



Annual report 2019-20

Guided by you

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Message from our Chair



Lynn Hill
Healthwatch Hillingdon
Chair

I am delighted to bring you our 2019-2020 annual report. The year has certainly been a challenging one for a number of reasons, not least the unprecedented situation we find ourselves in due to COVID-19.

As challenging as the year has been, our commitment to our residents has remained. We have continued to listen and act on behalf of the Hillingdon community, examples of which you will read about in this report.

Continuing our achievement from 2018, Healthwatch Hillingdon (HWH) was also recognised at the 2019 Healthwatch England Awards. This time we were highly commended for reporting on the issues caused for some residents as a result of changes made to the policy for the treatment of lower back pain.

Healthwatch Hillingdon also successfully led a local consultation on the NHS 'Long Term Plan', which was a national consultation carried out locally. We engaged with over 300 Hillingdon residents and produced a report to share with our local health partners as well as North West London and nationally.

One of our priorities for the year was to visit care homes in Hillingdon, so that we could have a better understanding of the issues faced by these services. Due to the pandemic, we have not been able to conclude this piece of work, but we will be using the information we have as a baseline and will be reassessing the care homes once the coronavirus (COVID-19) pandemic is firmly under control. We will be looking carefully at the care provided for and the management of patients as well as the ongoing support for families who have been deeply affected as a result of not being able to see their loved ones for a long period of time.

The pandemic has meant that we have had to move our staff to work from home. As with other organisations, we have had to find other ways to work. Our staff have continued to take calls from the public and provide guidance through our website, newsletters, and social media. The staff have been well supported by our volunteers and Young Healthwatch, who have been undertaking online surveys and activities so we can keep our health and social care partners informed.

I have continued, along with Dan West our new Managing Director, to represent our residents at the daily and, latterly, weekly meetings of the Hillingdon Health and Care Partners to support local strategies for managing the lockdown. This has been providing the patient voice in the rapid reconfigurations of services from primary through to palliative care. In particular, we advocated for those in hospital who were separated from their families and friends and we worked alongside partners in the subsequent development of 'The Loved Ones Project'.

As an appointed Governor of Hillingdon Hospital, I was very pleased to be offered a seat on the hospital redevelopment board, to ensure we get a new hospital at pace. Our Young Healthwatch have also been involved in a stakeholder group putting their views on what services should look like in the future. I hope that in my report next year we will be significantly advanced, and I feel very optimistic that we will get our new hospital sooner rather than later. It leaves me to end by expressing my thanks to the Board and our wonderful staff, who make our work so much more than the sum of all the parts. I am proud and privileged to be the Chairman and I am looking forward to another successful year.

Foreword from our Cabinet Member



Councillor Jane Palmer
Cabinet Member for Social
Care, Health and Wellbeing,
London Borough of Hillingdon



HILLINGDON
LONDON

I am delighted to welcome you to Healthwatch Hillingdon's annual report for 2019-20. I congratulate all the Healthwatch team for delivering such a range of insightful and positive contributions to decision making in health and social care. This would not have been possible without the hard work and commitment of the small, dedicated team and their volunteers and trustees.

I am also grateful to the residents and patients who have been willing to share their stories and experiences so that the consumer voice can be heard.

In the final part of the year we were all met by the devastating pandemic caused by COVID-19 and that uncertainty remains. I know that Healthwatch Hillingdon has earned the trust and respect of partners to enable it to influence and support services as they change rapidly in response. This role will be essential to new services as we recover in response to, and alongside, the crisis.

I continue to urge people to offer their feedback and views so that Healthwatch can work in partnership to improve health and care for our residents.

Our priorities

Last year 2622 people told us about the improvements they would like to see health and social care services make in 2019-20. These were our six priorities for the year based on what you told us.



Mental health, wellbeing and life skills are a priority for our residents particularly for the youth of Hillingdon. Young Healthwatch Hillingdon (YHWH) are actively addressing this.



GP access, waiting times, and patient-doctor communication is always a hot topic with residents which we do our best to resolve in extreme cases.

what  **t**
would you do?
 It's your NHS. Have your say.



The NHS Long Term Plan, empowering and enabling our residents to inform what the NHS priorities should be in Hillingdon.

A lack of information about services, health conditions and managing expectations are issues raised often.



Inclusive access to dentistry is an issue raised that you will read about in this report, including how we have taken action.



Issues with care homes is a priority and we have taken this up as a project to identify areas for improvement.

 *Making a difference together for the people of Hillingdon...listening, reporting, taking action'*

About us

Who we are and what we do

We are the independent champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people's worries and concerns about current services are addressed.

We work to get services right for the future.

How we work

We are here to listen to what you like about services and what you think could be improved. No matter how big or small the issue, we want to hear about it.

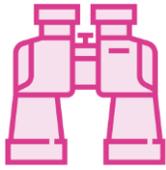
Where possible, we will let you know when changes are planned to services in our community and help you have a say. We will also encourage those in charge of local care to involve you when changes are being planned to services.

You can also speak to us to find information about health and social care services available locally.

 I've now been Managing Director of Healthwatch Hillingdon for over a year and I am astounded by the amount of hard work our staff and volunteers put in to make positive changes in Hillingdon. I'm extremely proud to be part of that team and continue the good work.



Dan West, Managing Director and Alison Neves, Insight and Signposting Co-ordinator, accepting a Highly Commended award at the 2019 Healthwatch Network Awards, in the category 'Giving people the advice and information they need'.



Our vision is simple

Health and care that works for you. People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations

Our Team

Dan West – *Managing Director*

Alison Neves – *Signposting and Insight Co-ordinator*

Charmaine Goodridge – *Outreach and Volunteer Officer*

Kim Markham-Jones – *Community Engagement Officer (Children and Young People)*

Pat Maher – *Admin Officer*

Vinaya Kulkarni - *Signposting and Insight Co-ordinator*



Find out more about us and the work we do

Website: www.healthwatchhillingdon.org.uk

Twitter: @hw_hillingdon

Facebook: @hillingdon.healthwatch

Instagram: @healthwatch_hillingdon

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you

61 volunteers

helped to carry out our work, which is a **17% increase** on the previous year.



In total, they contributed **2430 hours**

We employ
2 FT* and 4 PT staff**

Which is an **8% increase** on our full-time equivalent staff.

*Full Time **Part Time

We received
£158,000 in funding

from our local authority in 2019-20, the same as the previous year.

Providing support



162 people

shared their health and social care story with us.

789 people

accessed Healthwatch advice and information online or contacted us with questions about local support, **24% more** than last year.

Reaching out



We published
4 reports

about the improvements people would like to see to their health and social care, and from this, we made 15 recommendations for improvement.

Our reach



This year, we had a reach of over **140,000** on social media.

Facebook had post engagement (likes, shares and comments) of **5668**.

Total page likes for the year was **537** which was an increase of 21%.



Instagram had **587** total followers for the year, showing a growth of **71%** on the previous year. Young Healthwatch Hillingdon Instagram also grew to **349** followers this year.



5228 people visited the **Healthwatch Hillingdon website** throughout the year, with **621** people reading our information and advice articles during the first week of the Coronavirus lockdown (March 23rd).

In the community



We participated in **62 events**

throughout the year, where we were able to directly engage with **1481 people** and listen to their feedback, signpost to services and give advice.

Young Healthwatch Hillingdon held 2 **Healthfest** events during the summer, speaking to over

100 young people.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Hillingdon.

What are your rights in a CARE HOME?: Helping you to know how to advocate for your loved ones

One individual contacted us for advice when the care home, where their father resides, told the family that their father needed a hospital bed, and that the family had to provide it.

The individual wanted to know whether they should have to do this; particularly given the fact that the care home already had a spare hospital bed in another room but said they would not be able to move it to their father's room.

We gave the individual information on how a local authority needs assessment works, how individuals can be assessed if their needs change, (including whilst in a care home) and what happens if someone is assessed as needing nursing care.

We also gave them information on what can be expected from a good care home and details of how to make a complaint if needed. Healthwatch was able to advise the individual that if their father's needs have been deemed to have changed, social services should be contacted about carrying out a new care needs assessment.



We informed the individual that we would make some enquiries regarding the hospital bed issue.

The individual subsequently called back to say that social services had contacted them to inform them that they would be supplying a bed for their father to use in the home.

The social worker also suggested that it might be more appropriate for their father to be moved to a nursing home. The individual was grateful to Healthwatch Hillingdon for making them aware of the needs assessment process.

"Thank you so much for all your help, we just didn't know what to do for the best".



Capturing issues in the community. Listening to residents at the Carers Event in the Uxbridge Pavilions

WHEN YOUR GP PRACTICE DOESN'T WANT YOU ANYMORE: What do you do if you are told you can no longer be a patient?

Age UK Hillingdon telephoned us on behalf of an 85-year-old who had been asked to leave the GP surgery where they had been a patient for over 50 years.

The reason given by the practice was that they were reducing their catchment area. The patient was very distressed and wanted to stay at the practice, but they had received a letter from NHS England telling them that they would need to be registered at another practice within a short deadline, otherwise their medical records would be destroyed.

The patient had tried to register at other practices but the one that was willing to take them on was further than the

one they were currently at. We contacted Hillingdon Clinic Commissioning Group (CCG) and the North West London Primary Care Commissioning group to investigate this.

As a result of our intervention, we received a phone call from the patient informing us that the practice had confirmed that the individual could stay with them.

We were also assured that the NWL primary team and the CCG would be working with GP practices to ensure that correct processes were followed regarding patient registrations and the communication process would be reviewed.

I have been a patient there for 50 years! I don't want to go somewhere else.



Anyone can talk to us with complete confidentiality. We are here to listen to any healthcare concerns you have.

I feel safer at home thanks to Healthwatch Hillingdon

We were contacted by an individual whose husband is using the services of Opcare - Prosthetic, Orthotic and Posture & Mobility services, a partner with the NHS.

The husband had been having problems getting the right equipment for his wheelchair since the beginning of 2019, he felt uncomfortable and unsteady.

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 Healthwatch Hillingdon to seek advice on getting more help.

HWH contacted Opcare about this and was assured by the regional services manager that they would look into the situation.

After our intervention a solution was successfully found and the couple were satisfied that at last they had been heard.

 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.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchhillingdon.org.uk

Telephone: 01895 272997

Email: office@healthwatchhillingdon.org.uk

Peer to Peer Mental Health and Wellbeing Programmes

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.

Delivery started in September 2018 and continued until December 2019. During this time, we delivered our Mental Health, Wellbeing and Life Skills (MHWBLS) Programme with students in 4 schools and 1 college and our Peer Support Training (PST) Programme with students in 2 schools.

For the MHWBLS Programme there was:

- An increase in the % of participants who agreed that they know how to improve and protect their own mental health from 62% to 95%.
- An increase in the % of participants who agreed they know where to go for mental health information and support from 63% to 98%.

 This was an amazing experience! Thank you!

For the PST Programme:

- 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.

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

Other positive outcomes include:

- The Senior Leadership Team at Harlington School gave participants £500 to fund their whole school mental health awareness campaign and extend it beyond the completion of the Healthwatch Hillingdon project.
- Following completion of the programme, Oakwood School participants 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.

You can find the full report here:

healthwatchhillingdon.org.uk/report/MHWBLSandPSTProgrammes

The Mount Vernon Cancer Centre (MVCC) Review

NHS England commissioned an urgent review of Mount Vernon Cancer Centre (MVCC) in May 2019. The review was led by the East of England Specialised Commissioning Team, due to increasing concern regarding the sustainability of a safe and high quality oncology service provided at the site.

Healthwatch Hillingdon was a full partner in the review process representing the Hillingdon public at review meetings. In addition Healthwatch Hillingdon helped organise local group meetings and a focus group where residents met with members of the review team to share their concerns.

Recommendations

The report was published at the end of July 2019 identifying six options for the MVCC and with the recommendation for two of these options being clinically acceptable.

In all the supported options, the Clinical Advisory Panel has recommended that the accountability and ownership of the MVCC services be transferred from East and North Hertfordshire NHS Trust to a current tertiary cancer centre.

Future

Healthwatch was then asked to be part of the evaluation panel, including members of the MVCC clinical team, national clinical experts, Cancer Alliance, local CCGs, and specialised commissioners.

It was the panel's recommendation that University College London Hospitals NHS Foundation Trust (UCLH), subject to a period of due diligence, should be awarded the contract to run the centre from April 2021.



I would just like to add my thanks for including me in this very important issue of the future of Mount Vernon Hospital. I think the facilitators were excellent and realised that the patient representatives present at the meeting fully illustrated that Mount Vernon should be recognised for the invaluable work they carry out.

Ingrid (local resident)

You can find the full report, and stakeholder updates here:

<https://www.england.nhs.uk/east-of-england/nhs-england-and-nhs-improvement-east-of-englands-work/mount-vernion-cancer-centre-review/>

How Young Healthwatch Hillingdon has made a difference



Hillingdon Young People's Sexual Health Services Review

In June, Public Health Hillingdon asked YHwH to carry out a review of the sexual and reproductive health services available for young people in Hillingdon. The review was carried out by Young Healthwatch Hillingdon (YHwH) members **Manil, Smriti, Zainab, Thomika, Majura, Ema, Nicola, Isra, and Aisha**.

To do this they:

- Ran focus groups with 90 young people in July to find out about their experiences of using sexual health services, what was good and what could have been improved.
- Conducted a thorough review of the services at clinics, pharmacies, online and over the phone as 'mystery shoppers' throughout August.
- Created an in-depth report of their findings and recommendations and presented this to Public Health Hillingdon and providers of local sexual and reproductive health services.

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

YHwH Member

Findings:

Services were identified and 'mystery shopper' scenarios were devised that would address diverse situations and barriers that young people may face. Some of the key points were:

Online Services - Clearer pathways to information are needed, 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 – Staff were cited as being friendly/helpful, but certain pathways to booking appointments were less straightforward than expected. Discretion was another common theme, ranging from signage, to where conversations could be conducted.

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

Public Health Hillingdon

You can find the full report here:

healthwatchhillington.org.uk/report/YHwHSexualHealthServices



Share your views with us

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NHS Takeover Challenge!



The NHS Takeover Challenge supports young people to have real influence in NHS services. At the end of 2018 Hillingdon Clinical Commissioning Group (HCCG) was awarded money through the programme to work in partnership with YHwH on a project about young people’s experiences of transition from children's health services (paediatrics) to adult health services.

The aim of the project was to improve the transition process by working directly with young people to shape plans.

Hillingdon Hospital PLACE inspection

YHwH members keenly take on the challenge of inspecting hospital wards at Hillingdon where they are always welcomed.

These PLACE inspections have earned praise from hospital management for their professional approach and helpfulness.

Throughout 2019 YHwH designed and ran workshops with groups of young people to find out about their experiences of transition - both positive and what could be improved. The information formed the basis of a report to Hillingdon CCG.

This feedback was used to support a business case put forward by Hillingdon CCG for an enhanced transition service, including a dedicated Transition Nurse at Hillingdon Hospital.

Achievement

The business case was successful!

Feedback provided by young people and gathered by YHwH directly influenced the commissioning of health services to benefit local young people!



Long Term Plan

[#WhatWouldYouDo](#)

Highlights



Nearly 300 people shared their views with Healthwatch Hillingdon



3 focus groups reaching different communities were held by Healthwatch



We attended 11 community events.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch England launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

The programme of engagement ran for approximately six weeks. In total, Healthwatch Hillingdon engaged directly with nearly 300 people across the Borough (from whom 273 surveys were received and direct feedback from 26 people in focus group settings) on their experiences and views of how health and social care services could be improved across Hillingdon.

The aim was to give Hillingdon residents the opportunity to have their say about how the national plan is delivered locally. Key themes explored by the focus groups were:

- Making sure everyone gets the best start in life
- Delivering world class care
- Supporting people to age well

The above key themes were explored with the focus groups. Some of the questions discussed were:

- What has worked really well individually?
- What has not worked well?
- What must change to improve NHS services?
- What matters most to people?
- How and why do they wish to be engaged, and to feedback their opinions and views on changes made to NHS service design and delivery?



What Matters Most to the People of Hillingdon?

The Findings | General Health Focus Group

What works well?

-  People feel that the staff in the NHS generally provide a good service but were under intense pressure.
-  When people are treated with respect by staff and they communicate clearly with patients there is greater confidence that the issues will be dealt with.
-  There are elements of all services that work well, including the hospital, GPs and the voluntary sector. Much of this is based on good communication and people feeling they are being listened to.

-  My GP is brilliant, and I can always get an appointment.
-  Wonderful care in Hillingdon hospital when my husband broke his arm, and a year later a few weeks before his death.

What could better ?

-  I had to wait a month to see my GP.
-  Operations being cancelled at the last minute and lack of communication regarding a new appointment.
-  There was a high level of frustration in the group regarding the difficulty of accessing services and the time it takes to find the right pathways to services. This frustration was identified across all services.
-  Waiting times continue to be a frustration for people. This is made more challenging as services appear not to be working together. This results in people having to repeat information on numerous occasions.
-  Customer care skills aren't always good, and some services are treating patients with a lack of respect.



What Matters Most to the People of Hillingdon?

The Findings | Mental Health Focus Group

What works well?

- When staff listened it enabled people to relax and feel that help would be made available and patients were not being blamed for their condition.
- The support provided by the voluntary sector.
- Having treatment at the right time when it is needed.
- Organisations like Healthwatch that helped people to find a way forward through advice and signposting.

It works well when concerns are listened to, with health care professionals having the time to listen and any treatments are in a reasonable timeframe.

What could better ?

- We need easy access to see a health professional relevant to you. A & E is the only place you get to see the right people quickly and that is why it is abused. It's hard to get a GP appointment it can take several weeks to get a referral.
- As with general issues reduction in the long waiting times. Along with more interim measures in place to support people while waiting for appointments.
- Increased lines of communication while waiting for an appointment and the amount of information about pathways to ease access to services.
- Services to work in an integrated way so that it does not leave people feeling services are 'passing the buck' and blaming each other.



Recommendations

The following recommendations are very similar to those listed within the combined Healthwatch North West London report.

In summary:

- Those people that engaged with HWH are very clear that, “resources should be used to focus on prevention and early diagnosis in order to reduce pressures on the NHS”.
- Users of services are asking for more opportunities to be informed and be able to influence services, particularly through events and focus groups. Co-production of plans with patients is a must.
- Information and advice for patients needs to be more readily available and in plain English. Whilst the move towards the use of digital communication is understandable the traditional face-to-face meetings and written hard copies should not yet be stopped.
- The move towards more holistic and integrated health and care services is welcomed and should continue.
- Health care professionals’ customer care skills need to be developed further.

Choosing the right treatment is a joint decision between me and the relevant health and care professional’ is a similarly important point for all demographics shown above, with nearly half of all female respondents selecting it.

As a patient with myeloma (a blood cancer), I would like to be able to access my blood results online and not have to wait for clinic appointments. It can be an anxious wait at crucial times in my disease.

You can find the full reports here:

healthwatchhillingdon.org.uk/report/HWHillingdonandNWLNHSSTPReport

Helping you find the answers



healthwatch
Hillingdon

Your local consumer champion for health
and social care services

Have your say
on health
and social care
services
in Hillingdon

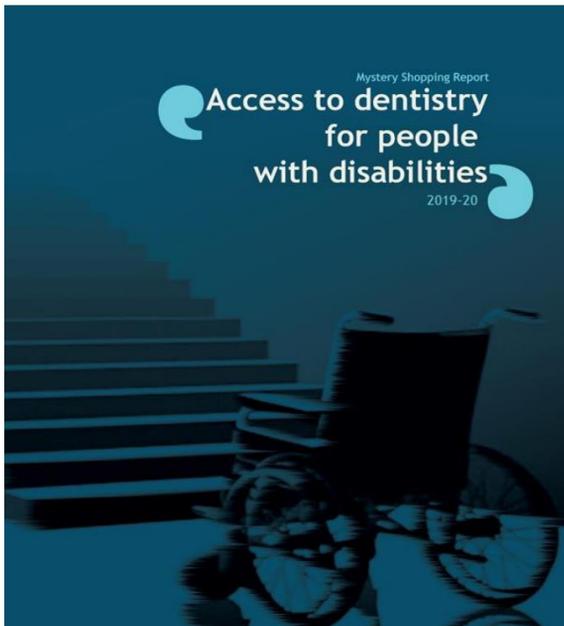
**Tell us
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- Hospitals
- Disability Services
- Dentists
- Care Homes
- Mental Health Services

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Improving access and information for dental patients



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 was 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.UK website about 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 practices 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.

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



Recommendations

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 would 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: 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.

Response from the Local Dental Committee

In response to the recommendations made in this report, the Local Dental Committee (LDC) 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.

You can find the full report here:

healthwatchhillingdon.org.uk/report/AccessToDentistryMysteryShopper

Getting information needed

We were able to assist another individual who had tests for HIV and Hepatitis at a GP in July 2019 but, when trying to chase up the results, was told that their file had been lost due to the service moving. The individual then contacted the new service provider and was promised a call back, but after several days nothing had happened. Healthwatch Hillingdon took this up with the service provider and the issue was swiftly resolved.



Getting the right information

An individual was trying to register with the nearest GP surgery to them after moving address and was told they needed to provide photo ID - but their passport was out of date and they had sent their driving licence off for renewal. They were worried that, as they take regular medication, they would not be able to get a repeat prescription when they needed it and wanted to know what to do. We were able to inform the individual that, under NHS guidelines, they should not have to provide ID to register with a GP. We gave them a link to the NHS UK website which contains this information and the phone number for NHS England, to take this up with the GP surgery.



Contact us to get the information you need

If you have a query about a health or social care service or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Telephone: 01895 272997

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Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.

Bernie

I decided to volunteer as a mystery shopper with Healthwatch Hillingdon, as I feel passionately about the healthcare services provided for the local people of Hillingdon. I have personally received excellent care, and would like everyone to receive the same excellent standard that was afforded to me.

Volunteering gives a sense of pride and satisfaction knowing that you are helping others.



Aisha

Aisha is passionate about healthcare and social change. Previously she has been involved in supporting Harlington Hospice.

She has been volunteering with Young Healthwatch Hillingdon (YHwH) for two years now, raising awareness about physical and mental health with young people and helping shape local services.

As the YHwH representative on the Healthwatch board Aisha is very keen to ensure YHwH has a voice.

She is excited to pursue a degree in social policy, hoping to have a positive impact on social change.

Simone

I heard about Healthwatch Hillingdon at a Jobs Fair at Hillingdon Adult Learning. There I saw the opportunity to engage with the community and learn more about this new country that I decided to live in.

As a volunteer, I help them with social media, creating graphics to share on Instagram, Facebook and Twitter. Also, I work as an Ambassador visiting hospitals and taking part in community events.

I share my experience on social media to spread awareness about health and social care.

In a short period of time, I have learnt how the NHS works and how to help people with their complaints. I have heard a lot of compliments about health services.

By volunteering for Healthwatch Hillingdon we can learn more about our community and grow as human beings.



Learning new skills

Halimah

Healthwatch Hillingdon provided me with the opportunity to help my community while also gaining experience as an editor, which is the career path I am interested in.

My role as a Newsletter editor allows me to organise and design the quarterly digital newsletter, where we inform subscribers of any new services, what Healthwatch Hillingdon has achieved and relevant information and surveys that would be useful to our readers. By making the newsletter accessible and easy to read, it guarantees that key messages are being conveyed, and also makes sure that they know where they can go for guidance.

As a volunteer at Healthwatch Hillingdon I have developed key communication and interpersonal skills, through discussions with staff about what to include in the newsletter and the topics that need to be addressed. These discussions have been helpful in increasing my understanding of my role but also have enabled me to communicate in a calm working environment which is an essential skill. I have also gained experience of editing text, using an online marketing programme (Mail Chimp). This is extremely beneficial as it enables me to explore different aspects of digital media and understand how to use online platforms to reach an audience and promote information which will be helpful towards a career in publishing.



...giving up your time to support people helps towards developing an optimistic attitude which in turn makes you feel good about yourself.

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



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with Healthwatch Hillingdon.

Website: www.healthwatchhillingdon.org.uk

Telephone: 01895 272997

Email: office@healthwatchhillingdon.org.uk

Finances



We are funded by our local authority under the Health and Social Care Act (2012).

Income	
Funding received from Local Authority	£158,000
Additional Income	£3,581
Brought forward from 2018/19	£95,391
Expenditure	
Staffing Costs	£144,086
Operational Costs	£20,839
Office Costs	£11,975
Total	£176,901
Contingency Funds <i>Property and Redundancy Provision</i>	£15,000
Balance at 31st March 2020	£65,071

Healthwatch Hillingdon has ended the year with a provisional balance of **£65,071**, including contingency funds for property and redundancy.

In-year running costs have totalled a deficit of **£15,320**. This can be attributed to the handover period from the interim CEO and the commencement of the MD position, incurring larger than normal staffing costs (In the previous year monies were saved due to staff vacancies which have now been filled).

The appointment of the second Signposting and Insight Coordinator, and additional expenses incurred by remote working during the COVID-19 outbreak will further reduce the overall surplus in 2020-21, as well as planned project costs and the planned upgrading of the IT equipment

Our plans for next year



Managing Director Daniel West looks at the next year for Healthwatch Hillingdon, and how the coronavirus outbreak will shape our work

Looking ahead

Since the outbreak of Coronavirus (COVID-19), our ways of working have had to change. Shortly prior to the national lockdown, we (like many) have been working remotely. Although this has posed many obstacles, Healthwatch Hillingdon has risen to meet this challenge and continued to provide its core services in this time of need. It has also reinforced our relationships with partner organisations, the local Clinical Commissioning Group (CCG), and healthcare providers in the borough. Because of this, we have had to re-evaluate our future plans in view of the rapidly changing landscape. With this in mind, our key lines of work include:

- Widening our digital audience, to provide reliable and trustworthy information at a local level – utilising our website and social media. Great strides have already been made but with more people coming 'online', we aim to grow our influence.
- How has COVID-19 affected the different communities in Hillingdon? We want to understand the barriers facing different demographics, and investigate any potential inequalities.
- How do we engage effectively in a post-COVID world? With increased reliance on digital methods, how can we ensure valuable feedback is captured, and how do we ensure that the voice of the digitally isolated are not lost? Ensuring we have key points of contact across the community, we hope to reach all regardless of medium.
- Healthwatch Hillingdon is fortunate to be valued highly by our partners, and have been a key component in healthcare during the COVID-19 crisis through Hillingdon Health and Care Partners. We will continue to provide our support and ensure the voice of the public is heard.



Daniel West, Managing Director of Healthwatch Hillingdon

Thank you

I would like first to thank the incredible Healthwatch Hillingdon team for all their hard work and support throughout my first year at Healthwatch Hillingdon, without which, it would not have been possible to have achieved what we have. I would also like to thank the Healthwatch Hillingdon Board of Trustees for their insight, direction, and assistance they have given the organisation, notably our Chair Lynn Hill, and Vice Chair Turkay Mahmoud. Thank you all for making Healthwatch Hillingdon what it is today.

Lastly I would like to thank the NHS trusts, Hillingdon Borough Council and Hillingdon CCG for their continued support and inclusion of Healthwatch Hillingdon into the future of services in the borough.

Daniel West

Healthwatch Hillingdon MD

'I am incredibly proud of the work Healthwatch Hillingdon does, and it is an honour to be part of it'

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

Members of the public who shared their views and experiences with us – without you we would not have the evidence to make change and improvements happen.

All of our amazing staff and volunteers – without you we would not have the means to make change and improvements happen.

The organisations that have contributed to our work:

- The Hillingdon Hospitals Foundation Trust
- NHS Hillingdon Clinical Commissioning Group
- NHS Hillingdon Primary Care Confederation
- H4All (Age UK, DASH, Hillingdon Carers, Harlington Hospice, and MIND)

Thank you to all - without you, change would not be possible.

To all our amazing community groups who work with us to make our harder to reach groups heard; without you, individuals would not get the care improvements they need.



Contact us



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If you need this in an alternative format please contact us.

Healthwatch Hillingdon

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