

Healthwatch Hillingdon Board Meeting

Friday 3rd April 2020, 15:00hrs | 17:00hrs

Meeting to be held on Zoom

Agenda

Part 1				
No.	Item	Timing*	Lead	Paper
1.	Welcome, Apologies, Declarations of Interest	5 Mins	LH/ DW	
2.	Housekeeping			
3.	Minutes of meeting held on 12 th December 2020			A
4.	Declaration of Any Other Business	10 mins	LH	
5.	MD Quarter 3 Assurance Report	10 mins	DW	B
6.	MD Update - Verbal - COVID-19 Update	25 mins	DW	
Items for Information				
7.	Team update (Daily team briefing) - Verbal	15 mins	ALL	
8.	AOB	5 mins	ALL	
9.	Questions from the Public	5 mins	DW	
	Part 1 closed Meeting moved to Part 2			
	Date of next meeting tbc			

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

DW was thanked by The Board for his contributions so far to HWH.

5. DOO Quarter 2 Assurance Report

DW took the report as read and highlighted to The Board the recent Mystery Shopping Report on the Hillingdon Sexual Health Services Review carried out by YHWH. The exercise was to ensure the current 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 situations and barriers that YP may face. The full report is on the HWH website.

LH asked about the cultural implications of the work, ie. Did volunteers of different ethnic backgrounds encounter any unique issues - DW stated that whilst there was no overt difference, this was likely due to the forthright nature of the YHWH members. As we have since been requested to run a similar project for adults, we will report on this specifically to the Board when the report is published.

LH on behalf of The Board asked DW to extend a big thank you to Kim Markham-Jones and YHWH.

DW

DW also advised The Board that HWH recorded 271 enquiries from the public this quarter. 52 were logged on the CRM database and 219 residents being the recipients of our information, advice and signposting service.

6. DOO Update

The report was taken as read and DW answered related questions on points highlighted and sought clarifications from the Board.

DW advised The Board that the CCG mergers would be discussed in Part 2.

At the Healthwatch Conference in October 2019 HWH were highly commended on our 'Lower Back Pain Report' which Turkey Mahmoud (TM) presented on our behalf.

DW advised The Board that as a result of the NWL Healthwatch meetings, it has been agreed to produce a bi-annual report focusing specifically on feedback and patient 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.

DW gave an overview of the pilot Roadshow and subsequent meeting for those that were not present and outlined plans for the coming year.

7. Health and Wellbeing Board

LH advised The Board that the meeting was cancelled due to Purdah. The next meeting is scheduled for 3rd March 2020.

ACTION

8. Transformation Care Partnership and Care Homes

BC updated the Board on the developments of the Primary Care Networks and Neighbourhoods.

9. AOB

DW asked The Board that as apologies were received from Aisha Yusuf (AY) could the YHWH presentation be rolled over to the next Board Meeting. The Board agreed.

DW

10. Questions from The Public

None

LH closed Part 1 and moved the meeting to Part 2

Next Meeting - Wednesday March 25th 2020

Time: 17:00hrs - 19:00hrs

1.1 HEALTHWATCH HILLINGDON UPDATE

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

HEADLINE INFORMATION

Summary	To receive a report from Healthwatch Hillingdon on the delivery of its statutory functions for this period.
Contribution to plans and strategies	Joint Health and Wellbeing Strategy
Financial Cost	None
Relevant Policy Overview & Scrutiny Committee	N/A
Ward(s) affected	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 Managing Director to the Directors/Trustees at the Healthwatch Hillingdon Board meetings and is available to view on the website: (<https://healthwatchhillington.org.uk/news-and-reports>).

3. **GOVERNANCE**

3.1. **Signposting and Insight Coordinator**

From January 2020, Healthwatch Hillingdon (HwH) has appointed a second Signposting and Insight Coordinate, Vinaya Kulkarni. This now enables 5 day dedicated signposting and will facilitate increase scope for public feedback, information and advice, and reporting capabilities.

Following the appointment of Daniel West to the position of Managing Director, Interim CEO Turkey Mahmoud has re-joined the board of trustees as Vice Chair.

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 third quarter of 2019-20.

4.1. **Access to dentistry for people with disabilities**

During 2019, a review of the accessibility of dentistry services in Hillingdon was undertaken. Initially envisioned as an exercise to evaluate access for people with mobility issues, during research it was ascertained that a significant number of practices did not fully cater for patients with physical disabilities or sensory impairments.

Using a mystery shopper method, 19 face to face visits were performed by volunteers at NHS funded dentists, recording details on parking, toilet facilities, BSL services, Induction loops, step free access, large print/easy read material, lighting, and access via public transport.

The review found that of the 19 practices visited, none were fully accessible to disabled people or people with limited mobility. 53% of the practices visited did not have step free access, 79% did not provide an induction loop, and only 5% had designated disabled parking bays. Whilst physical changes to premises are acknowledged to be costly and impractical in certain cases, lower-impact changes such as installation of hearing loops and braille services would improve access. During the research it was also discovered that information on the NHS website for dentists was out of date, with several instances of information for practices not being updated since 2010. Given the disparity of the facilities' description on the website and what was available at the time of visit, patients may be dissuaded from attending a given practice if they have requirements that they do not believe will be met – despite the possibility that access may have since improved.

As a result of this review, HWH have recommended the following actions:

- All NHS dental practices should undertake an audit of their disabled facilities and aids and ensure their information is regularly updated on the NHS website (www.nhs.uk). This will provide patients who may use the site to look for an accessible dentist with current information.
- All practices should work towards the full implementation of the Accessibility Information Standard to ensure patients have access to the communication support they need. This should include the provision of hearing loops, access to BSL interpreters and access to information in an alternative format. More information can be found at: <https://www.england.nhs.uk/ourwork/accessibleinfo/>.

- Where possible, new practices should be planned or adapted to ensure they are fully accessible for wheelchair users and people with mobility issues.

This report is attached, and can be found on our website at:
<https://healthwatchhillington.org.uk/news-and-reports>

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

With the MHWB and PST programmes now complete, the final report has now been produced. Delivered across 8 schools in the borough, the programmes were evaluated against the following key outcomes:

Mental Health, Wellbeing and Life Skills

1. An increase in the % of participants/students who agree that they know how to improve and protect their own mental health.
2. An increase in the % of participants/students who agree they know where to go for mental health information and support.

For both outcomes, an increase was recorded for both direct (Students who participated in the learning sessions and delivered the campaign) and indirect (a sample of the whole school's students) beneficiaries in the 5 schools the programme was delivered in.

Peer Support Training

1. The knowledge and confidence of participants following the training.
2. If the peer support provided by the trained students had a positive impact on the emotional wellbeing of the students using the service.

Across the two schools in which we delivered the training, data shows that: **94.6%** of participants agreed to the statement "The Peer Support Training Programme has given me a better understanding of mental health and wellbeing", **94.6%** of participants agreed to the statement "The Peer Support Training Programme has prepared me for my role as a Peer Supporter", and **87.5%** of Peer Support Service users reported the service had a positive impact on their emotional health and wellbeing.

Additional outcomes as part of the MHWB and PST programmes include 3 schools continuing to hold assemblies and sessions beyond the completion of the HWH project, the reporting of safeguarding issues that may not have otherwise come to light, a request for further peer support training due to its success, and a number of direct beneficiaries joining Young HWH.

This report is attached, and can be found on our website at:
<https://healthwatchhillington.org.uk/news-and-reports>

4.3. **Hillingdon Sexual Health Services Review – Mystery Shopping Report**

NB: this report was originally due to be included as part of the cancelled December 2019 Health and Wellbeing Board meeting.

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.

This report is attached, and can be found on our website at:

<https://healthwatchhillington.org.uk/news-and-reports>

4.4. Young Healthwatch Hillingdon (YHwH)

In Q3 YHwH members completed 77 volunteering hours across the following activities:

- 3 panel meetings to plan and discuss YHwH work;
- Hosting a stall at the annual LBH Care Leavers' Conference;
- Facilitating a workshop with young people with long term health conditions as part of the NHS Takeover Challenge Transitions Project;
- Provided feedback to representatives from Hillingdon Hospital about the THH Safeguarding Strategy.
- Creating the annual YHwH newsletter.

Other engagement activity conducted by CYP Community Engagement Officer:

- Providing support to Healthwatch Central West London in the development of Young Healthwatch Westminster.
- Interviewing and training 5 new members of YHwH.
- Meeting with representatives from P3 to discuss the development of a peer mentoring programme linked to YHwH.
- Attending various strategic meetings including:
 - 2 CYP Task and Finish Group meetings (led by HCCG)
 - 1 CYP Wellbeing Early Intervention and Prevention Co-design Group
 - 1 Early Intervention, Self-care and Prevention Steering Group
 - 1 Local Safeguarding Children Board
 - 1 LBH Obesity Strategy Group

5. **ENQUIRIES FROM THE PUBLIC**

Healthwatch Hillingdon recorded 206 enquiries from the public this quarter. This saw 33 people's experiences being logged on our Customer Relationship Management database and 173 residents being the recipients of our information, advice and signposting service.

5.1. **Experiences**

Overview

Table A illustrates that the hospital service people reported most on this quarter was Accident and Emergency - feedback being more negative than positive - with issues around admission and communication among patients and staff. On the other hand, the departments with the next highest feedback received - the Minor Injuries Unit and Cancer Services, both at Mount Vernon hospital - was 100% positive.

Outside of hospital services, GPs were again the number one service residents gave feedback on, with three negative experiences recorded, and one positive. The reasons cited for these were: staff attitudes and communication; and waiting times to get an appointment. This quarter, there were also negative experiences recorded with dental surgeries. Following the report into accessibility in dentistry services, further investigation will be performed by HWH to understand challenges faced by the public, and the potential negative affects on oral health.

Table A

Hospital Services	Positive	Mixed	Neutral	Negative
Accident & Emergency	1	-	-	2
Outpatients	-	-	-	1
Pain management clinics	-	-	-	1
Minor injuries unit	2	-	-	-
Cancer Services	2	-	-	-
General Surgery	-	-	-	1
Patient Transport	-	-	-	1
Paediatrics	1	-	-	-
Care of the Elderly	1	-	-	-
Cardiology	1	-	-	1
Acute care	-	-	-	1
Obstetrics & gynae	1	-	-	-
Phlebotomy	1	-	-	-
Social Services	Positive	Mixed	Neutral	Negative
Care Home	-	-	-	-
Home Care	-	-	-	1
Primary Care Services	Positive	Mixed	Neutral	Negative
GP	1	1	-	3
Dentist	-	-	-	2
Other Services	Positive	Mixed	Neutral	Negative
Community Mental Health Team	-	-	-	-
CAMHS	-	-	-	-
Podiatry	-	-	-	1

Table B (below) indicates the categories of key staff that patients have listed in their feedback to us and *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. Doctors still received the highest negative feedback, with this centring around communication, access to services and diagnosis. The next highest category was Administrative staff – all feedback received was negative. Booking appointments was the main issue patients reported having difficulty with.

In terms of themes, the main concerns were staff attitudes and communication between staff and patients. Quality of care and treatment received the most positive feedback, along with the delivery of the service itself.

Table B

Key staff categories	Positive	Not positive	Mixed/Neutral
Doctors	2	5	-
Admin / Receptionist	-	6	-
All Care Professionals	4	-	-
Allied Care Professionals	-	1	-

Table C

Key Themes	Positive	Not positive	Mixed/Neutral
Health & safety	-	-	1
Quality of care	7	-	-
Service delivery, organisation and staffing	6	2	-
Staff attitudes	2	3	-
Quality of treatment	6	1	-
Communication between staff and patients	1	4	-

5.2 Healthwatch Support

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

- We were contacted by an individual whose husband is using the services of Opcare. The husband had been having problems getting the right equipment for his wheelchair since the beginning of 2019. There had been a long wait for the seat and back rest, which, when finally received, were not comfortable or safe. The couple felt that they had not been listened to and their needs were not being addressed. They came to HWH to seek advice on getting more help. HWH contacted Opcare about this and was assured by the regional services manager that they would get the situation looked into. We then heard back from the service user who told us: "I've had a call from Opcare, it's fantastic. Thank you for all your help. I'm so pleased I dropped into your service."
- We were contacted by a family member of a resident who was trying to re-register with their local GP Practice, but were refused. The resident had recently been taken off the SAS (Special Allocation Scheme) and advised to return to their preferred practice following discharge, however the local practise had not been informed that they were no longer part of the scheme. Due to medication needed for the resident, they were forced to attend Hillingdon Hospital in order to be prescribed the medication, which was not only impractical but also recognised by those affect as a 'waste of hospital time'. HWH liaised with the CCG to understand the process for refusing registration and informed the family member that 2 other local GPs had been advised as alternatives. The resident has since been registered with one of these practises.
- Phone call received from a person who helps a wheelchair user who has dementia and other issues. The person told us how the individual waited so long for the hospital transport to take them to Hammersmith hospital that they were marked down as a non-attender, and therefore could not be seen for their appointment. They managed to get the hospital to give the individual an emergency appointment. However, there were then issues with the hospital transport taking the patient back home: the journey took three hours, and they did not secure the individual's wheelchair, causing it to move about in the bus, hitting another elderly passenger twice. The caller said that they had made a complaint to the transport provider, Falks,

following the incident on 18th November - but had not had any response. They wanted to know what to do to press this further. HWH informed the caller that they could contact PALS, but the caller said they had little confidence in PALS dealing with the complaint. HWH then discussed how Pohwer could help with making a formal complaint to the hospital. Also advised the caller to contact Healthwatch Central West London, to give them feedback on Hammersmith hospital and the transport service.

5.3 Signposting Service

During this quarter we recorded a total of 173 enquiries from residents which resulted in us providing information, advice, signposting or referral. 147 of these we would categorise as universal and 26 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
Signpost to a health or care service	48	28%
Signpost to voluntary sector service	56	32%
To other (CAB, Social services, LBH other)	8	5%
Requesting advice, information & assistance	23	13%
Other Enquiry	38	22%
Total	173	

Most signposted to?	Qty	% of total
Voluntary Sector other (excludes H4All partners)	24	14%
NHS - other	10	6%
Mental Health	2	1%
Hospital	4	2%
Social Services	4	2%
CAB	12	7%

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).

Advocacy Referrals	Qty
POhWER	13
AVMA	2
Total	15

7. **ENGAGEMENT**

7.1. **Overview of engagement activity**

During the current reporting period, our engagement team (including our volunteer community ambassadors) attended 16 community events and activities. This resulted in us directly engaging with 264 members of the public through surveys, signposting residents to other services and awareness raising.

Between October to December we attended the Assembly for Older People, Hillingdon Carers Health MOT Day, Christmas Jumper Day at Hillingdon Sports and Leisure Complex and Hillingdon Carers AGM. We also participated in Hillingdon CCG's Heathrow villages support week which was aimed at engaging with residents of the Heathrow villages who are under threat of the third runway.

7.2. **Highlights**

Hillingdon CCG dermatology service review

In the previous quarter it was reported that Hillingdon CCG were undertaking a review of local dermatology services and asked for our help to engage with dermatology patients at The Hillingdon and Mount Vernon Hospitals and the community clinics. During a 6 week period of engagement we collected almost 100 responses from patients currently accessing these services. The feedback gathered through our engagement activity will help to inform decisions on how further dermatology services will be delivered.

Macular Society

The Macular Society is a national charity that supports those with macular degeneration, their families and their carers through offering counselling and other services as well as funding research into the group. There is a local group that meets regularly at Uxbridge Library. In November we were invited to speak to a group of 25 attendees and raise awareness of Healthwatch Hillingdon. Many of those who attended the group were unaware of the services of Healthwatch Hillingdon prior to our visit but told they would happily access our services in the future.

Heathrow Villages support week

As part of the My Health Education Programme, we were invited to participate in Hillingdon CCG's Heathrow villages support week. A series of events were held in October to offer information, advice and support to residents in Harmondsworth and Sipson some of whom were under threat of the third runway. Organisations including Kooth, Talking Therapies and P3 Charity, the Third Age Foundation were also present and although attendance was lower than anticipated, as a group, we discussed ways in which we could better engage with residents residing in that part of the borough.

7.3. Events

Event	Attendance	Direct Engagement	Age Category				Communities of Interest
			Under 5s	6 - 21	22 - 65	Over 65	
Health and wellbeing Day (Hillingdon Leisure Centre)	60	15			13	2	General Public
Dermatology engagement (Mountwood Surgery)	N/A	15			12	3	Patients
Dermatology engagement (THH)	N/A	17			17		Patient
Hillingdon Carers AGM	80	30			15	15	General Public
Dermatology engagement (THH)	N/A	25			15	10	Patients
Dermatology engagement (Mount Vernon Hospital)	N/A	30			20	10	Patients
3 x Heathrow villages events (MYHealth Programme)	10	7			7		General Public
Hillingdon Carers – Health MOT Day	35	20			5	15	General Public
Macular society – awareness raising	25	25				25	General Public
Assembly for people with disabilities	90	22			11	11	General Public
Dermatology engagement - Woodlands Surgery	N/A	16			16		Patients
Assembly for older people	100	30				30	General Public
Christmas Jumper Day – Hillingdon Sports & Leisure Centre	35	5			5		General Public
SEN event	60	7			7		General Public
THH Clinical Services Review	N/A	33			27	8	Patients
LBH Care Leavers Conference	60	25		25			General Public
Total		322					

7.4. Social Media

We have continued to see an increase in followers to our Instagram channel. Our followers typically engage with us through comments and likes. Since the last period, we have seen an 11% increase in followers who generally respond positively to any photos we post featuring our volunteers work and posts that raise awareness of health issues such as mental health.

Our twitter engagement has remained steady with little change in the last 6 months. We

continue to remain active on Twitter as it is an effective way to share surveys, new stories and events. Our top tweet this quarter referred to International day of the older person which earned us 535 tweet impressions and two retweets.

		Q4 2018/19	Q1 2019/20	Q2 2019/20	Oct	Nov	Dec	Q3 2019/20
Twitter	Followers	1248	1257	1266	1268	1269	1266	1266
	Impressions	11962	12550	10832	4,113	3,703	2,444	10260
	Profile Visits	450	282	1636	142	316	20	478
Facebook	Likes	443	473	494	496	499	498	498
	Post Reach	11504	44602	18833	9540	1902	951	12393
	Post Engagement	445	2449	924	415	61	53	529
Instagram	Followers	344	374	450	476	500	535	535

8. VOLUNTEERING

Volunteers contributed 93 hours of their time to Healthwatch Hillingdon. They participated in engagement activities by staffing stalls at community events, they have undertaken PLACE Inspections, mystery shopping assignments and have managed our social media channels.

Compared to this time last year we have seen a significant increase in the number of volunteer enquiries, some of which have come via our new website. During the current quarter we have recruited mystery shoppers who will be participating in a mystery shopping project with Hillingdon Public Health as well as a Newsletter Editor.

Brunel University Volunteers Fair

On the 3rd December we attended a volunteer recruitment event at Brunel University. The event coincided with Giving Tuesday and Plant-A-Tree day and was aimed at Brunel Staff and Student volunteers to raise awareness of the many volunteering opportunities available locally. Every year, Brunel university staff are gifted 36 hours a year to volunteer with a charity of their choice and so this event provided with a unique opportunity to recruit volunteers with specialist skills.

9. FINANCIAL STATEMENT

To end of Quarter 3 (2019-2020)

Income	
Funding received from local authority to deliver local Healthwatch statutory activities	39500
Bought forward 2018/2019	95391 *
Additional income	245
Total income	135136 *

Expenditure	
Operational	5100
Staffing	33929
Office	2939
Total expenditure	41969
Surplus to c/f	93167 *

*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 the Managing Director, and Signposting and Insight Coordinator vacancies which have now been filled, as of December 2019 and January 2020 respectively.

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 Q3 2019.

It is noted that for Q3, both KPI's 1 and 2 have not been met by a short margin. KPI 1 is however on tract to exceed the yearly target, and KPI 2 has already exceed the yearly target.

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	508	564	669		2100	1883
2	People directly engaged	SP1 SP4	330	220	444	720	675	713	345	2027	427	322	440	317		1320	1387
3	New enquiries from the public	SP1 SP5	200	208	243	254	286	267	271	247	215	206	235	194		800	731
4	Referrals to complaints or advocacy services	SP5	N/A*	24	21	21	23	13	14	17	18	15	6	18		-	50
5	Commissioner / provider meetings	SP3 SP4 SP5 SP7	50	62	62	50	70	52	51	52	52	52	49	50		200	153
6	Consumer group meetings / events	SP1 SP7	15	26	19	27	23	18	16	16	14	16	31	17		60	59
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	1			5

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

Mystery Shopping Report

Access to dentistry for people with disabilities

2019-20



healthwatch
Hillingdon

About Healthwatch Hillingdon

Healthwatch Hillingdon is a health and social care watchdog. We are here to help our residents get the best out of their health and care services and give them a voice to influence and challenge how health and care services are provided throughout Hillingdon.

Healthwatch Hillingdon has very strong operational relationships with the local NHS, Council and Voluntary Sector organisations. We are an independent partner and a valued “critical friend” within health and social care.

Membership of the Hillingdon Health and Wellbeing Board and Hillingdon Clinical Commissioning Group Governing Body enables us to have a considerable strategic input into the shaping of local commissioning and the delivery of services.

As a local partner, we are kept well-informed, can challenge and seek assurances on behalf of our residents, ensure that the lived experience of patients and the public are heard, and are influencing decisions and improving health and social care in Hillingdon.

Reports and Recommendations

Healthwatch Hillingdon produces evidence based reports for commissioners and providers, to inform them of the views and experiences of people who use health and social care services in the London Borough of Hillingdon.

Commissioners and providers must have regard for our views, reports and any recommendations made and respond in writing to explain what actions they will take, or why they have decided not to act.

Healthwatch Hillingdon has a duty to publish reports they share with commissioners and providers, and their responses, in public.

Our reports and recommendations are also shared with:

- Hillingdon Health and Wellbeing Board
- Hillingdon External Services Scrutiny Committee
- Healthwatch England
- The Care Quality Commission

Introduction

Between March and June 2019, Healthwatch Hillingdon conducted a mystery shopping exercise. The objective was to test the accessibility of NHS funded dental practices in Hillingdon for people with mobility problems and physical and sensory disabilities.

Background

The exercise was undertaken in response to a number of requests received by Healthwatch Hillingdon from local residents to assist them with finding a dental practice with ground level access. Many of those who contacted us were older residents with mobility problems who had difficulty climbing stairs. They told us that they were unsure how or where to find a ground floor dentist in their area and asked for our help.

Dental services in Hillingdon

All NHS dental services in Hillingdon are commissioned by NHS England (NHSE), but are not managed in the same way as other NHS services. Patients with complex needs including those who have physical disabilities or are housebound can access the community and specialist dental services provided by Central and North West London (CNWL) and Whittington Health (WH) NHS Trusts, with services including:

- Periodontal and Endodontic treatment (CNWL) - Located in Ickenham
- Paediatric and adult special care dentistry (WH) - Located in Uxbridge

Upon the opening of the community dentist in Redford Way, Uxbridge, step free access was not available, leading to affected patients being referred to alternative sites such as Brent, Ealing, Harrow and Hounslow. Whittington Health have confirmed in February 2020 that step free access is now available. More information about services can be found at <https://www.whittington.nhs.uk/default.asp?c=10989>.

Scope

Our initial objective of this exercise was to ascertain the accessibility of dental practices for people with mobility issues, with a focus on physical access (step-free access) and access by public transport.

However, after a visit to the NHS website (www.nhs.uk) to obtain a list of NHS dental practices in the Borough of Hillingdon, we were concerned to discovered that a significant number of practices were not fully accessible to patients with physical disabilities or sensory impairments (see table 1 below).

As a result of these findings, we felt it necessary to redefine the scope of this exercise to include access for patients with physical and sensory disabilities.

- **Definition of accessibility**

For this report, accessibility refers to physical access and access to communication.

Physical access - accessible toilets, disabled parking, step-free access (lifts, ramps, even surfaces) and easily accessible by public transport.

Communication access - hearing loops, signing services, information in large print and other formats.

Table 1

Availability of disabled facilities

Taken from the NHS website (www.nhs.uk) in January 2019

- 3% of dental practices stated that they provided Braille translation service. 19% did not and 78% either did not know or did not answer this question.
- 89% of dental practices did not offer a signing service
- Only 3% of dental practices state they provided a Text Relay service, whilst 19% did not. The remaining 88% did not provide a definitive answer to this question.
- 70% of dental practices did not provide parking for disabled patients.
- 67% of dental practices did not have a disabled WC.
- Only 6% of dental practices stated that they provided step-free access.
- 50% of dental practices stated they provided wheelchair access
- 86% of dental practices stated that they did not provide a Hearing Loop.

Methodology

We used the NHS website (www.nhs.uk) to acquire a list of NHS dentists in Hillingdon. We found a total of 36 NHS funded dental practices whilst carrying out our search.

- The visits

A total of 19 face-to-face visits were carried out. The visits were undertaken by three Healthwatch volunteers. They were asked to observe their external surroundings and record details of the following facilities:

- Disabled parking
- Disabled toilets
- Access to BSL interpreters
- Installation of an induction loop
- Step-free access (wheelchair ramps, lifts, even floor services)
- Large print information (appointment cards/letters)
- Adequate lighting
- Access via public transport (train/bus)

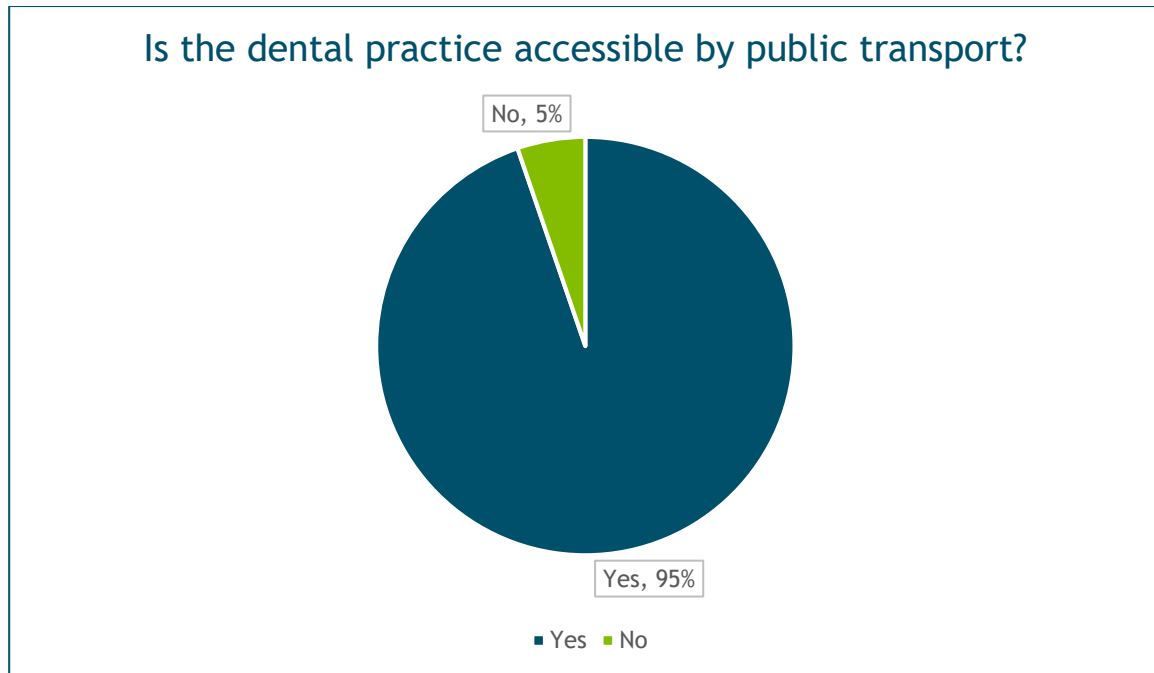
Our mystery shoppers were also provided with a scenario to refer to during their visits to ascertain from practice staff if BSL interpreters were available and if practice information was available in large print.

The scenario:

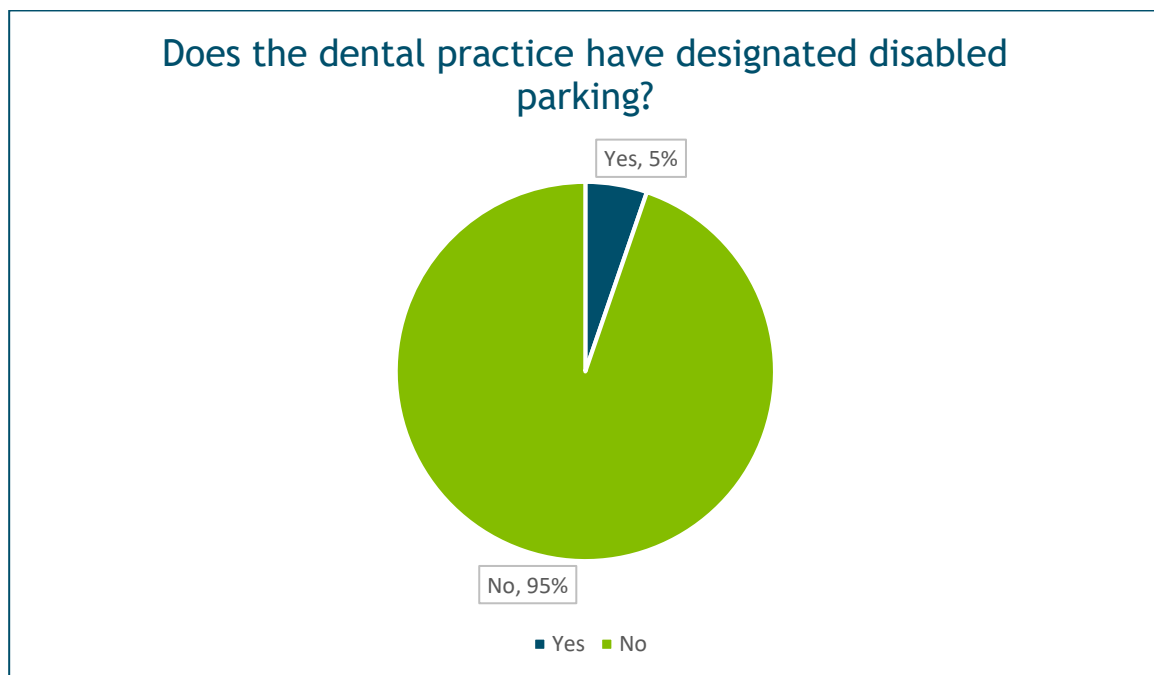
“My uncle is 81 years old. His wife passed away three months ago, and he is moving to the area to live with me. I want to find a dentist for him before he moves to Hillingdon. My uncle has multiple health issues. He has arthritic knees, and sometimes uses a walker or a wheelchair. He is deaf and will require a BSL interpreter for appointments and has some sight loss so requires his appointment letters and cards in large print.”

Results

The key findings from our visits are presented in the pie charts below.

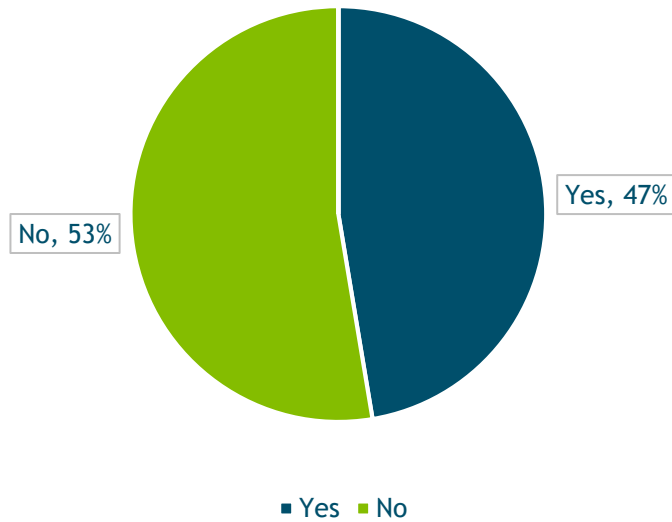


Our mystery shoppers used public transport to carry out their visits. They reported that all but one of the practices were accessible by bus or train.



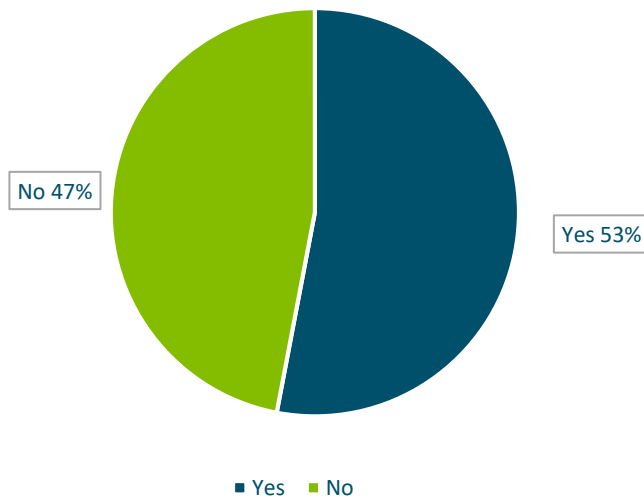
Only 5% (1) of practices had designated parking for disabled patients. This could be a barrier for disabled patients who may rely on their vehicle for getting to their dental appointments.

Does the dental practice have step-free access?



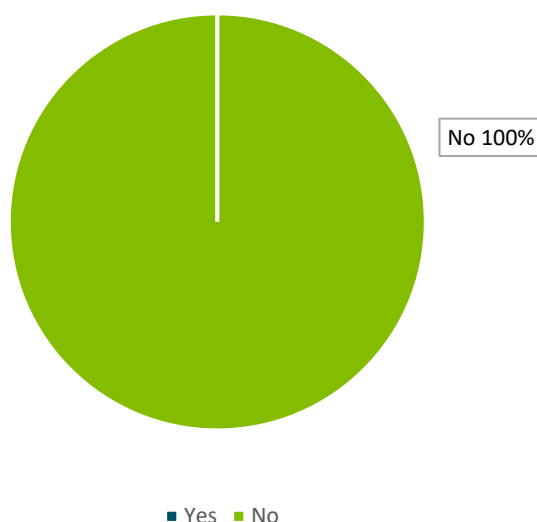
Step-free access refers to access via lifts, wheelchair ramps or level surfaces so patients don't have to use stairs. Just under half the practices visited provided step-free access, meaning over half of all practices visited could not be accessed by a wheelchair user or by someone who has difficulty climbing stairs.

Does the dental practice have a wheelchair ramp?



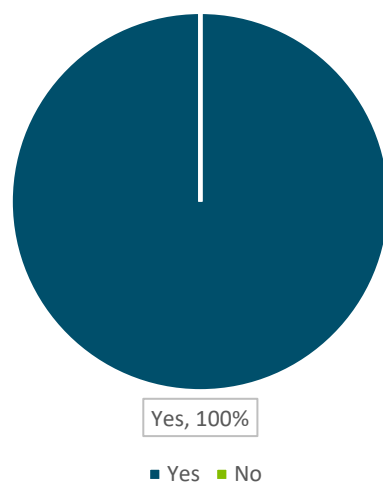
Wheelchair ramps are used to allow easy access for wheelchair users or for people who can't climb stairs because of problems with their mobility. Over half of the practices we visited had a wheelchair ramp installed or available.

Does the dental practice have a lift?

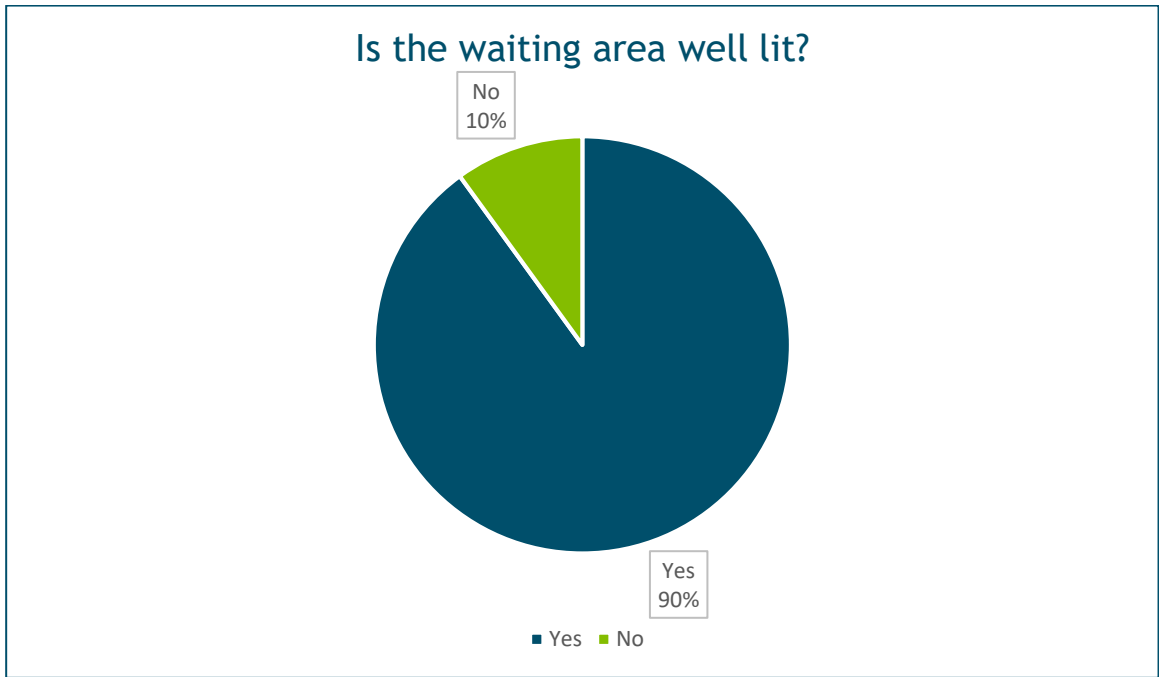


None of the practices visited by our mystery shoppers had a lift installed, although one practice had a stairlift fitted and could be used by patients who could not climb stairs.

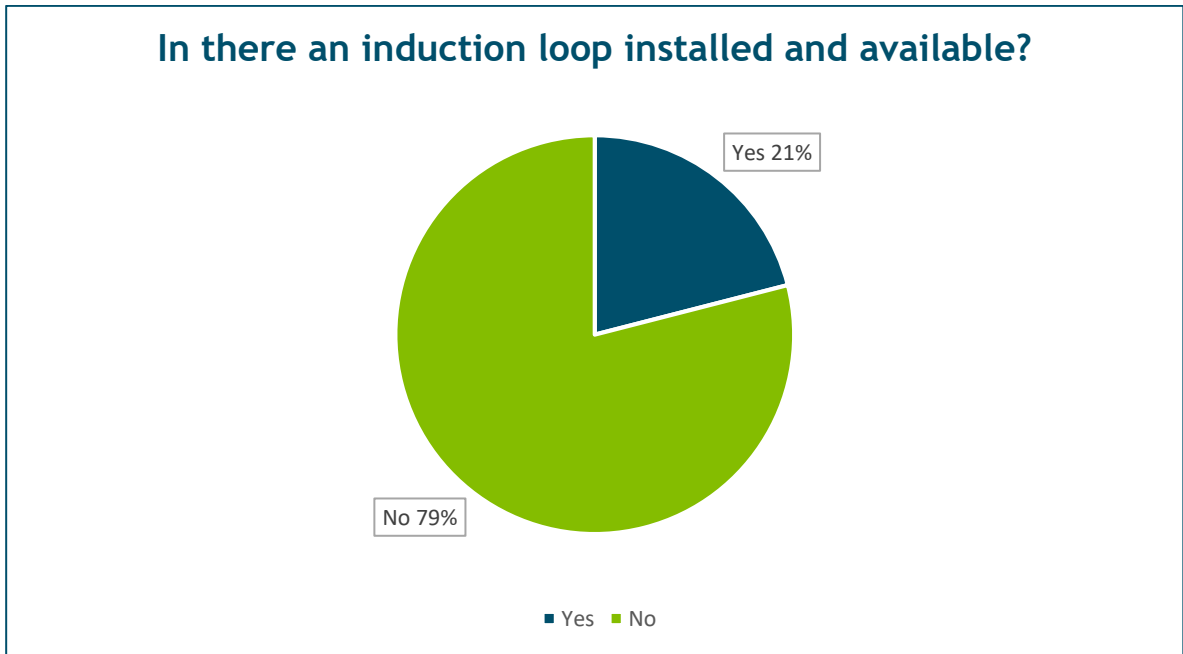
If access is via stairs, are the stairs fitted with handrails?



Where access to the surgery was via stairs, all practices had handrails fitted to the staircase to act as a support for people who may have problems climbing them.

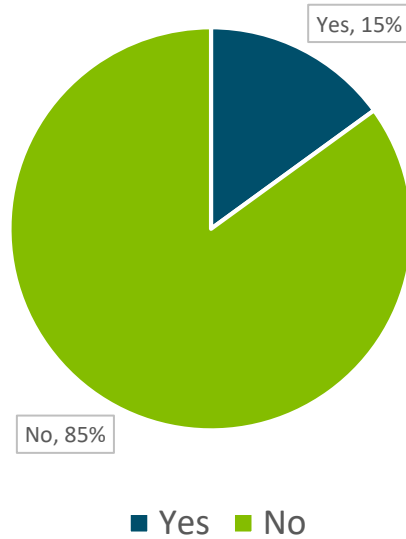


Our mystery shoppers reported that 90% of the practices visited were adequately lit. It is important to state however that none of our mystery shoppers had a visual impairment.



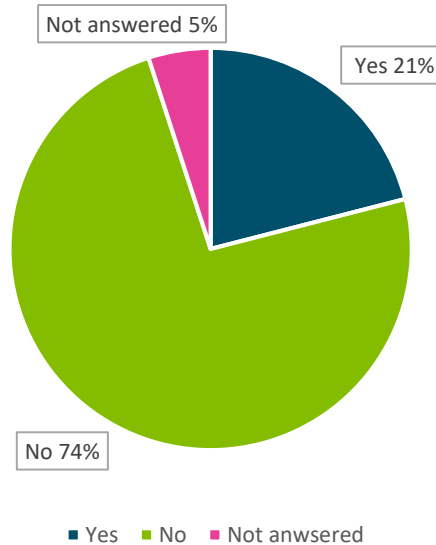
Induction Loops make it easier for people with hearing loss to hear clearly and comfortably in a venue where there is background noise, but only 19% of practices had a hearing induction loop installed. The absence of a hearing loop could act as a barrier to communication for people with hearing impairments.

Does the practice have disabled toilets?



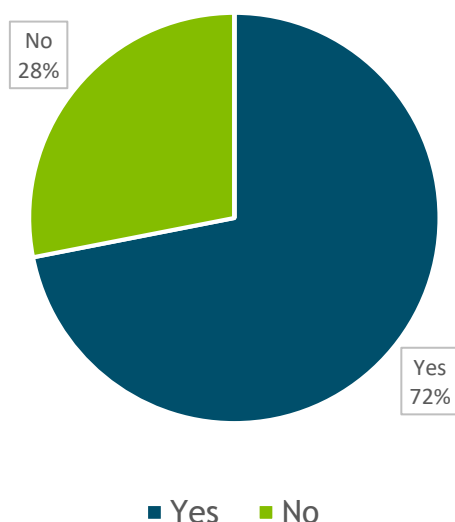
15% of dental practices we visited told us they had disabled toilets. Where disabled toilets were available, there was no clear signage. Our mystery shoppers were only made aware that accessible toilets were available when they asked practice staff.

Does the dental practice provide a signing service?



Only 21% of practices said they could offer a signing service for patients who were hearing impaired. For those practices that said they did not provide a BSL interpreter, the majority told us that their reason for not doing so was because they had never been asked. One practice told us that patients could bring their own interpreters as long as they were NHS approved.

Are large print appointment letters available?



Large print leaflets and appointment cards were available from 72% of dental practices, making it easier for patients with visual impairments.

Conclusion

Of the 19 NHS funded dental practices our mystery shoppers tested in Hillingdon, none were fully accessible to disabled people or people with limited mobility.

Healthwatch Hillingdon acknowledges that not all barriers to accessing dentistry can be easily overcome. For instance, if a building is configured in a way that does not allow for a physically disabled person to gain access then physical improvements to the practice may be costly or impractical.

However, some barriers can be addressed to make practices more disability-friendly. The installation of a Hearing Loop for instance or access to Braille services if these are not currently being offered.

It is also important to highlight that the **Equality Act 2010** and more specifically the **Accessible Information Standard** requires all service providers to make sure that people who have a disability, impairment or sensory loss get any communication support that they need. This means that they need to make sure that people get information in different formats.

- [NHS website](#)

Whilst we found the NHS website (www.nhs.uk) to be an invaluable source of information when searching for NHS dentists in Hillingdon, not all dentists are using it to provide up-to-date information about their disabled facilities.

The onus is on individual practices to keep their information on the site up to date but in several cases, we found dental practices which had not made entries on the site since 2010. Meaning that patients cannot rely on this information to determine if a practice meets their accessibility needs. *Please see appendix 1 for further details.*

Furthermore, the findings of our visits highlight some discrepancies between the data gathered via our visits, which was based on visits to 19 dental practices and the data we extracted from the website. This tells us that some of the information we obtained from the website may also be inaccurate or incomplete. Please see table 2 below.

Table 2

Table two below clearly shows that are significant differences between the data we gathered for our visits and the data taken from the NHS website (www.nhs.uk). For instance, 5% of dental practices we visited provided disabled parking, whereas this figure was higher at 22% from the data gathered from the NHS website.

FACILITY/SERVICE	MYSTERY SHOPPING VISITS	NHS WEBSITE
Disabled parking	5%	22%
Step-free access	47%	6%
Induction loop	21%	6%
Disabled toilets	15%	28%
Signing service	21%	3%

Recommendations

As a result of this mystery shopping exercise, Healthwatch Hillingdon would recommend that NHS dental practices in Hillingdon consider the following actions:

- All NHS dental practices should undertake an audit of their disabled facilities and aids and ensure their information is regularly updated on the NHS website (www.nhs.uk). This will provide patients who may use the site to look for an accessible dentist with current information.
- All practices should work towards the full implementation of the **Accessibility Information Standard** to ensure patients have access to the communication support they need. This should include the provision of hearing loops, access to BSL interpreters and access to information in an alternative format.
- Where possible, new practices should be planned or adapted to ensure they are fully accessible for wheelchair users and people with mobility issues.

We welcome the opening of a new dental practice in Yiewsley offering ground floor **Disability Discrimination (DDA)** compliant access.

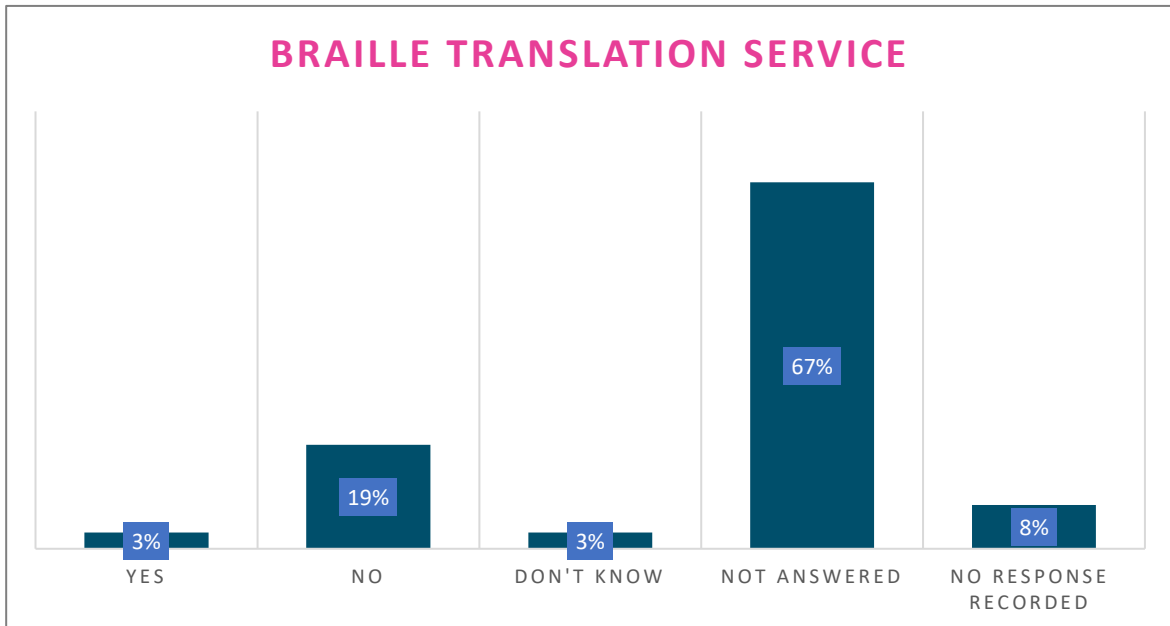
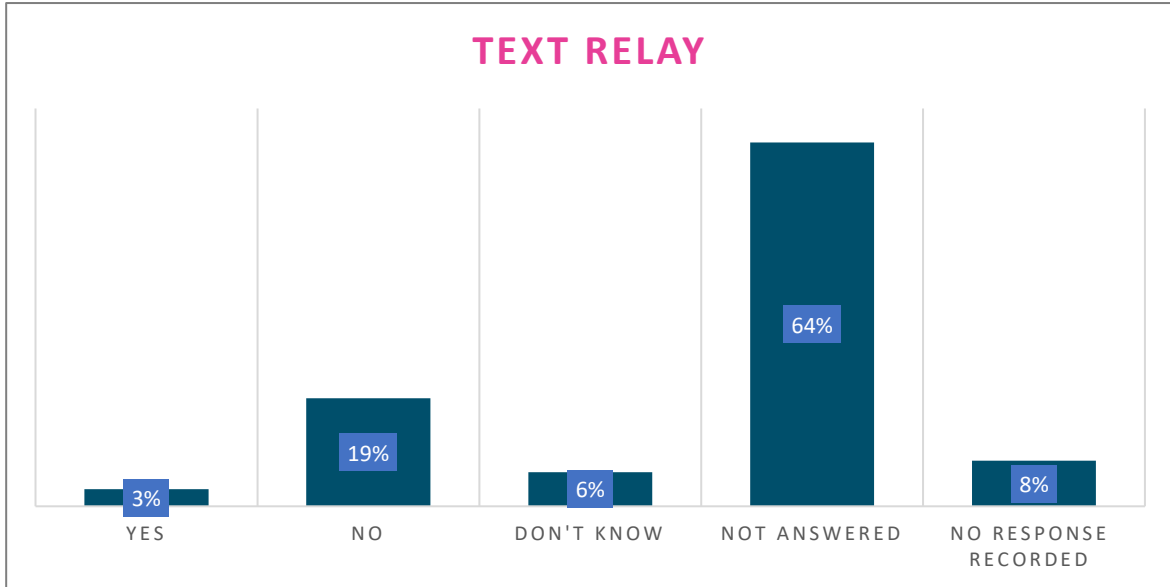
Response from the Local Dental Committee

In response to the recommendations made in this report, the Local Dental Committee said: "The LDC welcomes the report from Healthwatch Hillingdon and will work with local colleagues, NHS England and Improvement, NHS Digital and local stakeholders to make sure that patients have access to relevant information about the dental services available to them."

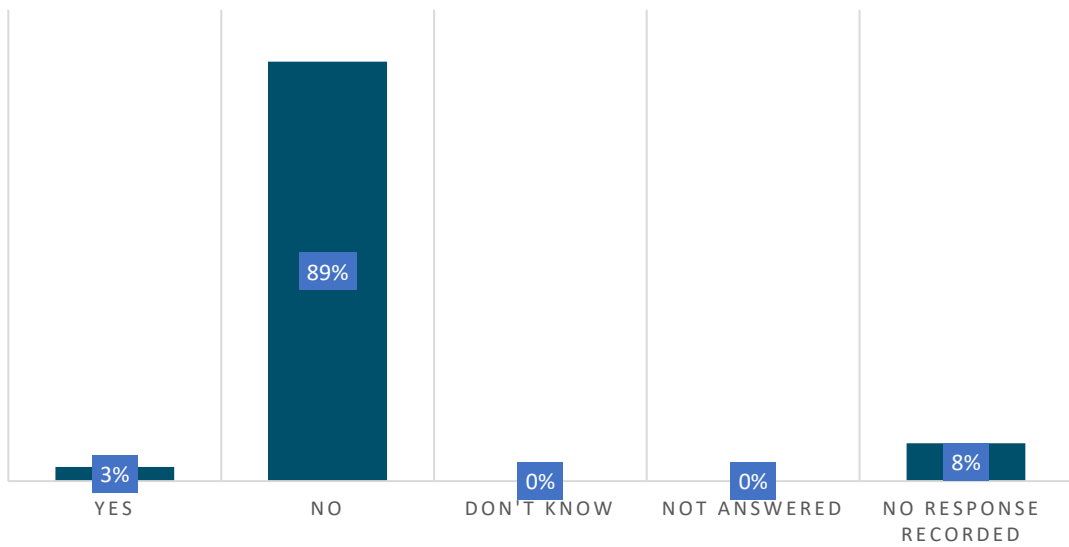
Appendices

Appendix 1

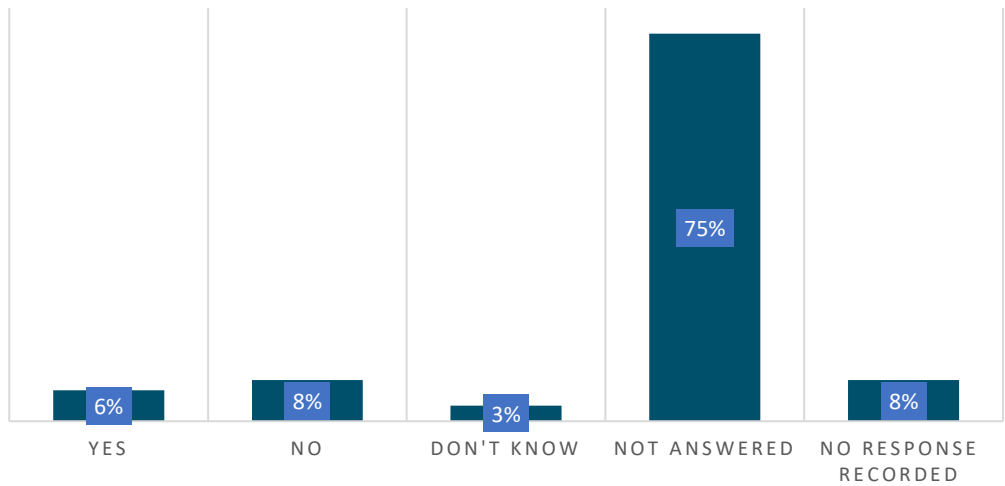
Information extracted from the NHS Website (January 2019)



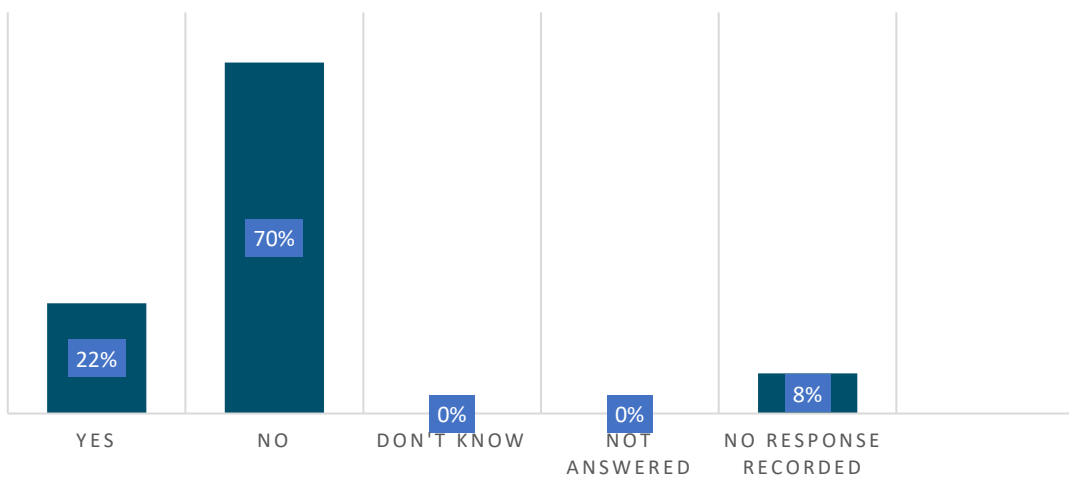
SIGNING SERVICE

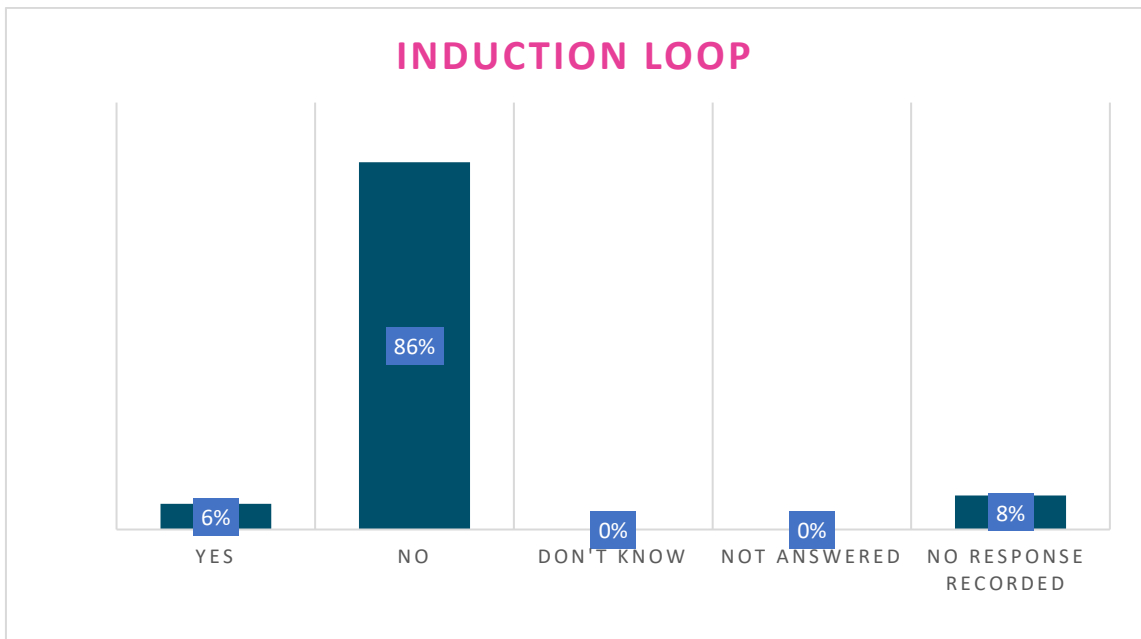
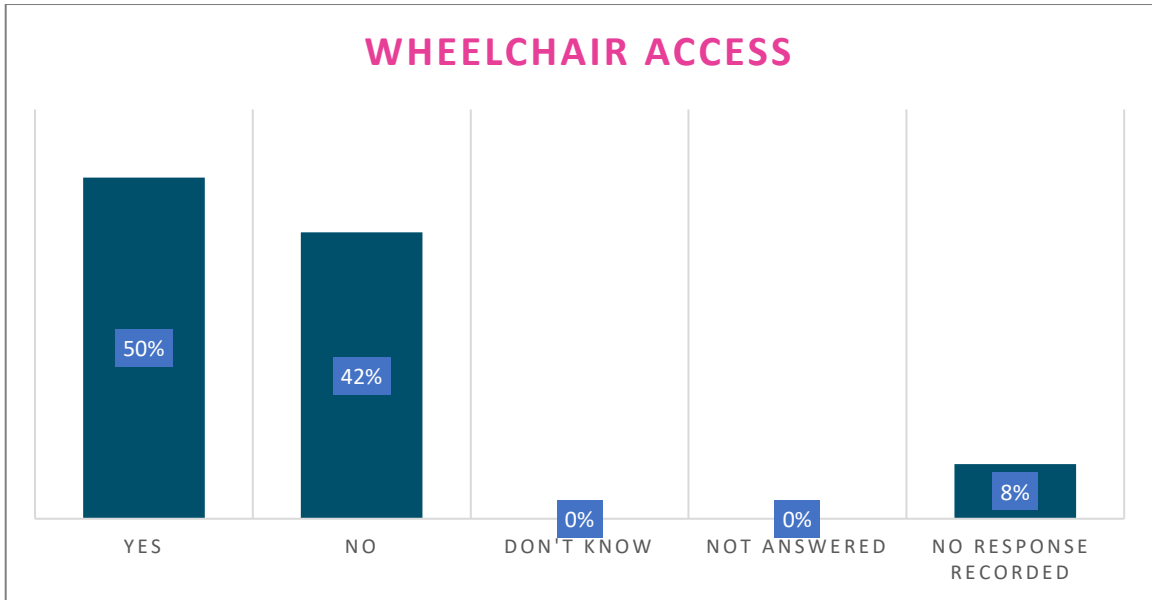
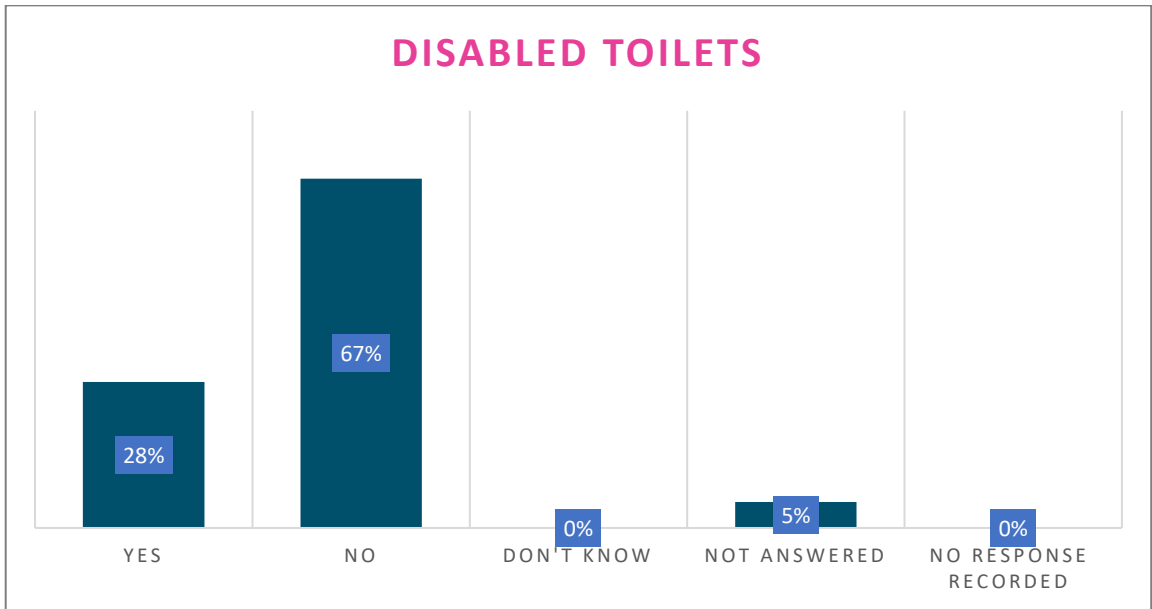


STEP FREE ACCESS



DISABLED PARKING





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Healthwatch Hillingdon Peer to Peer Mental Health and Wellbeing Programmes

Outcomes Report - January 2020

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Acknowledgements

Healthwatch Hillingdon would like to thank all the educational establishments involved in the project; Barnhill Community High School, Guru Nanak Sikh Academy, Harlington School, Haydon School, Oakwood School, Uxbridge High School and Uxbridge College.

We would also like to thank individually Carol Graham (Barnhill), Thomas Perryman (Guru Nanak), Joanne Hall (Harlington), Rob Hayden (Haydon), Edward Spary (Oakwood), Simon Palmer (Uxbridge High) and Rose Etim-Ibom (Uxbridge College) for taking the lead on the programmes within their schools/colleges.

Thank you to the Hillingdon School Nursing Team and Hillingdon CAMHS for their support in identifying schools for the programme and to Sarah Girvan at Uxbridge College for suggesting running the programme at the college.

Thank you to Romyana Nenova and Sarah Aggarwal from Hillingdon CAMHS for their support in co-delivering the programme at Haydon School.

Thank you to Partners for Health for supporting this project and for their patience and understanding.

Most importantly we would like to thank all the young people who participated in the programmes. Your knowledge, understanding, creativity and bravery has made a positive difference to others and you should be very proud.

Introduction

In July 2018 Healthwatch Hillingdon was awarded £6,582 from Partners for Health; a joint funding stream from London Catalyst and the Hospital Saturday Fund.

The money was to fund the delivery of the Healthwatch Hillingdon Peer to Peer Mental Health Support Programmes in several schools in the borough, building on the success of the Hillingdon Community Trust funded pilot programme delivered at Barnhill Community High School in 2017/18.

The agreed delivery was:

- **The Mental Health, Wellbeing and Life Skills Programme (MHWBLS) in 3 schools.**
The HwH CYP Community Engagement Officer delivers education sessions to a small group of students covering topics such as mental health, supporting others and public speaking skills. This group of students then plan and deliver a mental health and wellbeing campaign to benefit the whole student population.
- **The Peer Support Training Programme (PST) in 5 schools.**
The HwH CYP Community Engagement Officer trains a small group of students to provide peer to peer wellbeing support to other students in their school.

A condition of the funding was that we would involve health partners in project. We asked school nurses to identify schools that would benefit from the programmes and co-delivered one of the programmes with a Children's Wellbeing Practitioner from Hillingdon CAMHS.

Delivery

Delivery began in September 2018 and was due to finish in July 2019, but there were difficulties:

- **MHWBLS Programme** - One school dropped out at the last minute therefore a replacement had to be found quickly in order to meet funding deadlines. Challenges were then encountered at the replacement college with student engagement and completion of the 'whole school' monitoring survey.
- **PST Programme** - Schools are tasked with monitoring activity and outcomes following the training and up to June 2019 only one of the two schools who had received the training had data to share. It became clear that schools found the monitoring aspect difficult.

It was decided that due to the challenges that had arisen, the following proposal for an amended version of the delivery plan, with a deadline extension to December 2019, would be submitted to Partners for Health.

- **MHWBLS Programme** - Full programme delivery in five schools with an adapted version of the programme in one college.
- **PST Programme** - Delivery in two schools.

Partners for Health agreed to the changes and by July 2019 we had:

- Delivered the full MHWBLS Programme in two schools, the adapted version of the programme in one college (only impact on Direct Beneficiaries would be measured) and the PST Programme in two schools.
- Arranged to deliver the full MHWBLS Programme in three further schools between September and December 2019.

We then experienced one final setback with one school dropping out in September 2019. Partners for Health were very understanding, and it was decided to proceed with the two final schools and return any remaining funding following delivery completion.

Final delivery between September and December 2019 was as follows:

- **Full MHWBLS Programme** - Four schools (Harlington School, Haydon School, Oakwood School and Uxbridge High School).
- **Adapted MHWBLS Programme** - Uxbridge College
- **PST Programme** - Two schools (Barnhill Community High School and Guru Nanak Sikh Academy).

Summary of Outcomes

Mental Health, Wellbeing and Life Skills Programme

The key outcomes measured for the MHWBLS Programme were:

1. An increase in the % of participants/students who agree that they know how to improve and protect their own mental health.
2. An increase in the % of participants/students who agree they know where to go for mental health information and support.

These were measured by pre and post programme surveys for both:

- **Direct Beneficiaries** - Students who participated in the learning sessions and delivered the campaign.
- **Indirect Beneficiaries** - The whole student population. However due to the size of some schools, only a sample of students completed the surveys for evaluation purposes.

The table below shows a summary of outcome data across all educational establishments. Data indicating outcomes have been achieved is shown in **green**, data that has stayed the same is shown in **amber** and data demonstrating outcomes have not been achieved is shown in **red**.

	Direct Beneficiaries					
	Outcome 1			Outcome 2		
	Before	After	+/-	Before	After	+/-
Harlington	33%	100%	67%	44%	100%	56%
Haydon	73%	100%	27%	55%	100%	45%
Oakwood	91%	100%	9%	100%	100%	0%
Uxbridge Col.	75%	100%	25%	63%	100%	37%
Uxbridge High	44%	80%	36%	50%	90%	40%
Total	62%	95%	33%	63%	98%	35%

	Indirect Beneficiaries					
	Outcome 1			Outcome 2		
	Before	After	+/-	Before	After	+/-
Harlington	63%	65%	2%	67%	67%	0%
Haydon	59%	49%	-10%	53%	56%	3%
Oakwood	60%	71%	9%	64%	77%	13%
Uxbridge Col.						
Uxbridge High	52%	55%	3%	51%	51%	0%
Total	59%	62%	3%	60%	64%	4%

Peer Support Training Programme Impact

To evaluate the impact of the Peer Support Training Programme we measured:

- The knowledge and confidence of participants following the training.
- If the peer support provided by the trained students had a positive impact on the emotional wellbeing of the students using the service.

Across the two schools in which we delivered the training, data shows that:

- **94.6%** of participants agreed to the statement “The Peer Support Training Programme has given me a better understanding of mental health and wellbeing”.
- **94.6%** of participants agreed to the statement “The Peer Support Training Programme has prepared me for my role as a Peer Supporter”.
- **87.5%** of Peer Support Service users reported the service had a positive impact on their emotional health and wellbeing.

Overall Summary

The data collected evidences the success of the Healthwatch Hillingdon Peer to Peer Mental Health and Wellbeing Programmes. Results show an overall positive impact on those who participated in the (Direct Beneficiaries) and others in the school communities (Indirect Beneficiaries).

There were challenges (recorded in the **Delivery** section of this report), however two further points to mention are:

- There are now multiple exam periods during the school year. This demanded significant flexibility in delivery and timescales to deliver sessions and collect data at either end of the programme could be tight.
- We had some challenges with follow up data collection on occasions which probably highlights a need for more emphasis on responsibilities and the importance of data to the project.

Despite challenges, we attained positive results against intended outcomes in every school and at Uxbridge College. Delivery of the programmes also attained some unexpected positive outcomes.

- The Senior Leadership Team at Harlington School gave Direct Beneficiaries £500 to fund their campaign and extend it beyond the completion of the Healthwatch Hillingdon project.
- Following completion of the programme, Oakwood School Direct Beneficiaries continued to deliver mental health themed assemblies and created a mental health awareness video.
- Students providing the Peer Support Service at Guru Nanak Sikh Academy identified and reported several safeguarding issues which may not have otherwise come to light*. The school has also contacted us to enquire about paying for us to deliver a second round of training because the Peer Support Service has been so successful.

- Direct Beneficiaries from Uxbridge College are independently running a further mental health campaign for the college in 2020 and have asked for our input.
- Students from the schools who participated in the programmes have joined Young Healthwatch Hillingdon.

**As reported by teachers at the school.*

Full Outcomes - MHWBLS Programme

Harlington School (Full Programme)

Direct Beneficiaries				
	Outcome 1 An increase in the % of participants students who agree that they know how to improve and protect their own mental health.		Outcome 2 An increase in the % of participants/students who agree they know where to go for mental health information and support.	
	Before	After	Before	After
Agree	33%	100%	44%	100%
Neither/Nor	56%	0%	44%	0%
Disagree	11%	0%	11%	0%
Don't Know	0%	0%	0%	0%
No Response	0%	0%	0%	0%

“The workshops were fun and educational.”

“The programme helped me understand more about mental health [and] stigma and discrimination.”

Indirect Beneficiaries				
	Outcome 1 An increase in the % of participants students who agree that they know how to improve and protect their own mental health.		Outcome 2 An increase in the % of participants/students who agree they know where to go for mental health information and support.	
	Before	After	Before	After
Agree	63%	65%	67%	67%
Neither/Nor	16%	16%	14%	13%
Disagree	9%	7%	8%	8%
Don't Know	9%	11%	9%	10%
No Response	4%	2%	3%	2%

Haydon School (Full Programme)

Direct Beneficiaries				
Outcome 1		Outcome 2		
An increase in the % of participants students who agree that they know how to improve and protect their own mental health.		An increase in the % of participants/students who agree they know where to go for mental health information and support.		
	Before	After	Before	After
Agree	73%	100%	55%	100%
Neither/Nor	9%	0%	36%	0%
Disagree	18%	0%	9%	0%
Don't Know	0%	0%	0%	0%
No Response	0%	0%	0%	0%

We asked Direct Beneficiaries - "What were the best parts of the programme?"

"The sense of community when challenging stigma around mental health."

"When we carried out the workshop and saw the difference that it was making..."

Indirect Beneficiaries				
Outcome 1		Outcome 2		
An increase in the % of participants students who agree that they know how to improve and protect their own mental health.		An increase in the % of participants/students who agree they know where to go for mental health information and support.		
	Before	After	Before	After
Agree	59%	49%	53%	56%
Neither/Nor	20%	29%	23%	20%
Disagree	9%	11%	13%	12%
Don't Know	11%	10%	11%	10%
No Response	0%	1%	0%	1%

Oak Wood School (Full Programme)

Direct Beneficiaries

Outcome 1

An increase in the % of participants students who agree that they know how to improve and protect their own mental health.

Outcome 2

An increase in the % of participants/students who agree they know where to go for mental health information and support.

	Before	After	Before	After
Agree	91%	100%	100%	100%
Neither/Nor	0%	0%	0%	0%
Disagree	9%	0%	0%	0%
Don't Know	0%	0%	0%	0%
No Response	0%	0%	0%	0%



Indirect Beneficiaries

Outcome 1

An increase in the % of participants students who agree that they know how to improve and protect their own mental health.

Outcome 2

An increase in the % of participants/students who agree they know where to go for mental health information and support.

	Before	After	Before	After
Agree	60%	71%	64%	77%
Neither/Nor	19%	17%	15%	11%
Disagree	8%	6%	8%	4%
Don't Know	12%	5%	12%	7%
No Response	1%	1%	1%	1%

Uxbridge High School (Full Programme)

Direct Beneficiaries

Outcome 1
An increase in the % of participants students who agree that they know how to improve and protect their own mental health.

Outcome 2
An increase in the % of participants/students who agree they know where to go for mental health information and support.

	Before	After	Before	After
Agree	44%	80%	50%	90%
Neither/Nor	31%	10%	44%	10%
Disagree	19%	10%	6%	0%
Don't Know	0%	0%	0%	0%
No Response	6%	0%	0%	0%

“This programme helps people who feel like they’re the odd one out in the school.”

“Running the campaign helped improve my understanding and how to help other people more.”

Indirect Beneficiaries

Outcome 1
An increase in the % of participants students who agree that they know how to improve and protect their own mental health.

Outcome 2
An increase in the % of participants/students who agree they know where to go for mental health information and support.

	Before	After	Before	After
Agree	52%	55%	51%	51%
Neither/Nor	18%	19%	18%	19%
Disagree	15%	13%	14%	14%
Don't Know	14%	12%	16%	14%
No Response	2%	1%	1%	1%

Uxbridge College (Adapted Programme)

After a few weeks of delivering the full programme at Uxbridge College two issues became clear:

1. Several students (Direct Beneficiaries) were not committed to the programme and would not engage during sessions or attend some sessions.
2. The college struggled to reach the sample size for the pre programme ‘whole college’ survey therefore monitoring data would not be meaningful.

An agreement was reached with the college to continue with an adapted programme.

- The HwH CYP Community Engagement Officer would continue to work with a smaller group of committed students to deliver one wellbeing event at the college.
- Evaluation would comprise of pre and post programme surveys with the continuing Direct Beneficiaries and counting the number of students engaged through the wellbeing event.

The continuing Direct Beneficiaries worked hard to plan and deliver the wellbeing event in June 2019. They engaged with over 50 students and several college staff.



Direct Beneficiaries				
	Outcome 1 An increase in the % of participants students who agree that they know how to improve and protect their own mental health.		Outcome 2 An increase in the % of participants/students who agree they know where to go for mental health information and support.	
	Before	After	Before	After
Agree	75%	100%	63%	100%
Neither/Nor	13%	0%	38%	0%
Disagree	13%	0%	0%	0%
Don't Know	0%	0%	0%	0%
No Response	0%	0%	0%	0%

Full Outcomes - PST Programme

Guru Nanak Sikh Academy

Training was delivered in January 2019 to 19 Year 8 and Year 10 students. Following the training they completed evaluation forms. Key outcomes and evaluation data are shown below.

Outcomes	Post training survey
1. The Peer Support Training has given me knowledge and skills that will help me in the role of Peer Supporter.	<ul style="list-style-type: none"> ● 100% Agree ● - Neither/Nor ● - Disagree
2. The Peer Support Training Programme has given me confidence to help other students in my role as Peer Supporter.	<ul style="list-style-type: none"> ● 100% Agree ● - Neither/Nor ● - Disagree
3. The Peer Support Training Programme has made sure I understand how to carry out the role of Peer supporter with regards to my own safety and the safety of others.	<ul style="list-style-type: none"> ● 100% Agree ● - Neither/Nor ● - Disagree
4. The Peer Support Training Programme has given me a better understanding of mental health and wellbeing.	<ul style="list-style-type: none"> ● 94.7% Agree ● 5.3% Neither/Nor ● - Disagree
5. The Peer Support Training Programme has prepared me for my role as a Peer Supporter.	<ul style="list-style-type: none"> ● 94.7% Agree ● 5.3% Neither/Nor ● - Disagree

Quotes from the participants following the training:

Quotes from Peer Supporters about their experience of providing support to other students:

"The best parts were when we had to practice the scenarios."

"This was an amazing experience. Thank you!"

"It's been an interesting experience. It helps you understand experiences from other people's point of view."

"Empowering."

Between January 2019 and June 2019, 8 students were recorded as using the Peer Support Service and the impact upon the service users was measured through user self-assessment against 3 statements:

By using the Peer Support Service...	
I am more confident to solve problems in a positive and constructive way.	<ul style="list-style-type: none"> ● 87.5% Agree ● 12.5% Neither agree nor disagree
I have better knowledge of how to manage my emotional health and wellbeing.	<ul style="list-style-type: none"> ● 87.5% Agree ● 12.5% Neither agree nor disagree
I have better knowledge of where to go for support with emotional health if I need it.	<ul style="list-style-type: none"> ● 87.5% Agree ● 12.5% Neither agree nor disagree

Barnhill Community High School

Training was delivered in March 2019 to 9 students in Year 12. Following the training they completed evaluation forms. Key outcomes and evaluation data are shown below.

Outcomes	Post training survey
1. The Peer Support Training has given me knowledge and skills that will help me in the role of Peer Supporter.	● 100% Agree
2. The Peer Support Training Programme has given me confidence to help other students in my role as Peer Supporter.	● 100% Agree
3. The Peer Support Training Programme has made sure I understand how to carry out the role of Peer supporter with regards to my own safety and the safety of others.	● 100% Agree
4. The Peer Support Training Programme has given me a better understanding of mental health and wellbeing.	● 100% Agree
5. The Peer Support Training Programme has prepared me for my role as a Peer Supporter.	● 100% Agree

In June 2019, the school reported that some students had used the Peer Support Service since the training, but no monitoring data was recorded. Since September there has been little uptake for the Peer Support Service and no monitoring data has been received.

Budget Summary

Table One: Comparison of planned delivery and spend against achieved delivery and actual spend.

Planned Delivery	Planned Spend	Achieved delivery	Actual Spend
5 x PSTP	£ 2,750.00	2 x PTSP	£ 569.44
3 x MHWBLSP	£ 3,831.00	4 x MHWBLSP	£ 3,960.58
		1 x Adapted programme	£ 684.70
Total:	£ 6,581.00		£ 5,214.72

Table Two: Breakdown of spend by programme and school/college

Programme	Location	Spend
MHWBLS	Oakwood School	£ 1,061.01
	Haydon School	£ 1,032.25
	Uxbridge High School	£ 909.92
	Harlington School	£ 957.40
PS	Guru Nanak Sikh Academy	£ 262.21
	Barnhill Community High School	£ 307.23
Amended MHWBLS	Uxbridge College	£ 684.70
Total spend:		£ 5,214.72
Funding to be returned:		£ 1,366.28

Hillingdon Sexual Health Services Review

Mystery Shopping Report



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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 - 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"> ● The people on reception were very welcoming. ● 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. ● The support in the appointments was very good. The staff were friendly, kind and understanding. ● The confidentiality statement was declared and reiterated and this information, along with the safeguarding information, was excellent. ● During one visit, even though a nurse was not available, another member of staff was present and able to give information and advice. ● Staff clarified misinformation about emergency contraception and ensured mystery shopper knew all the contraceptive options available. ● Covered relationship with partner as well as the reason mystery shopper attended. 	<ul style="list-style-type: none"> ● 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”. ● 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. ● The appointment list including young people’s names and information could be seen by anyone - this should be kept out of view. ● Young people are asked to confirm their details out loud - it would be helpful if there was a different way of confirming this information. ● 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. ● 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. 	<ul style="list-style-type: none"> ● Yes (4)

Continued over the page

<p>Oaklands</p>	<ul style="list-style-type: none"> ● Clinic was difficult to find. ● 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. ● The other mystery shopper was told that to book appointments and for sexual health services other than contraception, you must contact the HESA centre. ● Only seemed to offer contraception rather than full sexual health services. ● Contraception desk was very friendly and straightforward. They asked what was wanted and provided this at the counter. 	<ul style="list-style-type: none"> ● 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. ● 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. ● 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. ● Training for receptionists about the services available at the clinic and in the borough. 	<ul style="list-style-type: none"> ● Yes (1) and No (1)
<p>HESA</p>	<ul style="list-style-type: none"> ● 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. ● It is good that the sexual health clinic is upstairs from the main GP surgery - more discreet. ● 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. ● The mystery shopper using the MSM scenario saw said medical aspects of the advice were excellent. ● 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 	<ul style="list-style-type: none"> ● Young people would prefer a "less clinical [conversation] and more comforting." ● 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. ● 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 	<ul style="list-style-type: none"> ● Yes (2)

	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’.	
Brunel	<ul style="list-style-type: none"> • Nurses were not available when the mystery shoppers attended the clinic, but mystery shopper was told to make an appointment for the following week. • No signposting to other clinics 	<ul style="list-style-type: none"> • Mystery shoppers queried whether there would be more nurses at the clinic during term time? 	<ul style="list-style-type: none"> • No (1)

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.

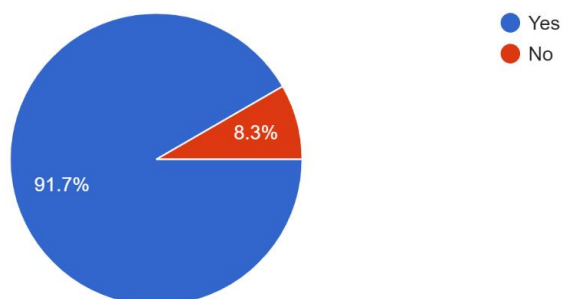
Visits Made

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

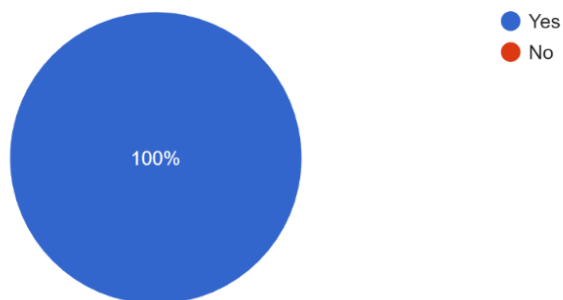
Were you welcomed with a friendly smile from the staff?

12 responses



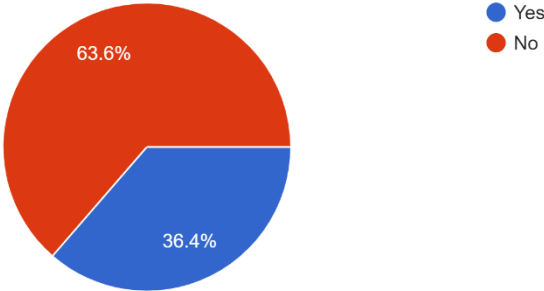
Were you treated non-judgmentally and with respect throughout your visit?

12 responses



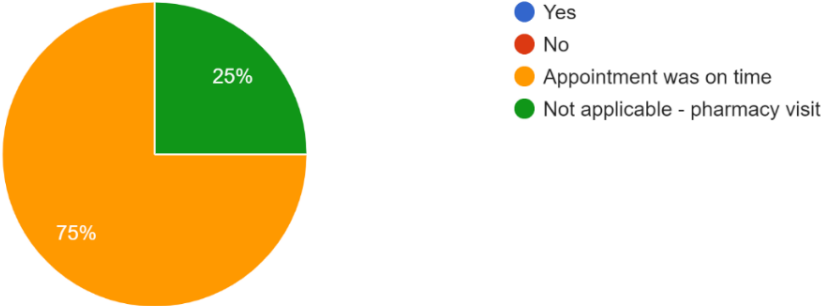
Were you asked what your preferred name was and did they use it?

11 responses



Were you informed of any delays to your appointment time?

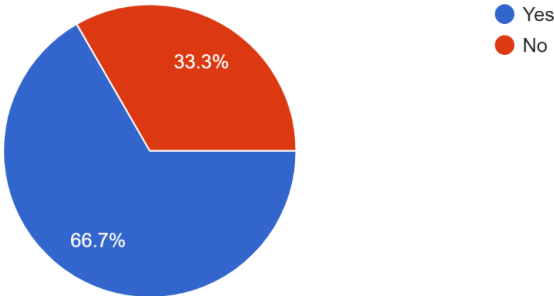
4 responses



Confidentiality and Consent

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

12 responses

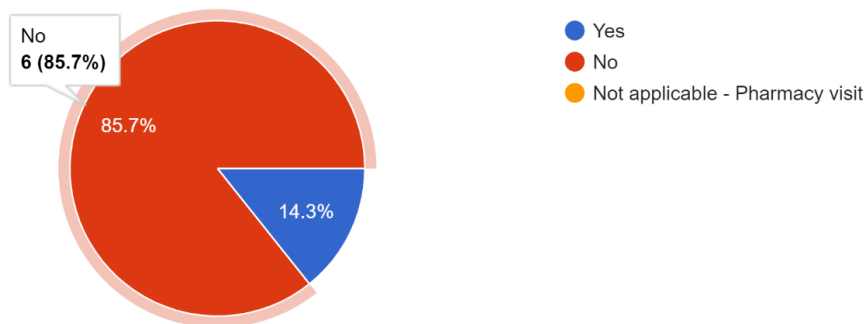


If 'No' please explain:

- 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.

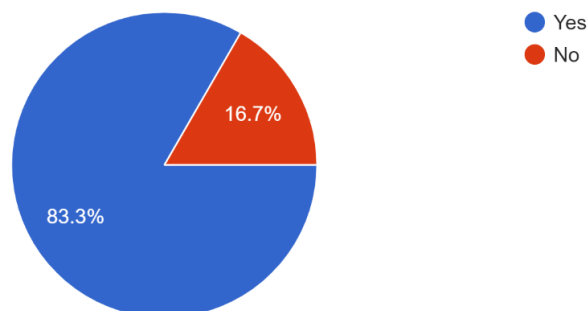
Were there visible confidentiality statements in the waiting area?

7 responses



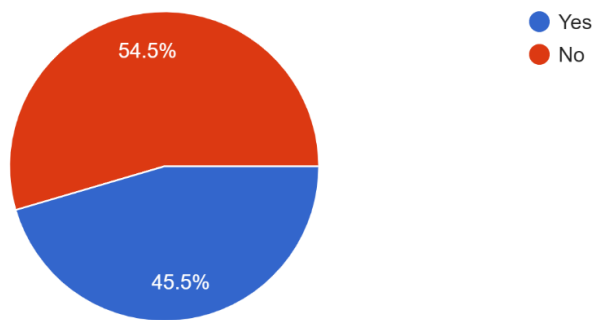
Is it important to you to know the confidentiality statement in advance of seeing a nurse/doctor?

6 responses



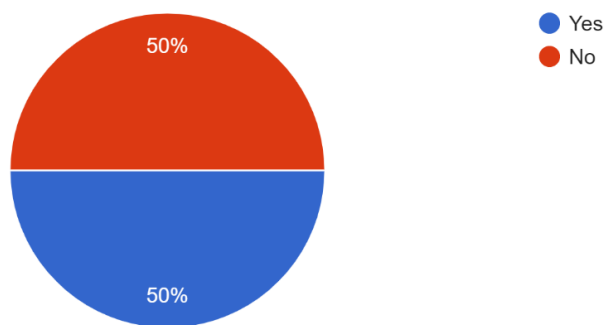
Was consent explained to you as part of your visit?

11 responses



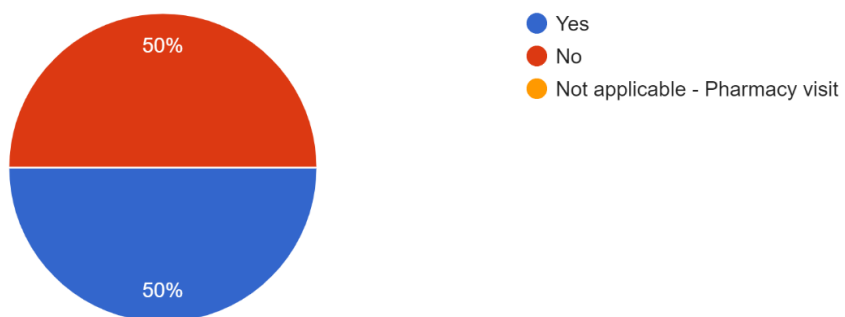
If 'Yes', did you learn anything you didn't already know?

2 responses



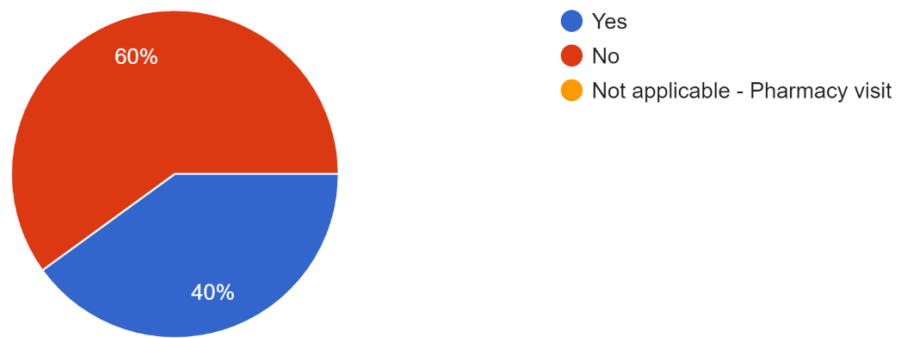
Was confidentiality explained to you as part of your assessment?

10 responses



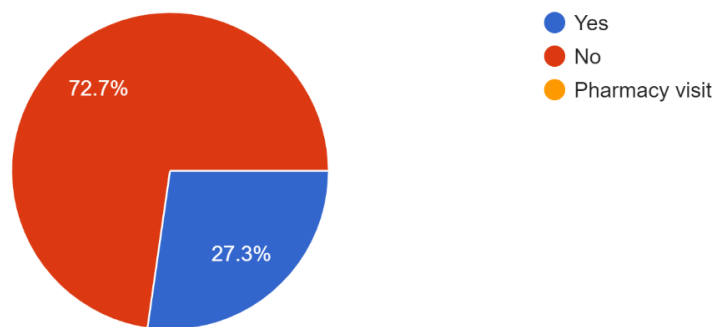
Was GDPR explained to you during your time at the session?

10 responses



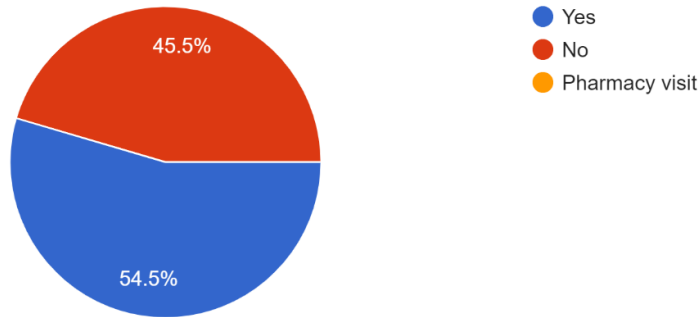
Were you asked to confirm your age or your partner's age?

11 responses



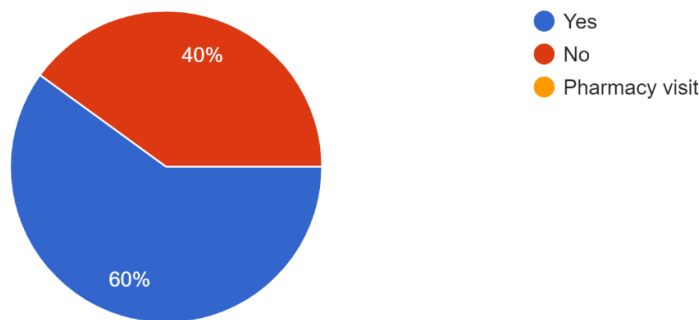
Were you asked about your relationship, either current or future planned relationship?

11 responses



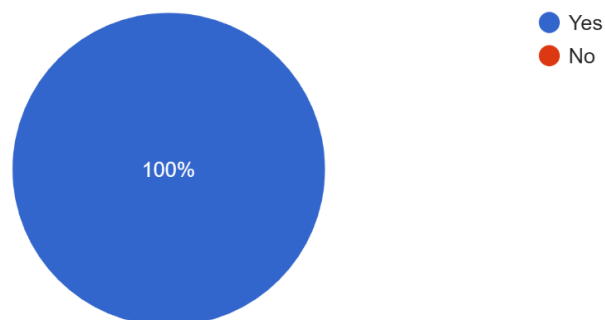
Was the issue of abusive relationships discussed with you?

10 responses



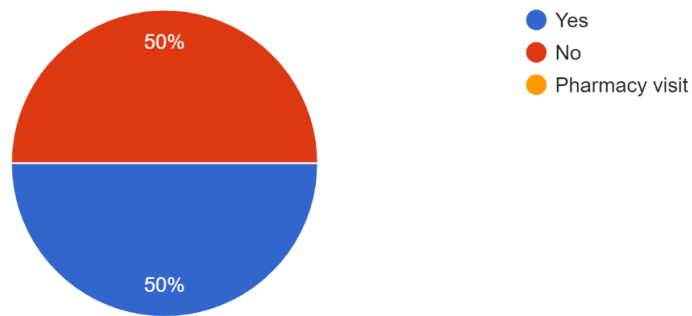
If 'Yes', do you feel confident in recognising this in the future?

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?

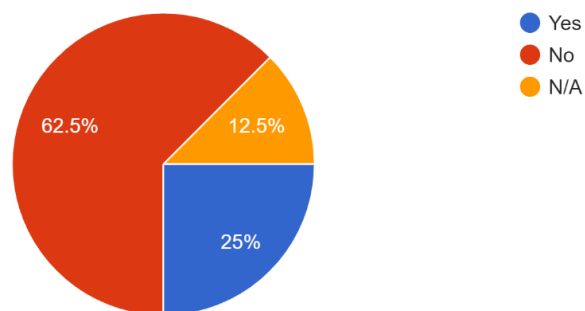
9 responses



Clear Referral Pathway

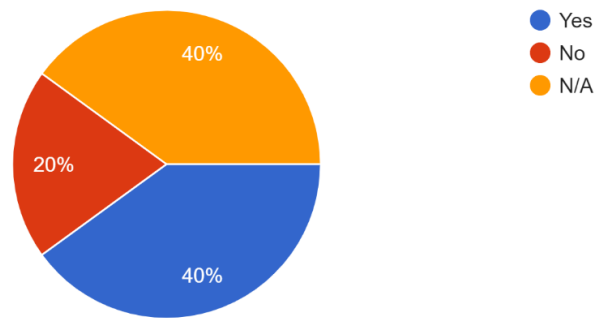
If the service you attended was closed, were there clear posters/information directing you to a service that was open?

8 responses



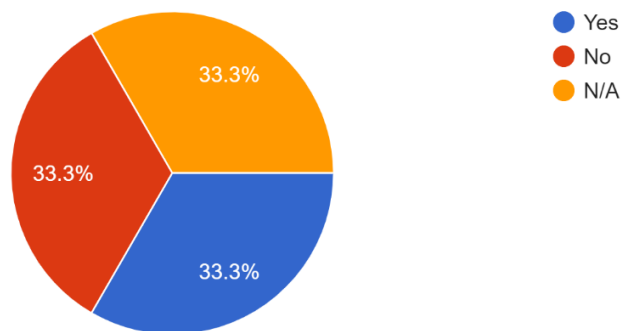
If you were seen and referred to another service, was the referral process smooth?

5 responses



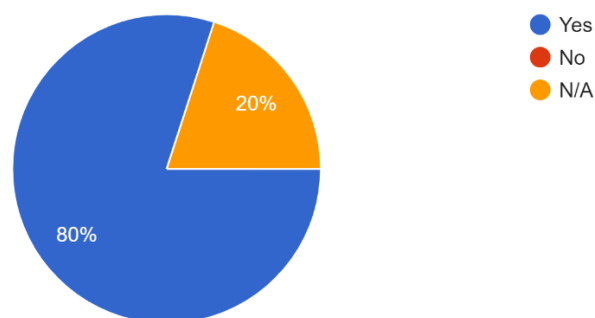
If 'Yes', did someone offer to go with you or speak on your behalf?

3 responses



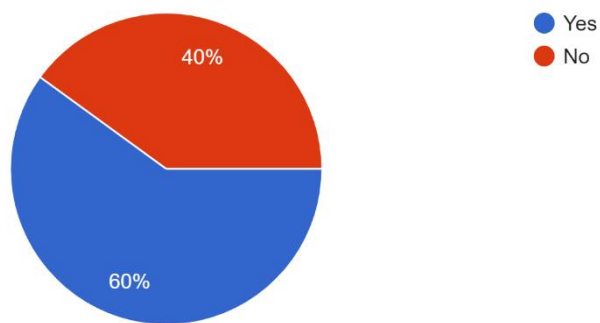
If you were offered the option to use the SH24 online service did you access it easily?

5 responses



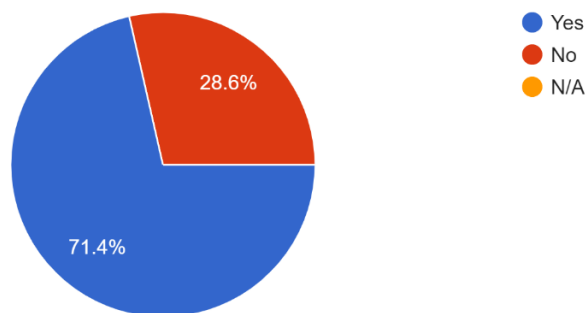
Did you get what you wanted from the website?

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

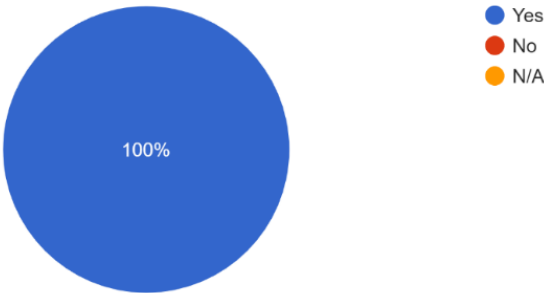


If 'No', please give details:

- 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?

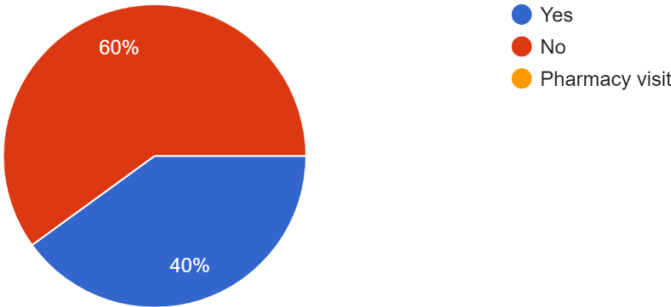
7 responses



Making Every Contact Count

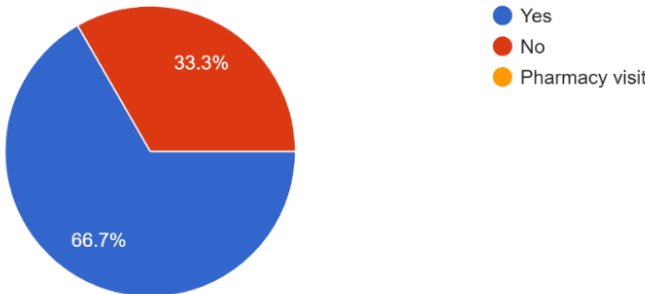
Were you asked about your general health not just sexual health?

10 responses



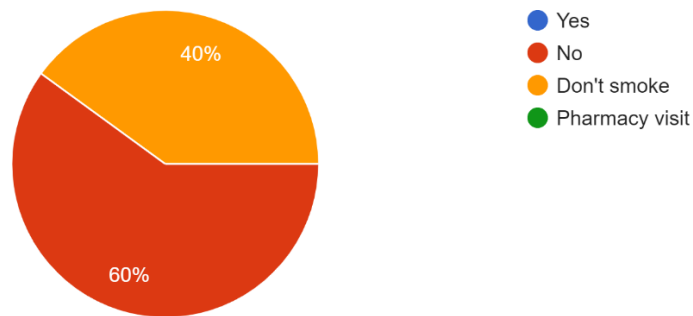
Did you feel able to discuss issues troubling you such as relationships with parents/peers, or mental health issues such as stress/anxiety?

9 responses



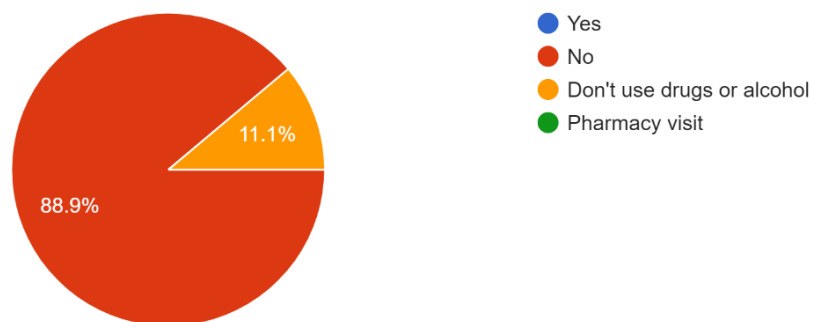
Were you asked if you smoked and invited to seek support to give up?

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.

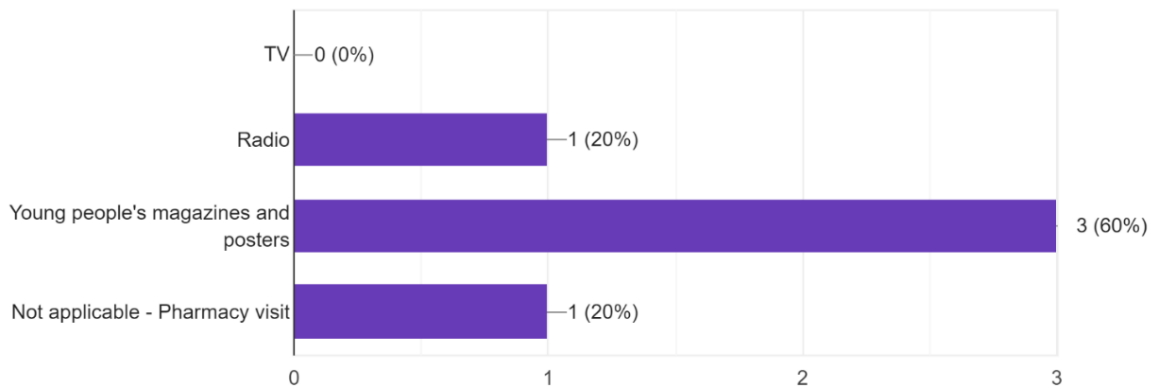
Many young people Young Healthwatch Hillingdon spoke to were not aware of the services available to them or where to find information about services but would welcome support. They agreed there should be more publicity about clinics and support available.

Appendix A - Additional Quantitative Data

Warm Welcome

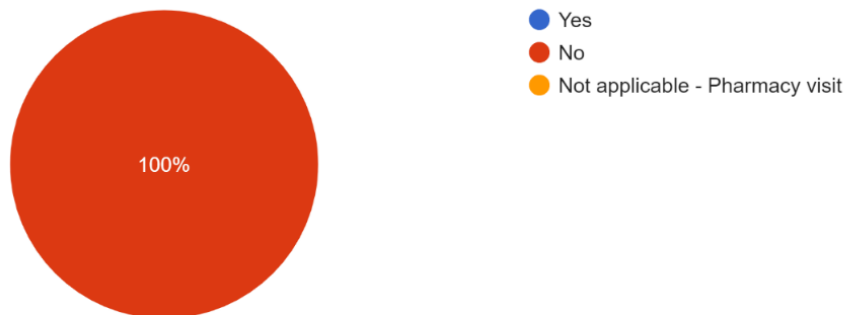
Were you directed to a comfortable waiting area with...?

5 responses



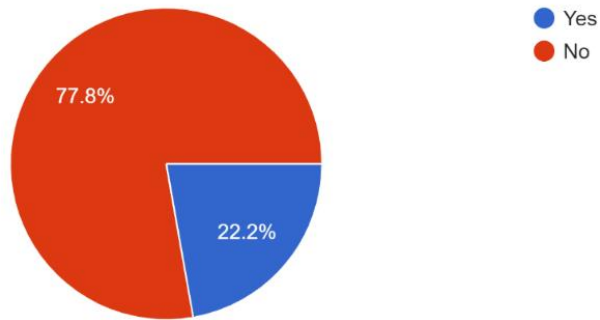
Were you informed of the WiFi password on arrival?

9 responses



Is this important?

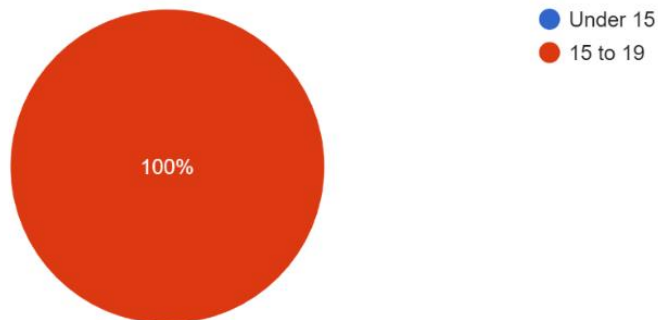
9 responses



Demographics

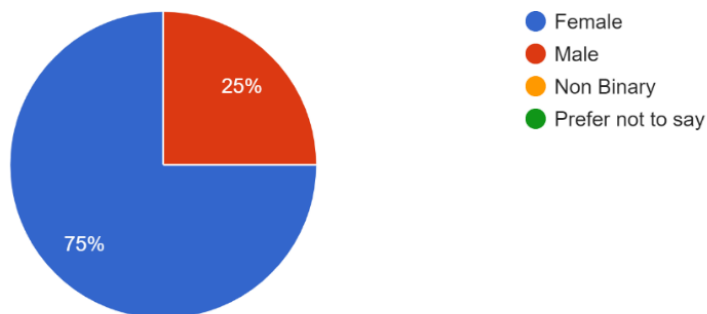
How old are you?

11 responses



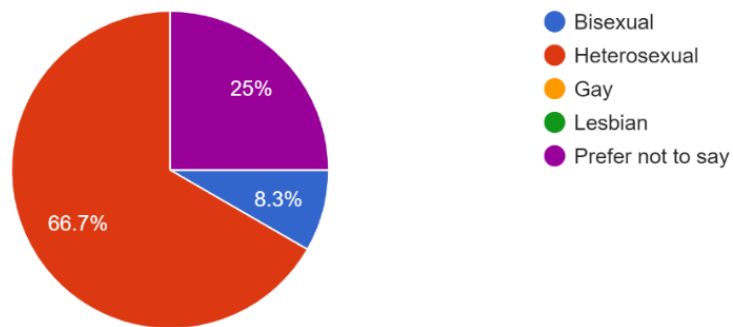
Are you?

12 responses



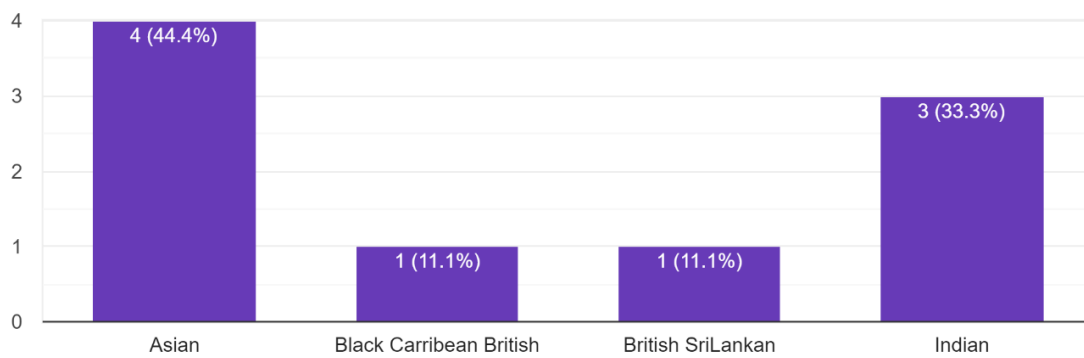
How would you describe your sexual orientation?

12 responses



How would you describe your ethnicity?

9 responses



Appendix B - Full Additional Comments

<p>Vantage Pharmacy - Barra Hall</p>	<ul style="list-style-type: none"> ● You needed to order the kit and then click and collect. ● I don't think they would offer any other advice or give condoms after this. But I can't be sure. ● 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! ● They also take up to 24 hours to review the order. ● They didn't let me order let order 2 from my phone number, even if the address and other information was different. ● But the pharmacists knew what to do and were very helpful. ● 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.
<p>Brunel Pharmacy</p>	<ul style="list-style-type: none"> ● She mostly replied to questions that I had asked. She did not really go out and ask me questions.
<p>HESA Clinic</p>	<ul style="list-style-type: none"> ● Easy to navigate to center. ● 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. ● 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. ● Primarily for medical tests not counselling. ● Receptionist in waiting room made no reference to reason I was there and only confirmed name and address.
<p>HESA Clinic</p>	<ul style="list-style-type: none"> ● Information on where to go if the if the service was closed, was displayed everywhere, on the door and the waiting room. ● Inclusivity - There were posters regarding LGBT, advice and information. ● 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.) ● 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.

	<ul style="list-style-type: none"> ● 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. ● 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. ● Overall, however, I think it was really good.
KISS	<ul style="list-style-type: none"> ● In regards to consent, she didn't explain in detail what consent was. I was a simple question of "was it consensual?". ● 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. ● 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. ● Covered my relationship with my partner as well - not just what I went there for.
KISS	<ul style="list-style-type: none"> ● Mostly comfortable experience. ● Reception forced me into leading - unsure of what to do.
KISS	<ul style="list-style-type: none"> ● Went there twice. On Monday the 12th, 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. ● Reception doesn't get personal. Ask if I need nurse or KISS advisor and select a reason from a list. ● 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. ● Very friendly and inviting to share any questions whatsoever.
Oaklands Clinic	<ul style="list-style-type: none"> ● For booking appointments, you have to call the 'HESA centre'. ● They ask if you need contraception or sexual health services. ● 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. ● 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.

	<ul style="list-style-type: none"> ● 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. ● When I called Oaklands directly, they directed me to HESA's office when I told them reason and my age.
Oaklands Clinic	<ul style="list-style-type: none"> ● The questions on 'Safeguarding' do not apply as they did not speak to a nurse or a doctor. ● The questions on ' Making Every Contact Count' are not applicable. ● 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. ● 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. ● 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.

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