatch Hillingdon to conduct mystery shopping activities across online and telephone services, pharmacies and dedicated sexual health clinics and to produce a report of our findings.

The review was carried out by Young Healthwatch Hillingdon members Manil, Smriti, Zainab, Thomika, Majura, Ema and Aisha.

## Open letter from Young Healthwatch Hillingdon

Sexual health can be an embarrassing topic to discuss and open up about. So how do pharmacies and sexual health clinics in Hillingdon approach the issue? To find this out, we at Young Healthwatch Hillingdon carried out a mystery shopping exercise with the intent to assess and make improvements to the services. The activity focused on young people's experiences and opinions of services directed at them. We were interested in how the services were accessible, non-judgemental, welcoming, supportive, as well as the quality of their advice.

For the exercise to be efficient and fruitful, a training session was held by Public Health Hillingdon for Young Healthwatch Hillingdon. Though the volunteers could never be fully representative of all young people in Hillingdon, the training made us aware of key issues and pressing questions that were relevant for the feedback to be an accurate reflection of the wider youth.

The services investigated were chosen perfectly as each concentrated on a different aspect of sexual health. KISS for example focuses on personal and conversational counselling for young people, HESA Clinic is directed towards the medical side, emphasising tests and vaccines, with Oaklands Clinic aimed at providing contraception instead of one-on-one talks. I was exposed to the anxieties and problems young people seeking sexual health help and advice may face and was glad that I could make the visits with the purpose to improve the services to help those who need them.

Some of the obstacles we faced included navigating the websites, making appointments by phone and lack of privacy, but we were also happy to note major positives such as an emphasis on privacy and confidentiality at KISS and their very friendly and helpful conversational approach to minimise discomfort and embarrassment; the seriousness at Hesa concerning sexual health and safety when faced with a more complex scenario; and the efficiency of Oaklands and the pharmacies.

I found the exercise very insightful and enjoyable to carry out and would be delighted to take part in further ones for Young Healthwatch Hillingdon.

*Manil*

Young Healthwatch Hillingdon Member

## Mystery Shopping Model

Prior to conducting our mystery shopping activity, Young Healthwatch Hillingdon members met with representatives from Public Health Hillingdon to participate in a training and planning session.

### Step 1: Background Information

During the session we were made aware of key sexual and reproductive health issues affecting young people in Hillingdon and the local services available for them:

#### Online Services

- [www.lnwh.nhs.uk](http://www.lnwh.nhs.uk) - For information about the services provided by pharmacies and clinics including locations and opening times.
- SH:24 - To order STI kits for home delivery or click and collect from pharmacies.

#### Telephone Services

To make appointments and get general sexual and reproductive health information and advice.

#### Pharmacies

To obtain STI testing kits (either directly or via click and collect service) and for general sexual and reproductive health and information and advice.

- Carewell Chemist (West Drayton)
- Boots (Yeading Lane, Hayes)
- Vantage Chemists (Barra Hall, Hayes)
- Vantage Pharmacy (Kingshill Avenue, Hayes)
- Brunel Pharmacy Medical Centre (Brunel University Campus, Uxbridge)

#### Sexual Health Clinics

For a variety of services including information, advice and support, STI and pregnancy testing and free contraception including emergency contraception.

- KISS at Fountains Mill Young People's Centre (Uxbridge)
- HESA Clinic (Hayes)
- Oaklands Clinic (Hillingdon)
- Brunel Medical Centre (Brunel University Campus, Uxbridge)

### Step 2: Preparation

Following this, we discussed how we would go about conducting the service review through clinic visits, visits to pharmacies plus telephone and online reviews.

Telephone and online review activities included ordering and picking up STI testing kits, assessing the accessibility of the websites and booking appointments.

We also devised four scenarios to use when visiting or telephoning services which addressed diverse situations, barriers, and worries that young people may face:

1. Young person (YP) is in a new relationship, thinking of having sex but wanting advice and information.
2. YP had sex with a partner and the condom split so looking for information and advice.
3. YP had missed a contraceptive pill but continued to have sex. Nervous to go to regular GP (who provides prescription) for advice and information.
4. MSM (men who have sex with men) YP with older partner who suggested trying chemsex. YP is uncertain and looking for information and advice.

These scenarios were both diverse and simple enough for the different Young Healthwatch Hillingdon members to approach them distinctively to arrive at a pretty comprehensive picture of the services.

The training was an excellent preparation for the mystery shopping by raising our awareness of sexual health issues for young people and giving us the knowledge of what would make a successful visit.

Importantly, we were informed about safeguarding and protocols to follow and asked to share doubts to ensure that we were comfortable with the subject matter. We were also provided with a questionnaire reminding us of the criteria to assess at each service.

### Step 3: Commencement of Activities

Activities were conducted throughout August and clinics were informed by Public Health Hillingdon that mystery shopping activities would be taking place during this period.

The Young Healthwatch Members carried out:

- 10 clinic visits (although clinics were shut on 2 of these occasions so advice and information were provided but limited);
- 8 pharmacy visits;
- Multiple telephone calls for appointment booking and advice and information;
- Detailed reviews of online services including reviews of individual pharmacy websites.

## Key Findings

### Online Services

#### London North West Healthcare Trust Website

There were mixed reviews for the London North West University Healthcare Trust website. Comments included:

- There were too many clicks to find out what you need to know.
- You must know straight away that sexual health services are community services and then must search for Hillingdon. It is not obvious.
- The website was easier to use on a computer. It was quite difficult on a phone.
- Once you reviewed the site things seemed to make sense.

#### Recommendations:

- The search capability on the site should lead to the correct places and there should be a clearer path to information about sexual health services in Hillingdon.
- It should be made clear on the London North West Healthcare Trust website that you can only phone to make appointments at clinics the day before you want to see someone.
- It is good to have everything online - services and the ability to make appointments. Having access by telephone is fine but online options are better.
- A live chat service would be useful. A good middle group between telephone and online services.

#### SH24 Website

Young Healthwatch Hillingdon found SH24 “*fine to use*” but there were three issues to raise.

- When using the site, if the user goes back from the pharmacist screen to change any details, the delivery address for the STI kit automatically changes back to the user’s home address. This is concerning because people might not notice and then could get kits delivered to their home address when they don’t want them to be.
- The site does not allow users to order more than one STI kit using the same telephone number.
- The click and collect codes only work with smart phones. When ordering a click and collect kit with a different type of phone, the code did not come through.

## Individual Pharmacy Websites

### Carewell Chemist, West Drayton

- The site for this chemist was easy to navigate around and looked sleek.
- They offer free chlamydia screening and treatment for 15-24 year olds, as well as have information surrounding the C-card condom distribution scheme. However, information was quite limited and didn't specify whether the chlamydia screening was available as a walk-in or through appointments only. This would have been useful. They mention to call them up for more information, however not all young people may feel comfortable or be able to do so.
- Under their "Health Advice" tab, the navigation is once again good. They list all sexual health related topics with separate pages opening for more information on each topic. Information is thorough but it would be helpful to have pictures/diagrams for certain things. For instance, they have a section on "how to use a condom" yet provide no pictures or diagrams to support the information. This could be an issue for young people who find reading challenging.
- The information about visiting an STI clinic is really useful and reassuring and mentions things such as: what you can expect, a debrief of possible questions asked, getting your STI results and even having separate external links to some STIs in order to get more information about them.

*"Overall, the site for this chemist is really useful and I would be very likely to visit this site again to get information."*

### Vantage Pharmacies (Kingshill Avenue, Hayes and Barra Hall, Hayes)

- The site for this chemist was OK to navigate around but lacked presentation and, overall, looked quite cramped and boring.
- Clicking on 'Department and Services' led to a page that again felt dull and cramped. The information wasn't nicely spread out and due to their bullet-point format, it was difficult to understand a lot of the information they had under their 'Pharmacy Service' heading. There were three headings titled 'Pharmacy Service', 'Pharmacy Service (NHS)' and 'Pharmacy Service (non-NHS)' which is confusing. It is unclear if these are all available at the chemist or not. It would help if this was specified, or at least explained.

*"Overall, the site for this chemist wasn't very useful. They mention briefly what they offer, however no further information is displayed nor linked to find out more. As a result of this, I am not at all likely to use this site again."*

## Telephone Services

- Getting through on the telephone was challenging. One mystery shopper called the HESA Clinic (in one morning) 12 times before anyone picked up and was cut off.
- Sometimes you were asked about symptoms on the phone but not always.
- *"HESA just assumed you would want to get tested and they give you instructions straight away without asking if you want to get tested."*
- One mystery shopper phones Fountain's Mill and although she was informed that she couldn't book an appointment for KISS because they were closed, the person on the

phone said they were very happy to help if the young person was comfortable talking on the phone. The advice and signposting were thorough and delivered in a friendly way.

**Recommendations:**

- Young people prefer online services over telephone services because they find it more difficult to talk about sexual health out loud.

## Pharmacies

- Young Healthwatch Hillingdon found the Click and Collect service easy to use and pharmacists also signposted them to SH24 when the Mystery shoppers asked where to get STI testing kits. There was some confusion about whether young people can visit a pharmacy and collect a STI kit without pre-ordering from SH24.
- Getting information and advice about sexual health differed between pharmacies. Some of the Mystery shoppers felt that despite being informed that you could get advice and information at pharmacies, it didn't feel like they provided this.
- One Mystery Shopper had an excellent experience at Barra Hall Pharmacy. She received a warm welcome and appreciated that the male pharmacist she initially spoke to, asked if she would prefer to speak to a female pharmacist. The pharmacist was "very sweet and not judgmental" and provided lots of advice, information and options about emergency contraception, pregnancy and options for unwanted pregnancy.
- Brunel Pharmacy was difficult to find and although the pharmacist was non-judgmental, answered questions and signposted to Brunel Clinic for advice and contraceptives, the Mystery Shopper felt rushed. When the Mystery Shopper asked to be seen in a more private space, she was taken into a separate room, but the window was open, and the pharmacist spoke very loudly. The other young person waiting outside the pharmacy could hear through the window.

**Recommendations:**

- Pharmacists should talk about age and consent in the same way that clinics do.
- Pharmacies should ensure that spaces used for confidential conversations are suitable.

**Would you use this pharmacy again?**

- Brunel Pharmacy - Yes (1)
- Vantage Pharmacy (Barra Hall) - Yes (2)

## Clinics

Young Healthwatch Hillingdon were impressed by the services provided by all clinics they mystery shopped and would recommend the services to their friends.

- “The services were really helpful and not awkward.”
- “Overall the service is great, and the advice and support were really good.”
- “They talk to you on your level. They knew where you were at.”
- “There is no reason I wouldn’t recommend the service”.

## General Feedback

- “It might be strange to go to the other clinics for safe sex advice (except KISS) because they don’t seem to be designed for this type of support. [They are] more for just getting contraception.”
- “It may be difficult to change but having to speak in the waiting areas of the general health clinics - Oaklands and HESA - was a bit awkward.”

## Clinic Specific Feedback

Clinic	Feedback	Recommendations	Would you use this clinic again?
KISS	<ul style="list-style-type: none"> <li>The people on reception were very welcoming.</li> <li>It was good that you could point at a resource that showed who you could see/type of service you wanted rather than have to say it out loud.</li> <li>The support in the appointments was very good. The staff were friendly, kind and understanding.</li> <li>The confidentiality statement was declared and reiterated and this information, along with the safeguarding information, was excellent.</li> <li>During one visit, even though a nurse was not available, another member of staff was present and able to give information and advice.</li> <li>Staff clarified misinformation about emergency contraception and ensured mystery shopper knew all the contraceptive options available.</li> <li>Covered relationship with partner as well as the reason mystery shopper attended.</li> </ul>	<ul style="list-style-type: none"> <li>It would help for the person on reception to initiate conversation rather than leaving it to the young person e.g. ask if they need any help as well as saying "Hello".</li> <li>The resource displaying services/people you could see was only used with two out of the three mystery shoppers. This should be used with all service users.</li> <li>The appointment list including young people's names and information could be seen by anyone - this should be kept out of view.</li> <li>Young people are asked to confirm their details out loud - it would be helpful if there was a different way of confirming this information.</li> <li>The service information on the door to the building, including on the buzzer, is very faded. This should be refreshed and there should be all around better signage (because at the moment young people have to ask where to go and they might not want to do this) and lighting, particularly at the back of the building because the access is very dark.</li> <li>There was a bit of confusion around the different opening times for Fountain's Mill and the KISS clinic if young people just Google Fountain's Mill. It might be helpful to include the KISS clinic times on the Fountain's Mill web page for clarity.</li> </ul>	<ul style="list-style-type: none"> <li>Yes (4)</li> </ul>

*Continued over the page*

Oaklands	<ul style="list-style-type: none"> <li>• Clinic was difficult to find.</li> <li>• When there were no doctors or nurses available, the initial response from the receptionist to booking an appointment was that the clinic doesn't like to book appointments with people that haven't been there before. They did go on to offer to book an appointment at Brunel Clinic which was helpful.</li> <li>• The other mystery shopper was told that to book appointments and for sexual health services other than contraception, you must contact the HESA centre.</li> <li>• Only seemed to offer contraception rather than full sexual health services.</li> <li>• Contraception desk was very friendly and straightforward. They asked what was wanted and provided this at the counter.</li> </ul>	<ul style="list-style-type: none"> <li>• The arrow pointing to the sexual health clinic means that everyone can see where you are going. This made the mystery shoppers feel somewhat awkward as did having to say in main reception what they were visiting the clinic for. If there is a way to make this more discreet, it would be beneficial.</li> <li>• Getting contraception was friendly and straightforward but people with friends and family in the area might feel awkward about the transaction being done openly. It might benefit to make this more discreet/private.</li> <li>• It would be helpful to have the same resource used at the KISS reception (that enables young people to point at their chosen service rather than announce it) at Oaklands. This would be more discreet.</li> <li>• Training for receptionists about the services available at the clinic and in the borough.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes (1) and No (1)</li> </ul>
HESA	<ul style="list-style-type: none"> <li>• The receptionist was welcoming and discreet - just asking for name and address but no other information and not announcing in reception why you are there.</li> <li>• It is good that the sexual health clinic is upstairs from the main GP surgery - more discreet.</li> <li>• There was excellent signage to get to the sexual health clinic and lots of information on the door of where to go if the clinic is closed.</li> <li>• The mystery shopper using the MSM scenario saw said medical aspects of the advice were excellent.</li> <li>• One mystery shopper dropped in so there was no doctor available however she was able to speak to a nurse who was able to provide advice. However, the nurse asked for a lot of help from their supervisor and</li> </ul>	<ul style="list-style-type: none"> <li>• Young people would prefer a "less clinical [conversation] and more comforting."</li> <li>• The doctor seeing the young person using the MSM scenario didn't discuss confidentiality until prompted by the mystery shopper. Young people who don't know about confidentiality and safeguarding would not know to ask so doctors should highlight this information.</li> <li>• If staff are unsure about advice to provide or do not have the expertise relating to questions asked by a young person, it is alright to ask for help from another member of staff, but they should consider how they communicate this to the young person. For example, explaining once that they really</li> </ul>	<ul style="list-style-type: none"> <li>• Yes (2)</li> </ul>

	the process felt “a bit quick” but she did offer to book a full appointment with the doctor.	want to help but they need to get more information from someone who has more knowledge is better than going in and out of the room a number of times and saying something like ‘I don’t’ know, let me check’.	
<b>Brunel</b>	<ul style="list-style-type: none"> <li>Nurses were not available when the mystery shoppers attended the clinic, but mystery shopper was told to make an appointment for the following week.</li> <li>No signposting to other clinics</li> </ul>	<ul style="list-style-type: none"> <li>Mystery shoppers queried whether there would be more nurses at the clinic during term time?</li> </ul>	<ul style="list-style-type: none"> <li>No (1)</li> </ul>

## Key Quantitative Data - Pharmacy and Clinic Visits

*Please note: Not all pharmacy visits were recorded on feedback forms because the questions did not fit the purpose of the pharmacy visits. Brunel Clinic visits were also not recorded on forms because staff were not present to provide a service relevant to the scenarios.*

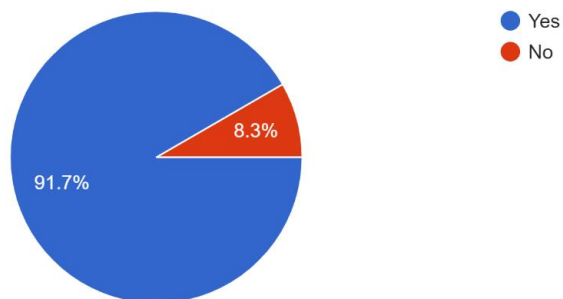
### Visits Made

Service	Number of visits
KISS	4
Oaklands Clinic	2
HESA Clinic	2
Brunel Clinic	2
Vantage Pharmacy - Barra Hall	3
Brunel Pharmacy	1

### Warm Welcome

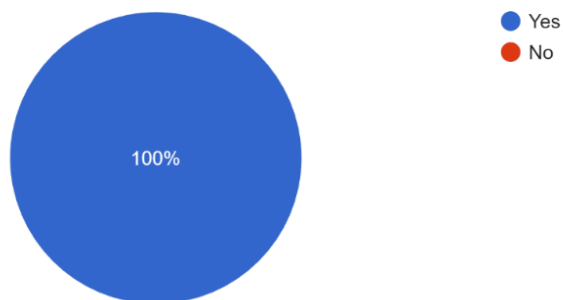
Were you welcomed with a friendly smile from the staff?

12 responses



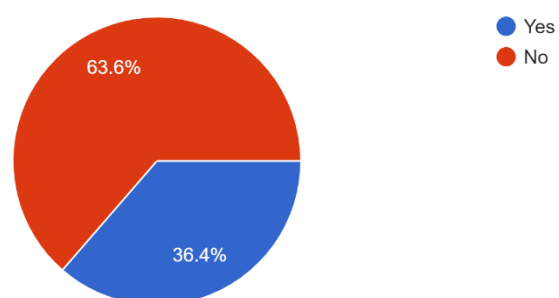
Were you treated non-judgmentally and with respect throughout your visit?

12 responses



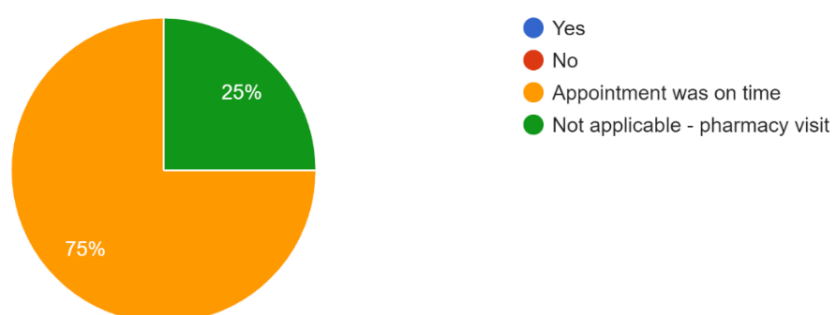
Were you asked what your preferred name was and did they use it?

11 responses



Were you informed of any delays to your appointment time?

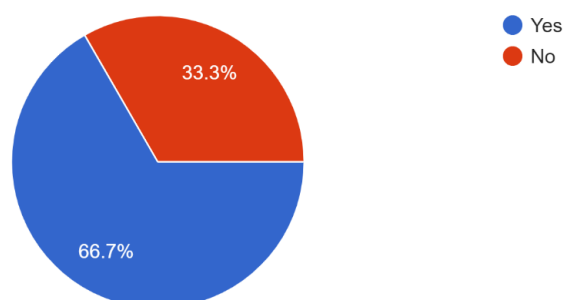
4 responses



## Confidentiality and Consent

Did you feel you were speaking to the receptionist or staff in a confidential space?

12 responses

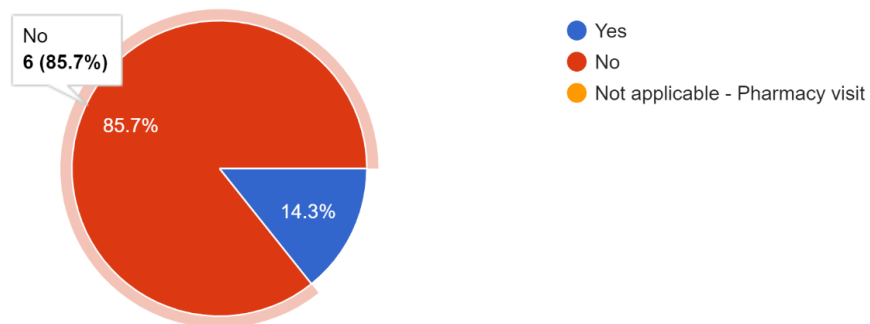


If 'No' please explain:

- It was in an open space in the shop. But the test could have been ordered online and all it needed was a code.
- Open window in the consultation room; could be heard outside.
- There were other people there.
- Picking up contraception was done publicly.

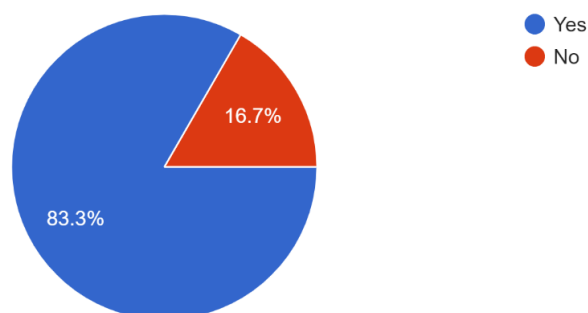
Were there visible confidentiality statements in the waiting area?

7 responses



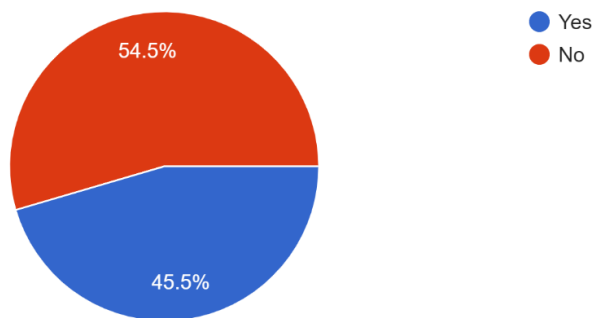
Is it important to you to know the confidentiality statement in advance of seeing a nurse/doctor?

6 responses



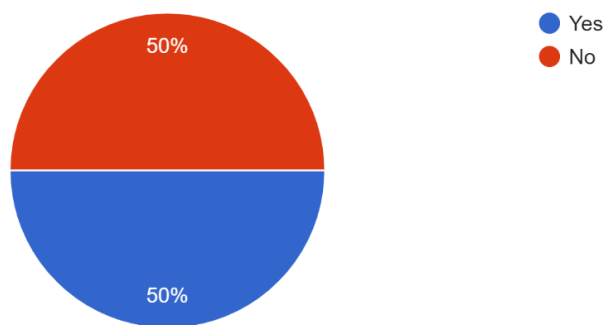
Was consent explained to you as part of your visit?

11 responses



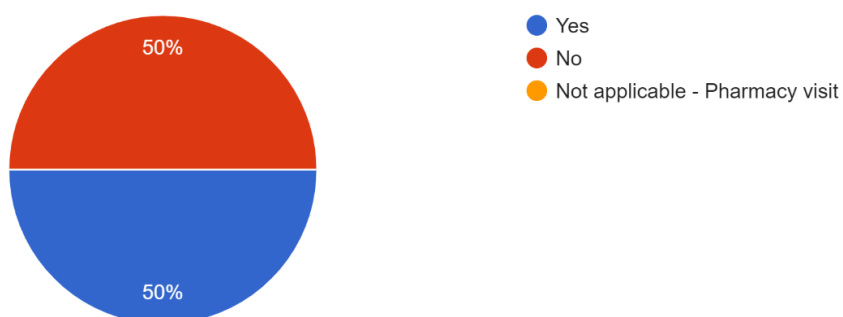
If 'Yes', did you learn anything you didn't already know?

2 responses



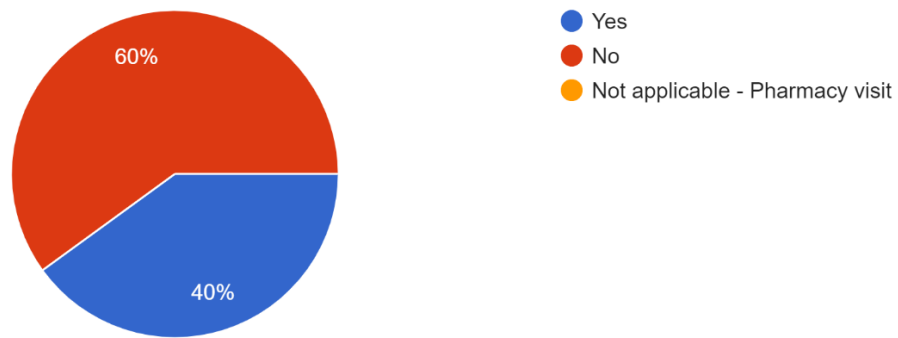
Was confidentiality explained to you as part of your assessment?

10 responses



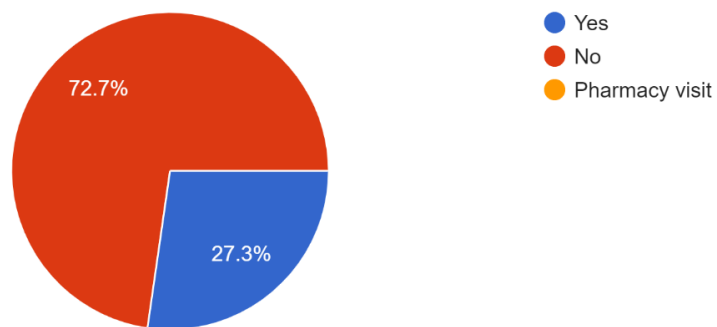
## Was GDPR explained to you during your time at the session?

10 responses



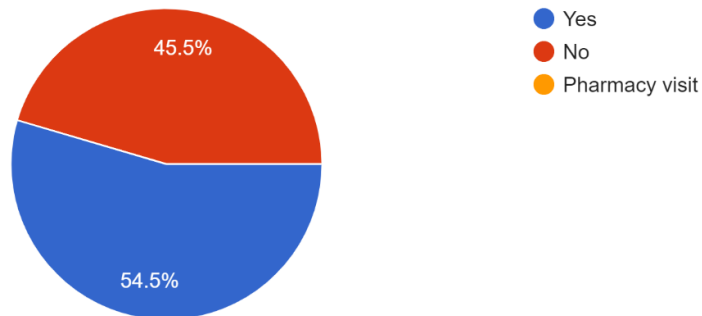
## Were you asked to confirm your age or your partner's age?

11 responses



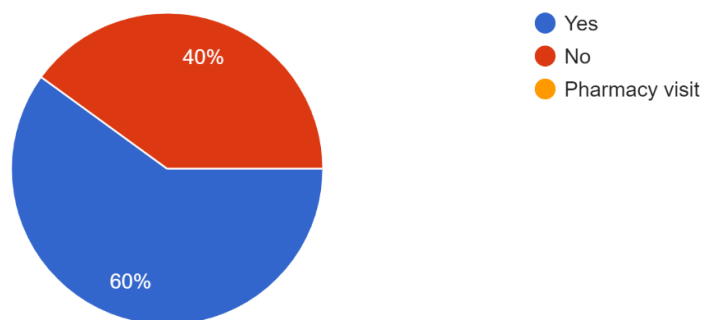
Were you asked about your relationship, either current or future planned relationship?

11 responses



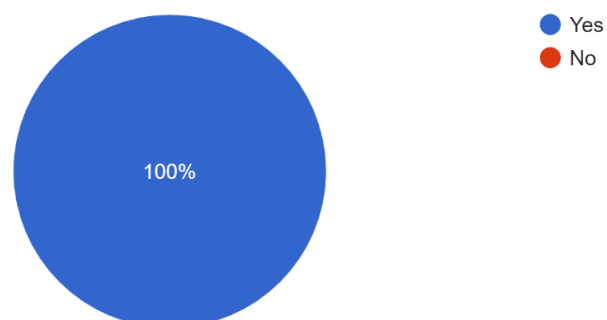
Was the issue of abusive relationships discussed with you?

10 responses



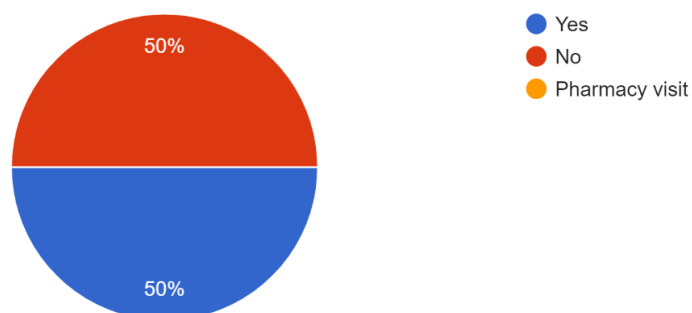
If 'Yes', do you feel confident in recognising this in the future?

5 responses



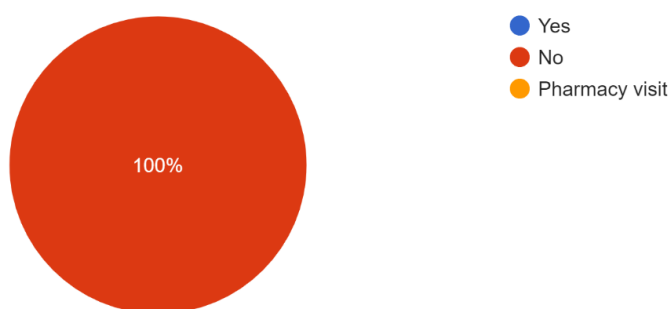
Were you asked if you understood consent and the law?

10 responses



Were you asked if you ever received gifts/money in return for sexual acts/favours?

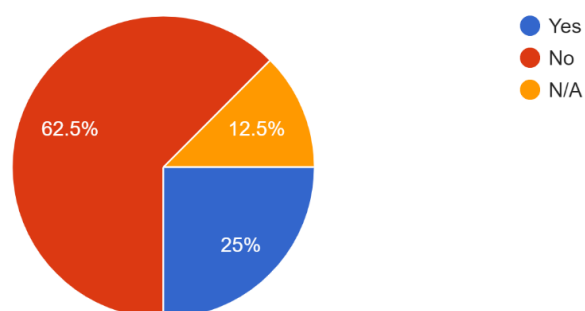
9 responses



## Clear Referral Pathway

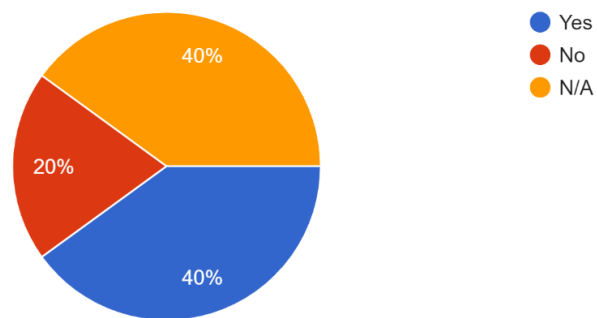
If the service you attended was closed, were there clear posters/information directing you to a service that was open?

8 responses



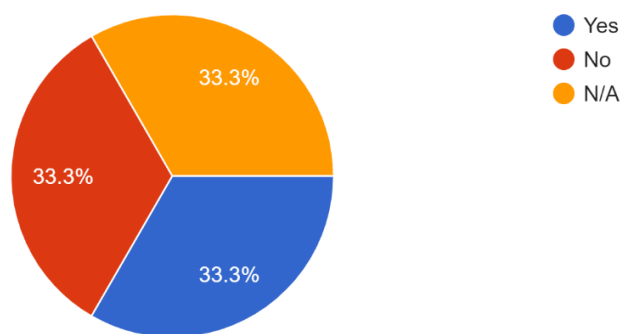
If you were seen and referred to another service, was the referral process smooth?

5 responses



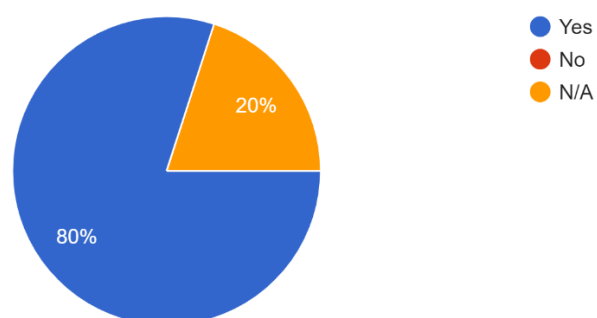
If 'Yes', did someone offer to go with you or speak on your behalf?

3 responses



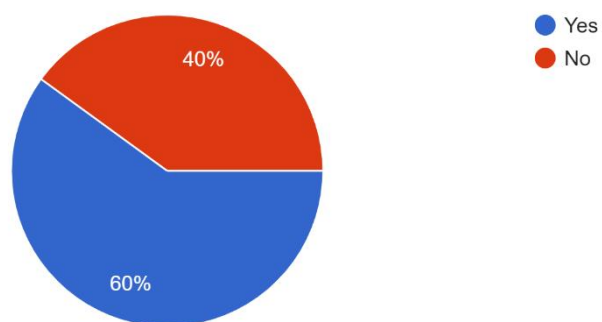
If you were offered the option to use the SH24 online service did you access it easily?

5 responses



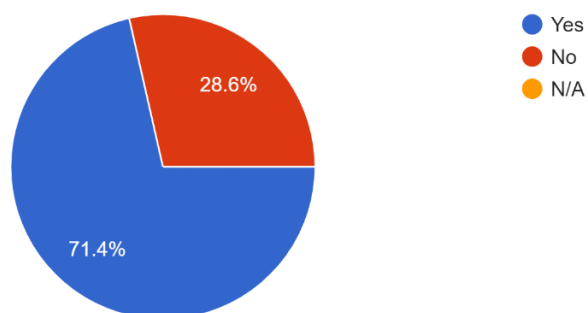
Did you get what you wanted from the website?

5 responses



If you used the LNWH website, were you able to find the service for Hillingdon residents you were looking for easily?

7 responses

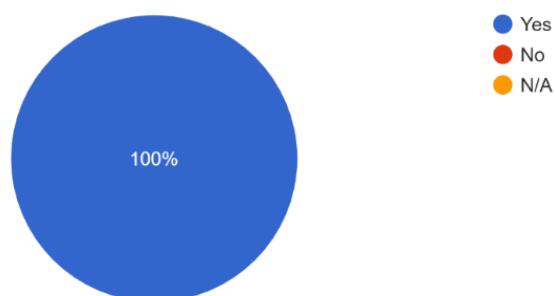


If 'No', please give details:

- The mobile version of the website is a bit more confusing.
- The pharmacy details were confusing and unclear.

Are you clear about how to use the 'Click and Collect' service for a test kit in Hillingdon?

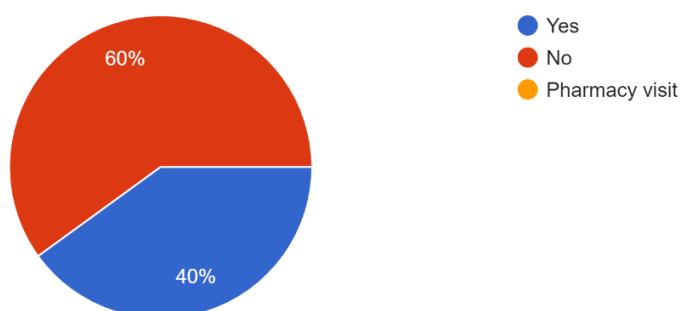
7 responses



## Making Every Contact Count

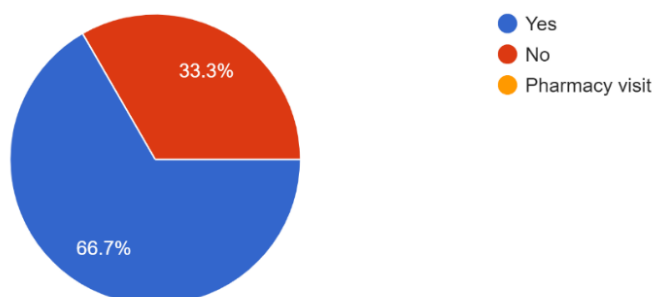
Were you asked about your general health not just sexual health?

10 responses



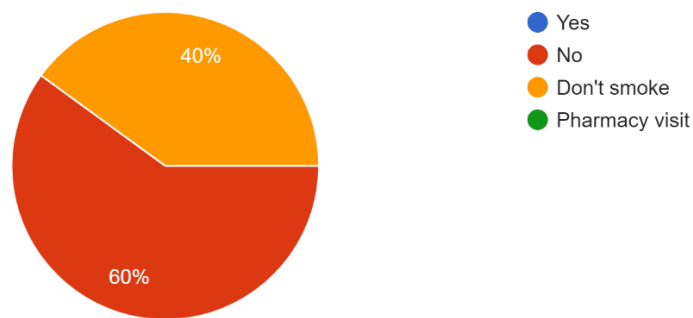
Did you feel able to discuss issues troubling you such as relationships with parents/peers, or mental health issues such as stress/anxiety?

9 responses



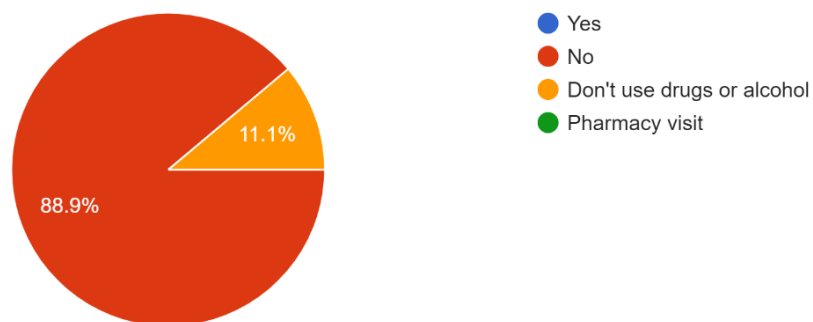
Were you asked if you smoked and invited to seek support to give up?

10 responses



Were you asked if you used drugs and/or alcohol and if you would like support to explore these behaviours with an expert YP worker or service?

9 responses



Was your BMI calculated for you and healthy eating/physical activity discussed?

10 responses



## NCS Focus Groups

In addition to conducting the mystery shopping activity, Young Healthwatch Hillingdon hosted focus groups about local sexual and reproductive health services with groups of young people participating in the National Citizenship Service (NCS) through The Challenge.

The Challenge is the leading charity for building a more integrated society. It delivers programmes that bring young people together to develop their confidence and skills in understanding and connecting with others. It delivers NCS which is a programme that provides opportunities for 15 to 17-year olds to build skills, meet new people and give back to the community.

In July, members of Young Healthwatch Hillingdon ran two focus groups with approximately 90 young people, based around the following questions. Key feedback to each question is outlined.

### 1. What days and times would be suitable for drop in clinics?

Services should be open 7 days a week, including availability after school hours, and there should at least be a 24-hour phone number. Clinics should be discreet but easy to get to; near to a bus stop or train station.

### 2. How would you like to be treated at the clinic?

- Staff should be welcoming, non-judgemental, respectful, sympathetic/empathetic and understanding. They should be friendly, kind and comforting.
- It's important that confidentiality is explained. This would put young people at ease. There was a general agreement that if staff did not provide reassurance around confidentiality, this would be off-putting.
- Staff should ensure that situations are not awkward and should not react visibly to things that young people are sharing. They should understand about 'youth matters'.
- It is also important that young people can go to services with their friends.

### 3. What should the waiting room be like?

- It should be clean and colourful with be basic information (leaflets), reading materials, Wi-Fi in reception and music. A relaxed 'coffee shop' feel with tea, coffee and sofas would be good. It would be good if there is somewhere to charge phones.
- There should be phone numbers on the door of the service to signpost to other places if it's closed and other services should be advertised in the waiting area.
- There should be somewhere in the waiting room to leave anonymous questions and answers should be posted online each week.
- There was a suggestion to have separate sections for male, female and couples.
- Young people felt that if it was disorganised or the wait was too long this would put people off because they are likely to already be anxious and wouldn't want to become more anxious.

### 4. What services should be offered?

- STD and pregnancy tests.
- Dispenser machines for condoms (so you don't always have to ask a person for them), sanitary items and chocolate.

- Staff should be able to provide information and support around topics outside of just physical health e.g. rape, relationships, abuse and post-partum care for teens. Childcare services would also be helpful.
- It would be good if staff emailed the young person after an appointment to check on how they are doing.

## 5. What should online services offer?

- Chat rooms and live chat options.
- Young people should be able to request appointments online (as well as on the phone).
- Daily or weekly posts on Instagram responding to anonymous questions.
- It would be great to have a website or app on which young people can create a personal avatar and log in for information and advice and order contraception (including repeat pill prescriptions).
- Some young people find face to face interaction awkward so would be willing to use an app/online service/live chat. Some would also want a balance of face to face support.

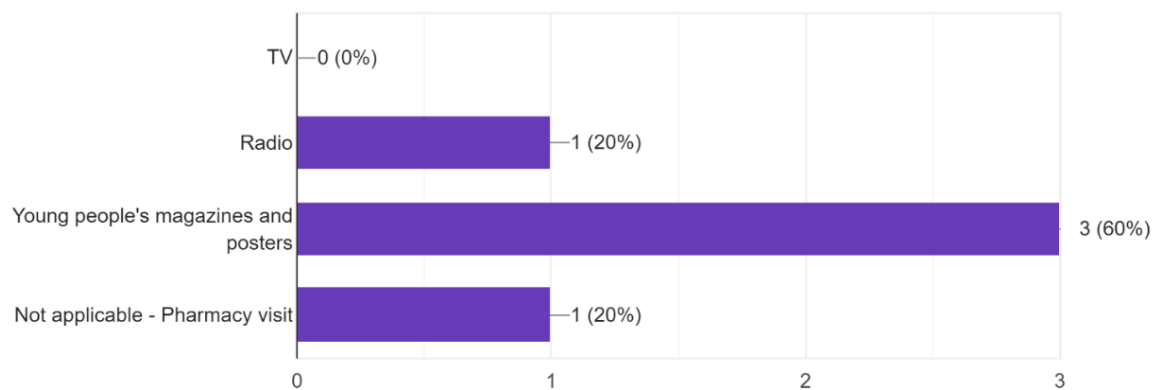
Many young people Young Healthwatch Hillingdon spoke to were not aware of the services available to them or where to find information about services but would welcome support. They agreed there should be more publicity about clinics and support available.

# Appendix A - Additional Quantitative Data

## Warm Welcome

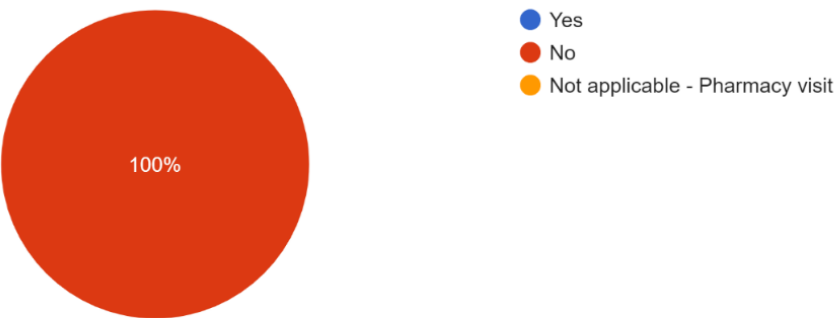
Were you directed to a comfortable waiting area with...?

5 responses



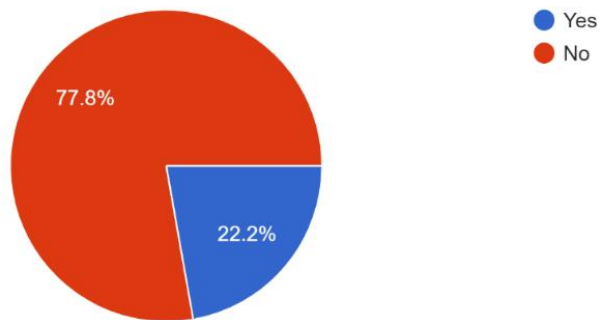
Were you informed of the WiFi password on arrival?

9 responses



## Is this important?

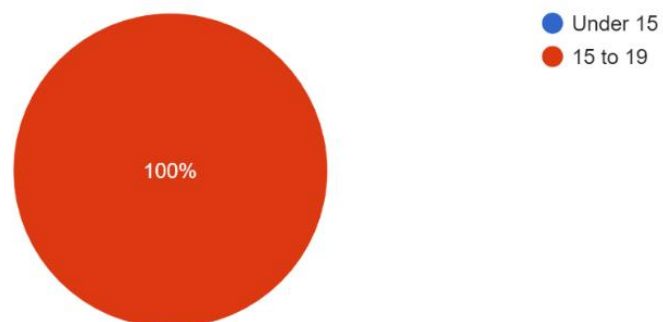
9 responses



## Demographics

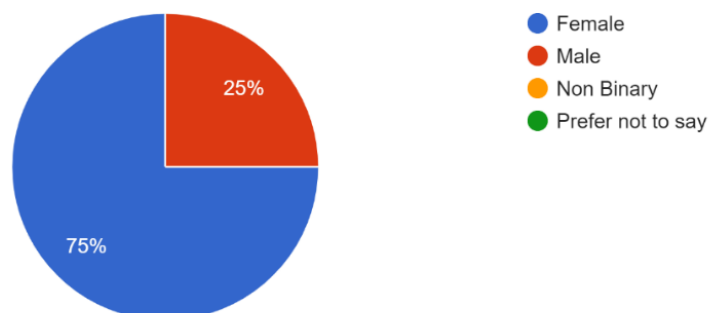
### How old are you?

11 responses



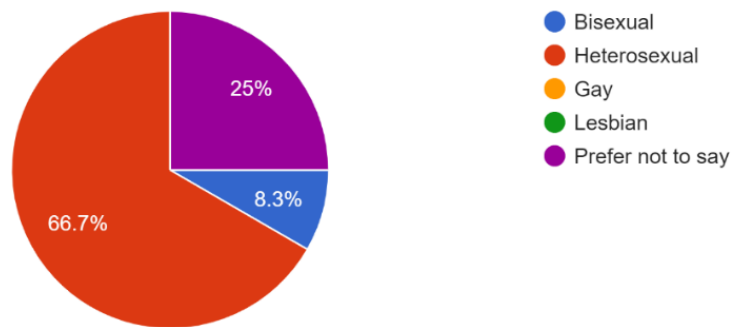
### Are you?

12 responses



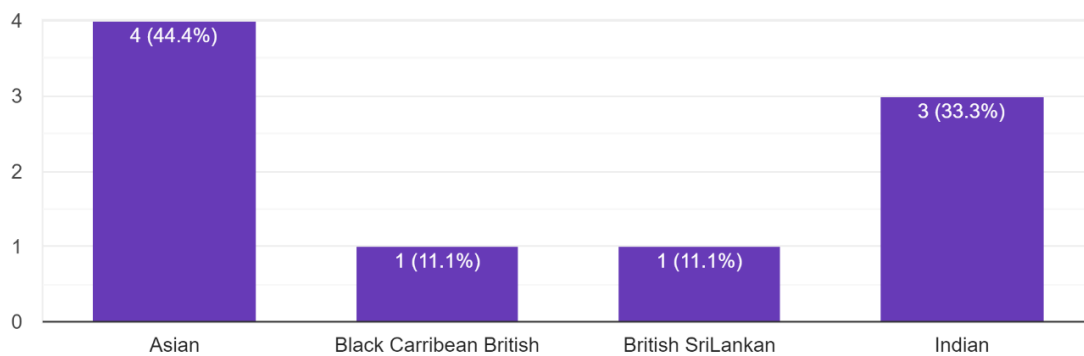
## How would you describe your sexual orientation?

12 responses



## How would you describe your ethnicity?

9 responses



## Appendix B - Full Additional Comments

Vantage Pharmacy - Barra Hall	<ul style="list-style-type: none"> <li>You needed to order the kit and then click and collect.</li> <li>I don't think they would offer any other advice or give condoms after this. But I can't be sure.</li> <li>SH:24 website: When you go back to correct any details e.g. your mobile number, it automatically charges the selection from click and collect to deliver to my address...this could be very bad!</li> <li>They also take up to 24 hours to review the order.</li> <li>They didn't let me order let order 2 from my phone number, even if the address and other information was different.</li> <li>But the pharmacists knew what to do and were very helpful.</li> <li>In the context of the question 'Were you asked if you received gifts/money in return for sexual favours/acts?', need to comment that actually yes, the SH24 website has safeguarding questions.</li> </ul>
Brunel Pharmacy	<ul style="list-style-type: none"> <li>She mostly replied to questions that I had asked. She did not really go out and ask me questions.</li> </ul>
HESA Clinic	<ul style="list-style-type: none"> <li>Easy to navigate to center.</li> <li>Phone appointment - 1) Called in afternoon 2 days earlier and they said they would only book appointments for the next day so was advised to call 8.30 to 8.45 am. Asked if I had symptoms. 2) Had to call 12 times before phone was picked up. This time a different receptionist who didn't ask about symptoms or why I wanted an appointment. They took name, DOB but no address. Informed not to urinate 1 hr before the appointment as it will be tested.</li> <li>Tone was more serious than KISS but so was scenario. Highly recommend and urged I get tested and vaccinated right here. Tests include urine sample, blood sample, throat swab, rectal swab for gonorrhoea and chlamydia. Vaccines for Hep A, Hep B, HPV. I declined to have them done that day. Said partner should have the same done so risk of chemsex is minimised. Explained why chemsex is more dangerous (associated with unsafe sex and multiple partners). Offered condoms and c card. Recommended online kit since I didn't want tests done that day.</li> <li>Primarily for medical tests not counselling.</li> <li>Receptionist in waiting room made no reference to reason I was there and only confirmed name and address.</li> </ul>
HESA Clinic	<ul style="list-style-type: none"> <li>Information on where to go if the if the service was closed, was displayed everywhere, on the door and the waiting room.</li> <li>Inclusivity - There were posters regarding LGBT, advice and information.</li> <li>Location - It is upstairs from the HESA GP, there are obvious signs to show how to get there, but it is in a different floor to the GP, so it is very discreet. (Unlike Oaklands where the contraception reception was directly next to the normal reception.)</li> <li>The staff were really friendly and although I needed an appointment and there weren't any available, they gave me the chance to speak to the nurse. I just wanted advice.</li> </ul>

	<ul style="list-style-type: none"> <li>The nurse at first didn't know, so consulted her manager. The advice was good, but I felt like KISS did more in regards to making every contact count. The advice was just wait it out because you cannot do anything right now.</li> <li>This probably would have been rectified if it was a proper appointment with a consultant rather than a quick chat. But she did offer to book an appointment for more advice, general information, contraception could have been provided.</li> <li>Overall, however, I think it was really good.</li> </ul>
KISS	<ul style="list-style-type: none"> <li>In regards to consent, she didn't explain in detail what consent was. I was a simple question of "was it consensual?".</li> <li>She gave a lot of information on what was available and when I mentioned that after 4 days I didn't take the emergency contraception she corrected my misinformation and whenever referring me to a service she made sure I knew all that was available e.g. the c card and what other clinics provided as well as STI checks etc.</li> <li>The receptionist didn't ask me what I was there for. There was an A4 sheet with the nurse and advisor and a list below saying what they could help with. Very good for confidentiality.</li> <li>Covered my relationship with my partner as well - not just what I went there for.</li> </ul>
KISS	<ul style="list-style-type: none"> <li>Mostly comfortable experience.</li> <li>Reception forced me into leading - unsure of what to do.</li> </ul>
KISS	<ul style="list-style-type: none"> <li>Went there twice. On Monday the 12<sup>th</sup>, but the walk-ins are only on Tuesdays and Thursdays. A woman took me to the waiting room, asked why I am there and what I would like to talk about and asked me to return the next day at 3.30 pm. Though I found it hard to find, generally people were there on Tuesday, so must be well advertised.</li> <li>Reception doesn't get personal. Ask if I need nurse or KISS advisor and select a reason from a list.</li> <li>Waiting time approximately 10-15 min. Meeting was nearly 45 minutes long. Talked about risk of STI, how to use condom with demonstration on model, gave c-card and 10 pack of condoms and leaflets.</li> <li>Very friendly and inviting to share any questions whatsoever.</li> </ul>
Oaklands Clinic	<ul style="list-style-type: none"> <li>For booking appointments, you have to call the 'HESA centre'.</li> <li>They ask if you need contraception or sexual health services.</li> <li>For sexual health they book an appointment at HESA. For contraception they ask what for type. For condoms I was told that it does not need an appointment, I can just walk into Oaklands and ask for the same. For other types of contraception, they would book an appointment.</li> <li>Contraception desk at Oaklands was very friendly and straight forward. Handed me pack of 20. Took down name and details and informed me that I could get pack now every 3 months.</li> </ul>

	<ul style="list-style-type: none"> <li>May be people with friends/family in area would feel awkward about transaction being done openly, but the swiftness in the service was a plus point.</li> <li>When I called Oaklands directly, they directed me to HESA's office when I told them reason and my age.</li> </ul>
Oaklands Clinic	<ul style="list-style-type: none"> <li>The questions on 'Safeguarding' do not apply as they did not speak to a nurse or a doctor.</li> <li>The questions on ' Making Every Contact Count' are not applicable.</li> <li>The location is a bit absurd and difficult to locate without Google maps. But this could be good if people don't want to be seen going to a clinic. They didn't offer any sexual health services, just contraception.</li> <li>The receptionist also said that they don't like to book appointments with people that haven't been there before - which was a bit weird.</li> <li>They also didn't have any nurses or doctors available at the time, but they offered to have phone call later in the day or book an appointment with a different clinic that offered the services I wanted.</li> </ul>

## Appendix C - Data Outlined by Service

Name of service	Were you welcomed with a friendly smile from the staff?	Were you treated non-judgmentally and with respect throughout your visit?	Were you asked what your preferred name was and did the use it?	Were you informed of any delays to your appointment time?	Were you directed to a comfortable waiting area with...?	Were you informed of the WiFi password on arrival?	Is this important?
Brunel Clinic	Yes	Yes	No	Not applicable - Pharmacy	Not applicable - Pharmacy	No	No
Brunel Pharmacy	Yes	Yes	No				
HESA Clinic	Yes	Yes	No				
HESA Clinic	Yes	Yes	No			No	No
KISS	Yes	Yes	No		Radio	No	No
KISS	Yes	Yes	No			No	No
KISS	No	Yes	Yes	Appointment was on time		No	Yes
KISS	Yes	Yes			Young people's magazines and posters	No	No
Oaklands Clinic	Yes	Yes	Yes				
Oaklands Clinic	Yes	Yes	Yes		Young people's magazines and posters	No	Yes
Vantage Pharmacy - Barra Hall	Yes	Yes	No	Appointment was on time	Young people's magazines and posters	No	No
Vantage Pharmacy - Barra Hall	Yes	Yes	Yes	Appointment was on time		No	No

Name of service	Did you feel you were speaking to the receptionist or staff in a confidential space?	If 'No' please explain:	Were there visible confidentiality statements in the waiting area?	Is it important to you to know the confidentiality statement in advance of seeing a nurse/doctor?	Was consent explained to you as part of your visit?	If 'Yes', did you learn anything you didn't already know?	Was confidentiality explained to you as part of your assessment?	Was GDPR explained to you during your time at the session?
Brunel Clinic	No	Open window in the consultation room; could be heard outside.	No		No		No	No
Brunel Pharmacy	Yes				No			
HESA Clinic	Yes		No	Yes	No		No	No
HESA Clinic	Yes			Yes	Yes	Yes	Yes	Yes
KISS	Yes		No		Yes		Yes	Yes
KISS	Yes			Yes	Yes		Yes	Yes
KISS	Yes				Yes		Yes	Yes
KISS	Yes		No	No	Yes	No	Yes	No
Oaklands Clinic	No	There were other people there.	No	Yes	No		No	No
Oaklands Clinic	No	Picking up contraception was done publicly.						
Vantage Pharmacy - Barra Hall	No	It was in an open space in the shop. But the test could have been ordered online and all it needed was code.	Yes	Yes	No		No	No
Vantage Pharmacy - Barra Hall	Yes		No		No		No	No

Name of service	Were you asked to confirm your age or your partner's age?	Were you asked about your relationship, either current or future planned relationship?	Was the issue of abusive relationships discussed with you?	If 'Yes', do you feel confident in recognising this in the future?	Were you asked if you understood consent and the law?	Were you asked if you ever received gifts/money in return for sexual acts/favours?
Brunel Clinic	No	No	No		No	No
Brunel Pharmacy	No	No	No		No	No
HESA Clinic	No	No	No		No	No
HESA Clinic	Yes	Yes	Yes	Yes	Yes	No
KISS	Yes	Yes	Yes		Yes	No
KISS	Yes	Yes	Yes	Yes	Yes	No
KISS	No	Yes	Yes	Yes	Yes	No
KISS	No	Yes	Yes	Yes	No	No
Oaklands Clinic						
Oaklands Clinic	No	No				
Vantage Pharmacy - Barra Hall	No	No	No		No	No
Vantage Pharmacy - Barra Hall	No	Yes	Yes	Yes	Yes	

Name of service	If the service you attended was closed, were there clear posters/information directing you to a service that was open?	If you were seen and referred to another service, was the referral process smooth?	If 'Yes', did someone offer to go with you or speak on your behalf?	If you were offered the option to use the SH24 online service did you access it easily?	Did you get what you wanted from the website?	If you used the LNWH website, were you able to find the service for Hillingdon residents you were looking for easily?	If 'No', please give details:
Brunel Clinic							
Brunel Pharmacy		Yes	No				
HESA Clinic	Yes	No		Yes	Yes	No	The mobile version of the website is a bit more confusing.
HESA Clinic	N/A	N/A	N/A	Yes	Yes	Yes	
KISS	No						
KISS	No					Yes	
KISS							
KISS	No	Yes	Yes	N/A	No	No	The pharmacy details were confusing and not clear.
Oaklands Clinic	Yes			Yes	Yes	Yes	
Oaklands Clinic						Yes	
Vantage Pharmacy - Barra Hall	No	N/A		Yes	No	Yes	
Vantage Pharmacy - Barra Hall	No						

Name of service	Are you clear about how to use the 'Click and Collect' service for a test kit in Hillingdon?	Were you asked about your general health not just sexual health?	Did you feel able to discuss issues troubling you such as relationships with parents/peers, or mental health issues such as stress/anxiety?	Were you asked if you smoked and invited to seek support to give up?	Were you asked if you used drugs and/or alcohol and if you would like support to explore these behaviours with an expert YP worker or service?	Was your BMI calculated for you and healthy eating/physical activity discussed?	Would you use this clinic/pharmacy again?
Brunel Clinic		No	No	No	No	No	No
Brunel Pharmacy		No		No	No	No	Yes
HESA Clinic	Yes	No	No	Don't smoke	No	No	Yes
HESA Clinic	Yes	Yes	Yes	Don't smoke		No	Yes
KISS		No	Yes	Don't smoke	Don't use drugs or alcohol	No	Yes
KISS	Yes	Yes	Yes	No	No	No	Yes
KISS		No	Yes	No	No	No	Yes
KISS	Yes	Yes	Yes	Don't smoke	No	No	Yes
Oaklands Clinic	Yes						No
Oaklands Clinic	Yes						Yes
Vantage Pharmacy - Barra Hall	Yes	No	No	No	No	No	Yes
Vantage Pharmacy - Barra Hall		Yes	Yes	No	No	No	Yes

Report to: **Healthwatch Hillingdon (HwH) Board**

Report from: **Daniel West, Director of Operations**

Date: **12<sup>th</sup> December 2019**

Title: **DOO Update**

---

## **1. INTRODUCTION**

- 1.1. This report provides updates to the Board with national, regional and local developments and policy changes that will affect the organisation; and key matters which are relevant to the work of HwH.

## **2. NATIONAL FOCUS**

### **2.1 Healthwatch England**

#### **Healthwatch Conference 2019**

HwH team and board members attended the 2-day event at the beginning of October, with Turkey presenting the Lower Back Pain report in the showcase for the category of 'Giving people the advice and information they need'. The award in this category was given to Healthwatch Wirral for their work in creating an online directory of local services and providing accredited signposting training to reception and administrative staff in primary care. HwH and other nominees in the category were highly commended.

Other winners were;

- Healthwatch East Sussex for 'Championing diversity & Inclusion' by helping vulnerable residents in emergency and temporary accommodations.
- Healthwatch Luton for 'Helping more people to have their say' by engaging over 400 young people at a special conference.
- Healthwatch West Berkshire for 'Improving health and social care' by speaking to people affected by homelessness to understand challenges they face. HwH were acknowledged in the introduction of this award for the discharge report presented the previous year.

The event proved invaluable, from the networking opportunities and information in the sessions we attended, including working with different communities and staff to empower service users, using digital platforms to engage more effectively, and using the proposed quality framework to establish local Healthwatch effectiveness.

### **2.2 CCG Mergers**

Following NHS England's (NHSE) request to Clinical Commissioning Groups (CCGs) to reduce running costs by 20%, 86\* CCGs have been identified that are proposing to merge in 2020. Not all however, have been successful with Shropshire and Telford &

Wrekin CCG's proposal has not been accepted, and two more rejected in the North West, and Staffordshire.

\* Figure is supplied by [www.hsj.co.uk](http://www.hsj.co.uk)

<https://www.hsj.co.uk/commissioning/mapped-sweeping-ccg-mergers-planned-for-next-year/7025604.article>

### **3. REGIONAL FOCUS**

#### **3.1. Move to a Single North West London CCG**

With the move to a single North West London CCG now set for April 2021, work is now underway to facilitate this change, with focus on the financial recovery plans where relevant, expected governance structures and local functions that are to remain.

#### **3.2. NWL Hospitals Patient Experience Report**

As a result of the regular North West London (NWL) Healthwatch meetings, it has been agreed to produce a bi-annual report focusing specifically on feedback and patients stories regarding each of the 8 borough's hospitals. The first report has been drafted and once signed off by all 6 NWL Healthwatch teams will be circulated accordingly.

Moving forward, and as part of the ongoing improvements to our external reporting and information gathering, the Hillingdon Hospital section of this report will contain more data and patient feedback.

#### **3.3. London Safeguarding Adults 'Safeguarding Adults Voice' Group**

HwH was requested to be part of a sub group focussed around the planning of the Annual London Safeguarding Adults Conference, as well as exploring ways to involve and engage people who have experience of Safeguarding Adults practice.

### **4. LOCAL FOCUS**

#### **4.1. The Long Term Plan**

The report was presented to Hillingdon CCG's Governing Body on the 6<sup>th</sup> November. The report itself was well received, with the feedback gained through the focus groups in particular praised.

However it was noted that the response rate (just under 300 residents), was not substantial enough to be a fair representation of the borough's total population. It was also noted by the governing body that the format and presentation of the Healthwatch England (HwE) supplied questionnaires were not conducive to an effective response, citing the surveys being too long, and containing leading or unclear questions. It was confirmed to the governing body that these concerns had been voiced to HwE by HwH during the review sessions with the Healthwatch London network.

## 4.2. Neighbourhood Roadshows

With the inception of Primary Care Networks and Neighbourhood working in Hillingdon, several events have been hosted by Hillingdon CCG to inform the public, including one at Brunel University, and with the Long Lane Network PPG pilot.

In order to increase public awareness of the changes in primary care, HwH is piloting roadshows to inform residents and gather feedback about the new ways of working. The slides were created using information provided by the CCG and Hillingdon Health and Care Partners (HHCP), and was presented to the Harefield Residents Association on 11<sup>th</sup> November by the Director of Operations, with Lynn Hill and Tim Markham observing. Following the presentation feedback was discussed at the HwH Board Business meeting on the 20<sup>th</sup> November, and a new presentation will be drafted to incorporate the lessons learned during the pilot.

## 4.3. Projects for 2019-2021

Below is the current status of our projects:

- Care Homes - Visits to the homes are now well underway, led primarily by Shirley Clipp and attended where possible by the Director of operations to speak to the management, and the resident/friends and family survey is being promoted.
- Hard to reach groups (particularly the Homeless and LGBT community) - research and engagement is continuing.
- YHwH projects with the CCG/Local Council - plans are being developed and one focus is likely to be obesity.
- Disabilities and Dental services - this report has been completed and is awaiting publication following the end of purdah.
- Discharge - HwH is in contact with key Hillingdon Hospital personnel to understand current plans regarding discharge policies and procedures, as it is expected a deep dive will be undertaken by the hospital which will include discharge processes.
- CAHMS - CAHMS surveys continue to be completed through YHwH, and further work is planned throughout 2019-21.

## 4.4. Admin/I.T Update

The new HwH website was launched on the 4<sup>th</sup> of November, with all relevant articles and available reports migrated. There will be updates for legacy content and a draft timetable for articles and reports is underway.

The new website is a significant improvement on the previous platform, which will facilitate more relevant and up to date information, and easier access to reports.

## 5. Finance

Following the audit visit, additional information was requested and subsequently supplied. Due to a change in staff at Wilkins & Kennedy, there has been a delay in completion of the final documents.

**NB.** The below figures will not show the impact of the recent staff pay rise, care home project, and the upcoming appointment of a new Signposting and insight coordinator.

### To end of Quarter 2 (2019-2020)

Income	
Funding received from local authority to deliver local Healthwatch statutory activities	42000
Bought forward 2018/2019	95391 *
Additional income	72
<b>Total income</b>	<b>137462 *</b>
Expenditure	
Operational	8011
Staffing	34089
Office	2630
<b>Total expenditure</b>	<b>44731</b>
Surplus to c/f	92732 *

*\*Provisional, awaiting audited figure. The figure also includes contingencies (£20,000 for office rent and staff redundancies).*

## 6. Quality Data

Healthwatch Hillingdon attends a number of strategic meetings which monitors the quality of health and social care services provided within Hillingdon.

The Board are advised that an in-depth analysis of reporting measures and data are available on the following websites:

Hillingdon Health and Wellbeing Board:

<http://modgov.hillingdon.gov.uk/ieListMeetings.aspx?Committeeld=322>

Hillingdon Clinical Commissioning Group: <http://www.hillingdonccg.nhs.uk/>

The Hillingdon Hospitals NHS Foundation Trust: <http://www.thh.nhs.uk/>

Central Northwest London NHS Foundation Trust: <http://www.cnwl.nhs.uk/>

NWL CCG Shadow Joint Committee: <https://www.healthiernorthwestlondon.nhs.uk>

Royal Brompton & Harefield NHS Foundation Trust: <http://www.rbht.nhs.uk/#>

# Young healthwatch Hillingdon



# Table of Contents

Who are we?	Page 3
Training	Page 4
Feedback	Page 5
Projects	Pages 6-7
Events	Pages 8-10
Glossary	Page 11
Photos	Page 12

# So, who are we?

The answer to that question is quite simple– we are a group of young people with a common aim of giving young people a voice about the health services they use.

Many young people feel as if their voices are overlooked.

Our voices are not our own. We are told how to feel and what to think. We are made to accept the way we are treated (whether that be good or bad) as the norm, and conditioned to accept it as reality. We are made to feel as if our input does not matter.

Yet Young Healthwatch has transformed the way youth in Hillingdon feel about their place in society.

Now, young people have a safe place to turn to and share their experiences with people who understand where they are coming from and ultimately have the same concerns.

Over the past year, YHwH has:

- Engaged directly (face to face) with over 250 young people and many more through school assemblies and social media activity;
- Contributed over 550 volunteering hours; Participated
- in 11 YHwH Panel Meetings to plan and deliver YHwH work.

In 2018 we asked a lot of young people what sort of things YHwH should concentrate on in 2019.

Mental health and sexual health were the most important areas for those we asked.

This year two of our main projects have focused on these areas.

*"I really want to thank you for the opportunity you gave me at YHWH...I've really, really enjoyed my time here. The activities and work are great...I'm really happy I could be a part of it!" - YHwH Member*

# Training We've Received

## Public Speaking, Presentation Skills and Facilitation Skills Training

Young Healthwatch Hillingdon (YHWH) members took part in this training to build skills when delivering presentations and running workshops and focus groups. We used this training when planning our Transition Project and found Adam's tips and techniques extremely useful.

Thanks, Adam, for running the Facilitation Skills training!

## KOOTH Ambassador Training

We also took part in training to become KOOTH Ambassadors in our schools. We were taught about topics such as the Five Ways to Wellbeing and how to share messages about positive wellbeing. We used this training when engaging with young people in our Healthfest event.

Thanks, Priscilla, for training us!

## Mental Health First Aid Training

Some members took part in training to become Mental Health First Aiders; learning about mental health, different mental health conditions and how to support those experiencing difficulties. The training was especially useful when considering different scenarios and issues affecting young people during the NHS Youth Summit.

This training is available through an organisation called Mental Health First Aid England and we would like to say a big thank you to Romyana and Natasha for delivering the training!



# Gathering and sharing feedback

An important part of our work is making sure that local health services are meeting the needs of young people in Hillingdon. We do this by gathering feedback from other young people and checking services ourselves and then sharing this information with those providing or commissioning those services. This year we...

## Reviewed the Stem 4 Clear Fear App

We reviewed a new app designed to help young people manage anxiety and provided feedback to Hillingdon CCG.

## Gathered feedback about school nurses

Hillingdon School Nurses provide support in schools for physical health and emotional wellbeing. They asked us for feedback about what young people want from their service and we ran a survey to get ideas from other young people too.

## Helped develop Social Media Resilience Training

YHwH met with representatives from the young people's wellbeing charity 'Arts for Life' to provide input into the development of social media resilience training for young people and distraction boxes for those struggling with anxiety.

## Conducted PLACE Inspections

In October, members of YHwH conducted PLACE inspections of several wards at Hillingdon Hospital. The feedback is used to help make improvements to the cleanliness and condition of the wards.

## Helped shape Children and Young People's Mental Health and Wellbeing services

We provided input into the development of a new local project about early intervention in young people's mental health and wellbeing. Early intervention means children and young people getting support when they first notice that they are struggling, rather than waiting for things to get worse. Part of this work also involved us running a focus group with other young people to get their feedback.

We also started our review of Hillingdon CAMHS by creating a survey, putting it online and asking Healthfest 2019 attendees to complete it. This work will continue in early 2020 so look out for opportunities to have your say.



# NHS Takeover Challenge Transitions Project

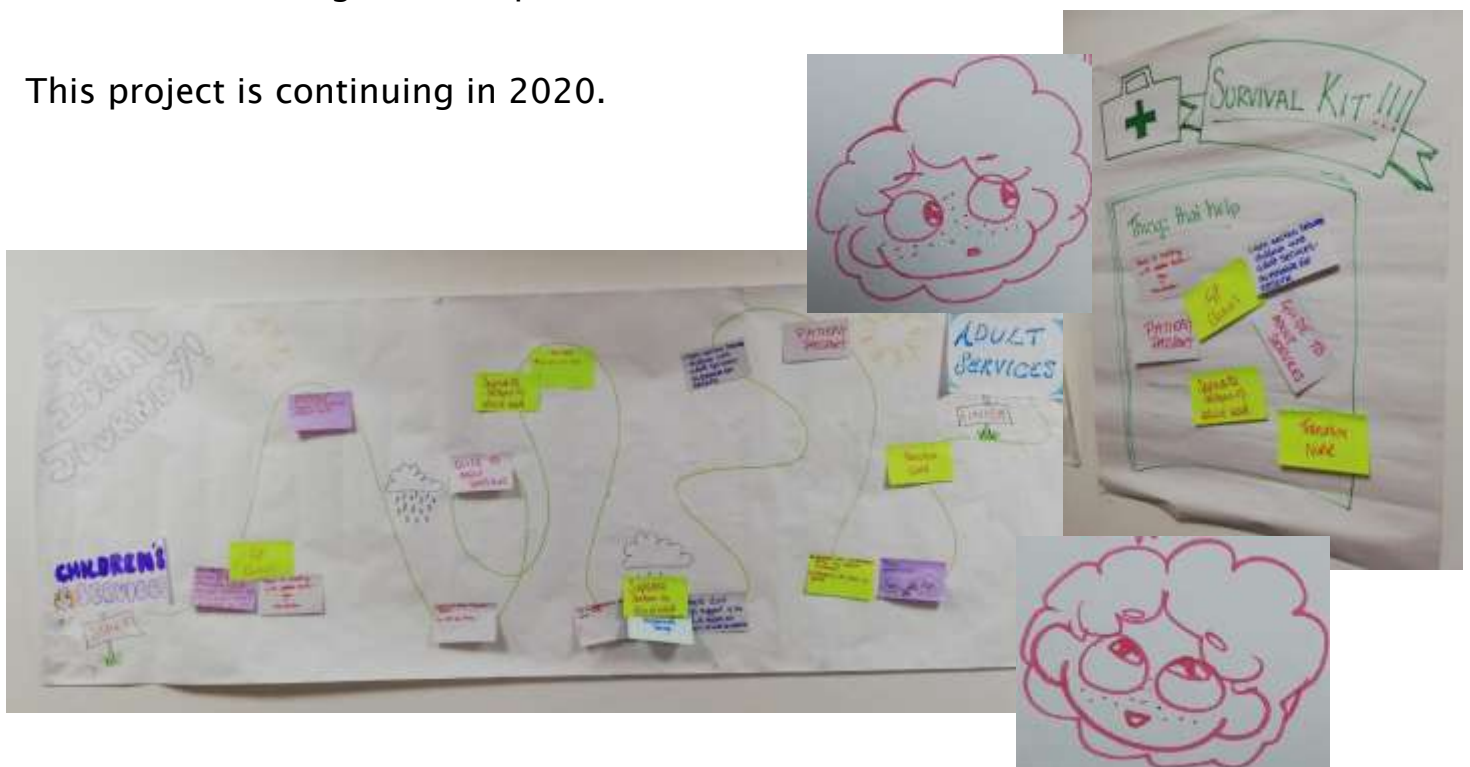
The NHS Takeover Challenge supports young people to have real influence in NHS services and at the end of 2018 Hillingdon Clinical Commissioning Group (HCCG) was awarded some money through this programme to work in partnership with YHwH on a specific project.

The aim of the project is to improve the experience of young people moving from children's health services (pediatrics) to adult health services by working directly with young people to shape plans.

As the first step, we designed activities to run at workshops to find out what young people think about making the transition, what makes them nervous or excited and what could make the process better.

We then ran the activities in July with a group of students at Meadow School and in December with a group of young people who regularly use services at Hillingdon Hospital.

This project is continuing in 2020.



# Review of local sexual and reproductive health services

Public Health Hillingdon asked YHwH to carry out a review of the sexual and reproductive health services for young people available in Hillingdon.

We decided to:

- Run focus groups with around 90 young people at two National Citizenship Service events in July to find out about their experiences of using sexual health services, what was good and what could've been improved.
- Conduct a thorough review of the services at clinics, pharmacies, online and over the phone as 'mystery shoppers'. We selected specific scenarios and carried out the reviews in August.

We created an in-depth report of our findings and recommendations for improvements to the services which will soon be available on the YHwH page of the Healthwatch Hillingdon website.

We presented our findings to Public Health Hillingdon and the providers of the local sexual and reproductive health services. Some of our recommendations have already been followed up, including the investigation of improving outdoor lighting at the KISS clinic at Fountains Mill Young People's Centre.

*“The Mystery Shopping was carried out by YHwH over the summer and an excellent job they did! The report is of a very high quality, written and produced by the young people themselves”.*

Carol - Public Health Hillingdon

# Healthfest 2019

In August, we held our annual event– Healthfest. We decided to do one better than last year's event by holding two events: one at Barnhill Community Centre and one at Uxbridge College. Many young people attended and visited the plethora of stalls available:

- School nurses
- KISS and BROOK (sexual health)
- NAZ (HIV awareness)
- Kooth (mental health) Jewels
- of Jael (art therapy)
- P3 Navigator
- Hillingdon Youth Council
- POhWER
- Sorted (drug & alcohol awareness)
- YHwH!

As well as this, we also had a smoothie bike, raffle and sessions where attendees could take part in an introduction to CPR.



# Care Leavers Conference



We hosted a stall at the 2019 Care Leavers Conference.

The purpose of the conference was to bring together young people in and leaving care to take part in activities, discussion and to hear about services and support available to them.

Our stall promoted young people's rights under the NHS, health issues and services that impact on young people and how Young Healthwatch Hillingdon can help.

Many people, who were previously in care, commended us for providing young people with all the information we were armed with. They commented on how refreshing it was to see that young people were finally being heard– as, in the past, they felt as if they were in the dark on who to approach for help.

Our volunteers gave a presentation to the young people about YHwH and what we do, in order to raise awareness and gain more potential volunteers.

# NHS Youth Summit

In April, YHwH was invited to the NHS Youth Voice Summit, where we had the opportunity to:

- Connect with senior NHS leaders to co-create ideas and strategies to take forward the NHS Long Term Plan.
- Explore the role young people can play in co-designing services and providing support in key areas that matter to young people and the future of health and care.
- Share what we are doing and hear from other young people about the work they are doing in their communities.

We felt as if the NHS was keen to listen to our input and represent young people on a larger scale. It felt empowering to be able to partake in projects which would affect us as well as our peers.

The volunteers at the NHS Youth Summit had the opportunity to question senior NHS leaders, such as what they plan on doing in order to act on the feedback that we passed onto them, among other questions.

We look forward to attending the NHS Youth Summit in 2020.



# Key Terms/Names

Hillingdon CAMHS – Hillingdon Child and Adolescent Mental Health Services provide community mental health services to children and young people up to the age of 18, and their families, in a range of different ways depending on their needs.

Hillingdon Clinical Commissioning Group – The NHS Hillingdon Clinical Commissioning Group (CCG) is responsible for buying health services in Hillingdon including community health and hospital services. It decides how money is allocated on local health services.

KOOTH – An online mental health support service for children and young people. You can access trained counsellors and chat online with other children and young people. The organisation provides KOOTH Ambassador Training to give young people knowledge and understanding to spread positive messages about mental health and wellbeing.

Mental Health First Aid England – An organisation that offers expert guidance and training to support mental health.

National Citizenship Service (NCS) – The National Citizenship Service (NCS) is open to all 16 and 17 year-olds in England. It is a programme that helps build skills for work and life, while taking on new challenges and meeting new friends.

PLACE Inspections – PLACE stands for Patient Led Assessments of the Care Environment. These are inspections carried out by patient assessors who report how well a hospital is performing in the areas of privacy and dignity, cleanliness, food and general building maintenance.

Public Health Hillingdon – This is a team at Hillingdon Council who, among other things, research and collect data to improve understanding about public health challenges and improve the health of the local population by sharing information and expertise and promoting healthier lifestyles.

# YOUNG HEALTHWATCH HILLINGDON 2019!



Instagram: [younghealthwatchhillington](https://www.instagram.com/younghealthwatchhillington)



Twitter: [@YHwHillingdon](https://twitter.com/YHwHillingdon)