

healthwatch
Hillingdon

Annual Report
2017/18

your
voice
counts

Young
voices
count
too





5 years of improving health and social care in Hillingdon



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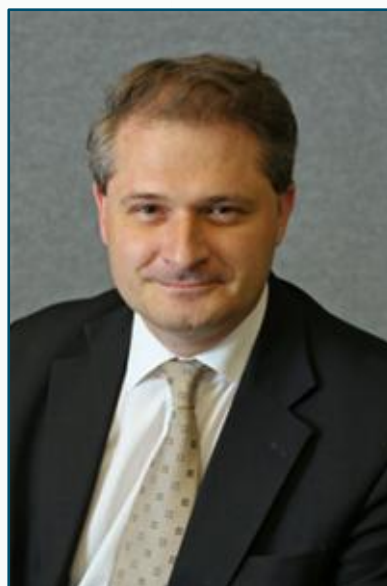
Foreword

Councillor Philip Corthorne

Once more it is my pleasure to welcome you to Healthwatch Hillingdon's latest annual report. You will see, herein, the valuable work Healthwatch undertakes on behalf of residents in what has been a full and challenging year.

I would like to place on record, on behalf of Hillingdon's Health and Wellbeing Board, our grateful thanks to Stephen Otter who has now stepped down as Chairman. Stephen has been involved with Healthwatch Hillingdon since its inception and has been a full and welcome member of the Health and Wellbeing Board, we wish him well for the future. We also look forward to working with Lynn Hill, who takes on the Chair's role, and wish her every success.

Thank you to the public who have taken the time to tell your story, to engage and discuss so that the "voice of the customer" can be heard. I encourage everyone to continue to do so



I also congratulate the Healthwatch Hillingdon team: the voluntary Board of Trustees, Graham Hawkes and the small staff team, and the number of volunteers who have made the work of Healthwatch possible.

Last, but certainly not least, thank you to the public who have taken the time to tell your story, to engage and discuss so that the 'voice of the customer' can be heard. I encourage everyone to continue to do so.

Councillor Philip Corthorne MCIPD

**Cabinet Member for Social Services,
Housing, Health and Wellbeing,
London Borough of Hillingdon**

Message from our Chair

Welcome to the fifth Annual Report from Healthwatch Hillingdon.

I am delighted to be able to report that we have continued to build on our excellent progress in helping to achieve real improvements in local health and social care services, although there is much still to be done.



important and the extent to which services are currently meeting your needs or expectations. We use this information to illustrate where patients and service users want to see changes, provide as much evidence as we can to support the need for improvement and we monitor progress being made by the appropriate agency. We are not always successful in obtaining the changes wanted by residents, but we will continue to robustly represent your views and needs.

As in previous years the report highlights many examples of areas where Healthwatch Hillingdon has been instrumental in achieving change in local provision.

Our overriding priority for the future is to continue our successful work in helping to obtain local improvements in services.

In addition to following up issues in any service, we are doing some work in specific areas.

I am proud to welcome the formation of Young Healthwatch Hillingdon. We now have 19 young people who are engaging with Healthwatch Hillingdon activities to ensure that their views are heard and shared.

We shall also continue to examine bigger changes being proposed to the way in

Our aim is to give Hillingdon residents a voice to influence local change and to continue to highlight those services which fail to meet expectations.

As in previous years, we can highlight several areas where the organisations that run our local health and care services have acted upon our representations and made improvements to services.

One of our main responsibilities is to listen to residents of Hillingdon so that we understand the things that are most

which health and care services are delivered to protect residents' interests.

Once again, I would like to offer a huge thank you to Graham Hawkes, his team, the volunteers and the Board Members for their hard work, effort and support which have resulted in a successful year for Healthwatch Hillingdon.

I would like to offer our thanks to Stephen Otter who, after six years' dedication to Healthwatch Hillingdon, both as Vice Chair and Chair, has resigned from the Board. We wish him well and in return welcome Lynn Hill to the Board as Chair elect. Lynn will be formally taking up her role in June 2018.

Turkay Mahmoud
Interim Chair



Message from our Chief Executive

Welcome to the Healthwatch Hillingdon Annual Report 2017-2018. The story of another busy, challenging, sad, but very rewarding year.

In December 2017 we said goodbye to one of our original Trustees and Chair of our Board, Stephen Otter. Stephen brought us refreshing leadership and drive and I thank him for all he did and the support he gave me throughout his tenure.

I would also like to express my appreciation to Turkay Mahmoud for becoming Acting Chair and leading us so capably during the remainder of the year.

We sadly also said goodbye to our colleague Raj Grewal at the beginning of 2018 as he set off for new adventures in Africa. A long-standing member of our staff, Raj was dedicated to serving the Hillingdon public and is greatly missed by us all.

Operationally, we have continued to ensure the users of Hillingdon's health and social care services have a strong voice.



In the first half of the year we concentrated on promoting and embedding the learning from our maternity and discharge reports.

Our partnership working influenced service improvement plans and it was really pleasing to see the 'Working Together' information booklet rolled out across The Hillingdon Hospitals, as an aid to help patients through their inpatient stay.

With other North West London Healthwatch, we challenged the legality of the original proposed changes to prescribing. We were successful in not only ensuring the policy was changed but made sure the engagement material used by the North West London Clinical Commissioning Groups was a fair representation of the proposed policy and was written in a way the public could understand.

We engaged across Hillingdon to find out what you thought of the new Extended Hours GP service. Over 1000 of you told us your views and we are currently using that evidence to shape and change how the service will be delivered in the future.

The most exciting development for us this year has been our work to give children and young people in Hillingdon a voice.

Starting Young Healthwatch Hillingdon and the projects to support young people raise awareness of emotional wellbeing in schools has been truly inspirational work for us.

With over 20 enthusiastic young members, trained and ready to get involved, we are really looking forward to seeing Young Healthwatch progress in 2018.

This year nearly 1000 people have come into the shop, or contacted us, for information or advice. We have helped people to find services to meet their needs and empowered others to navigate the system. We have seen a lot of positive feedback this year and seeing the difference we have made to people's lives makes this a very rewarding part of our role.

It takes a real team effort to achieve the work which is outlined in this report and I would like to personally thank everybody who has made a contribution to Healthwatch Hillingdon this year:

- The staff team - Pat, Charmaine, Kim and Raj - who are passionate about what we do
- The Healthwatch Hillingdon Board for their governance, leadership and support
- Our volunteers, who have donated nearly 2000 hours of their time and expertise, to make a difference in their community
- You, the public, who have told us your stories, experiences and views.

Our success over the last five years has shown that we can improve services; but we cannot do that without knowing people's experience of care in Hillingdon.

That is why we need to hear from you, your family, friends and neighbours. By telling us your experience we can change care services in our community together.

Finally, I would like to extend a warm welcome to our Chair Elect, Lynn Hill. I look forward to working with Lynn when she takes up her role in June, as we look to build on our success and take Healthwatch Hillingdon into the next era.

Graham Hawkes
Chief Executive Officer

healthwatch
Hillingdon

**Come in
and talk
to us**

We are:

- **Independent**
- **Influential**
- **Informing**

**your
voice
counts**

Message from our new Chair

I am delighted and privileged to have joined Healthwatch Hillingdon this year as Chair Elect and am very excited to be taking on the Chairman's mantle from June onwards.

Firstly, I would like to say I am extremely grateful to Turkey Mahmoud for leaving the organisation in such good shape and to Graham Hawkes for his strong and focused leadership as our Chief Executive Officer.

My career has been spent entirely in healthcare and I recently retired from the NHS having completed almost 40 years. I qualified as a Biomedical Scientist in Hematology in 1981 and went on to Chair the UK Scientific Advisory Panel. I have a keen interest in patient safety and studied for the Capsticks Diploma in Clinical Risk Management. I am also a graduate of the Kings Fund Top Manager Programme. More recently, I became a Healthcare Manager and held a number of director roles including those of Chief Operating Officer/Deputy Chief Executive Officer.

I believe that patients should be at the heart of everything we do and that all



patients should have a voice. Patient engagement is the key to really getting 'under the bonnet' of what is going on in any healthcare setting and the Uxbridge shop, situated in the Pavilions Shopping Centre, provides an excellent point of reference and signposting service for our patients and carers alike. I am looking forward to working with our Board and local stakeholders to ensure that standards are maintained and enhanced and the local patients within the Borough of Hillingdon continue to access and receive high quality health and social care.

The team at Healthwatch Hillingdon have set the bar very high with their achievements over the last few years and I have been particularly impressed by the partnership working with Hillingdon Hospital on discharge planning and with the work done with young people's mental health. Links with the Council are also strong and collaborative.

During the course of the next few months, the Board and I will be looking at our work plan and seeing where our efforts can be best utilised to ensure we continue to add value to the local healthcare economy.

Lynn Hill - Chair Elect (June 2018)



Highlights from our year



We've given **976**
people information
and advice



We've directly engaged
with **2922** people



Our volunteers gave
1971
hours of their time



Represented the public
at **233** meetings
and **93** community
events



We've carried out over
100 hours of
PLACE assessments



Started **Young**
Healthwatch Hillingdon



We asked **1023**
people their views
on extended
hours GP
appointments



218,000
visits to our website and
1632 people
reached
on social
media



Who we are

Have you had a baby in Hillingdon in the last 12 months?
Come and talk to us about your experience



Help us to improve services

Your voice counts



Healthwatch Hillingdon is completely separate from the NHS and the local authority. We represent the views of everyone who uses health and social care services in the London Borough of Hillingdon. We make sure that these views are gathered, analysed and acted upon, making services better now and in the future.

Our vision

Our vision is to become the influential and effective voice of the public.

We want to ensure that local decision makers put the experiences of people at the heart of their work, giving adults,

young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in Hillingdon. This vision is founded on the strong belief that services work best when they are designed around the needs and experiences of the people who use them.

Our priorities

The focus of our work for 2017-19 has been aligned with our Strategic Priorities and selected to reflect our statutory requirements, and the findings from in-depth analysis of data and intelligence gathered from our residents.

The key areas for 2017-18 were:

- **Youth Engagement Project**
- **Extended hours GP Access**
- **Maternity and Hospital Discharge follow-up**

it starts with
YOU



How your experiences are helping to influence change

New Perinatal Mental Health Service



The evidence from both our Children and Adolescent Mental Health Service (CAMHS) reports and our Maternity report outlined the need for a comprehensive perinatal mental health service for Hillingdon's women.

Following our CAMHS report a small service was commissioned, which has since been built upon; but as our Maternity report outlined, the service was not meeting demand.

In June 2017, the North West London Clinical Commissioning Group Collaboration (NWL CCG) launched a new, comprehensive perinatal mental health service to support women who

develop a mental health illness during pregnancy, or in the first year following birth. This also offers pre- conception advice to women who already have a mental health condition.

It is really pleasing to see the part our work has played in influencing change and improving services.

Changes to GP Prescribing

Through listening to patient experiences, we have been an effective force on the NWL CCG Collaborative on their proposed changes to GP prescribing. Through our seats on the NHS Hillingdon CCG and the NWL Integrated Lay Partners' Group we have been able to challenge the legality of the process and shape the proposals and the development of the engagement materials to ensure they were fair and not confusing for the public.

Healthwatch Hillingdon was extremely disappointed that only a three-week exercise was carried out for such an important change. We have been very vocal in our disappointment, producing a public statement. See 'Choosing Wisely'

<https://bit.ly/2s8HquS>



On-Line Medication

Last year feedback from our residents gave us cause to raise concern with the Medicines and Healthcare Products Regulatory Agency, Healthwatch England, and the Care Quality Commission, regarding patients gaining access to restricted, prescription-only medication via online platforms.

We were delighted to see the regulators and professional bodies acting jointly to take enforcement action against UK-based suppliers and launch a high-profile public awareness campaign to highlight the inherent risks and dangers that off-shore online suppliers may pose; and offer guidance to the public on how to remain safe when accessing online healthcare services.

Young People's Mental Health and Wellbeing



In 2015 Healthwatch Hillingdon produced 'Seen & Heard - Why not now?'; a report that highlighted children and young people's lived experiences of mental health and wellbeing services in Hillingdon.

Since this date we have continued to advocate for service change for young people, both locally and nationally.

Thrive

In Hillingdon, partners have adopted the Thrive Model and are working with children and their families to develop new models of care. This year we have

seen quicker access for children to services, waiting lists significantly reduce and a 13% increase in the number of children receiving services.

In the coming year, a new early intervention and prevention approach is being introduced, training will be provided to develop school's emotional wellbeing support for children and in July 2018 an online counselling service is being launched.



Are we listening?

Nationally, we were invited by the Care Quality Commission to be a member of their Expert Advisory Group as they carried out a Thematic Review of children and young people's mental health services. This gave us an opportunity to report on the findings of our engagement and ensure that the voice of Hillingdon's children is shaping national policy.

This was further enhanced in September 2017 when we were asked by the Care Quality Commission to engage with young people who had used mental health and wellbeing services in Hillingdon, to determine their experiences of mental health services.

Twenty-five young people and family members of young people participated across a series of focus groups and through an online survey. Their feedback was included in the CQC's Stage 2 report "Are we Listening?"



View the full report: <https://bit.ly/2Kyrkon>

Published in March 2018, it describes what makes it easier and what makes it harder for local systems to ensure that children and young people have timely access to high-quality mental health care, and what action CQC recommends to help improve care across the system.

Our Work With Schools

Throughout the past year we have expanded our work with schools. We have always offered opportunities for work experience, but this year we have built on existing relationships and forged new ones to deliver and get involved in programmes to really engage young people with health and wellbeing.

Global Academy

This year we established a new partnership with Global Academy; a unique school in Hayes, which enables

14- to 18-year olds to work towards their GCSEs and A Levels, but also gain the skills needed to work in the broadcast and digital media industry.

Our joint recognition of the importance of educating, empowering and supporting young people to understand mental health, tackle stigma and discrimination and manage their own mental health and wellbeing, has led to us working together on some new, exciting projects.

Mental Health and Wellbeing Assemblies

Kim, our Community Engagement Officer for Children and Young People, and a Year 12 Global Academy student, co-delivered assemblies about mental health and wellbeing to the whole student body.

Global Academy Charity Tuesday

We attended this event to give students the opportunity to find out about Healthwatch Hillingdon, the volunteer roles available to them and how they could make a difference by getting involved with the organisation.

Enterprise Assignment Project

As part of their curriculum, Global Academy's Year 12 students participated in an Enterprise Assignment Project which required them to create audio, visual and social media content based on briefs given.

Global Academy asked if Healthwatch would provide a brief. We asked students to create content aimed at young people that would raise awareness of mental health, challenge stigma and

It was fantastic to work with Kim and the team at Healthwatch Hillingdon. We're very proud of the partnership so far this year and look forward to growing it in years to come. [It provided] the opportunity to give our students the chance to understand mental health and tackle stigma and discrimination within a safe and suitable environment. HwH are a fantastic team to work with and we look forward to more in the future. – Jonathan Jacob, Community and Business Development Manager



discrimination, and provide young people with information about support available to them.

On Tuesday 20 March 2018 we visited the school to hear the pitches the students had created. Students presented social media campaigns, audio experiences and short films. We were blown away by the standard of the work, it was so thoughtful and impactful. We are keen to make use of everything the students have created and will work with them over the coming year to do this through our social media.

Mental Health, Wellbeing and Life Skills Pilot

As part of our recommendations to commissioners on how services could be improved, we outlined several initiatives which were required in schools, including developing children and young people's social and emotional skills.

We wanted to help schools build on the existing good work they do in this area, and two excellent opportunities presented themselves for us to do this.



Barnhill Community High School

Our Mental Health, Wellbeing and Life Skills Programme was created to be delivered in the school following a pupil from Barnhill joining us for work experience and a conversation we had with their teacher about emotional wellbeing.

The programme is designed to support schools to develop a whole school approach to promoting children and young people's emotional wellbeing through:

- Developing students' confidence, knowledge and skills, which can help them to be emotionally resilient and mentally healthy, as well as improving their educational attainment and career prospects.
- Increasing whole school community awareness and understanding of mental health issues, contributing to

reduced stigma and discrimination and a more open and accepting school environment.

- Increasing whole school knowledge of how to access appropriate wellbeing and mental health information and support.

We successfully applied for funding from Hillingdon Community Trust and delivered the programme as a pilot at Barnhill between November 2017 and March 2018.

The programme has been a success at Barnhill as children have become more aware of mental health and know that there is no shame in talking about it.

- Carol Graham, Teacher in Charge; Health and Social Care (Barnhill Community High School)



Funded by

Heathrow

Making every journey better

Northwood School



In July 2017, we were invited to present about the Five Ways to Wellbeing at a mental health and wellbeing event organised by Northwood School students.

We were keen to maintain a relationship with the school and offered to deliver a shortened version of our Mental Health, Wellbeing and Life Skills Programme as part of the Personal, Social and Health Education (PSHE) curriculum. They were enthusiastic about getting involved so we delivered a five-week version during February and March 2018.

The whole of Year 10 participated, with Healthwatch delivering some sessions and teachers delivering others. At the end of the five weeks, students created a mental health awareness campaign for their school including assemblies, posters and information sessions.

Extending GP Opening Hours

- the Hillingdon public's view

In April 2016, NHS England published their plans to strengthen and redesign the services provided by GP surgeries. Part of these plans looked to increase the number of appointments available for patients and provide access to GP services 8am-8pm, seven days per week.

In October 2017 a new service was started in Hillingdon which made it possible for GP practices in Hillingdon to offer patients 'extended hours appointments' every weekday evening from 6:30pm to 8pm, and between 8am and 8pm on Saturdays and Sundays.

Better than my own GP - good at providing service, and better quality of service. It changed my son's life

The service provides additional GP and nurse appointments which are bookable through the patient's own GP practice and are available at three hubs located in Uxbridge (at Central Uxbridge Surgery), Pinner (at Eastcote Health Centre) and Hayes (at Hesa Centre).

The Healthwatch Hillingdon 'GP Access Project' looked to gather the views of residents registered with a Hillingdon GP. We wanted to find out the public's opinion on being able to see a GP outside of the traditional Monday to Friday opening hours, and how they would like to access the 'extended hours appointments'.

Our survey was completed by **1023** Hillingdon residents. In addition to online completions, Healthwatch staff attended community group sessions, libraries, public houses, churches, schools, colleges, hospitals, retail shops, the Older People's Assembly and a mosque to ensure we canvassed all demographics.



View the full report:
<https://bit.ly/2pJyPwb>

Summary of Findings

Most residents agreed that 'extended opening hours' for GP services should be available to all patients registered with a GP practice in Hillingdon.

It should be noted that some people do believe that in the case of routine appointments, priority should be given to those who are in full-time work or who cannot attend during normal working hours. A minority thought that appointments should also be made available for those not registered with a Hillingdon GP such as people visiting relatives in the borough.

One of the disappointing aspects for Healthwatch Hillingdon is that patients were clearly unaware of the new service. Given that Hillingdon's Urgent Care Centre and A&E departments are under extreme pressure and the residents have expressed a keen interest to attend these appointments, Healthwatch Hillingdon feel it is essential that residents who are registered with a Hillingdon GP know that the 'extended hours appointments' are available and how they can book them.

Discharge From Hospital

What's happened since our 2016/17 report

This project engaged with older people who had recently been discharged from Hillingdon hospital. We followed their journey from hospital back into the community to gain a better understanding of the discharge process and the care and support provided when they were back home.

In February 2017 we published the results

of the engagement with **172** patients, carers, family, and staff from over **20** organisations in our report **Safely 'Home' to the Right Care**.

Based on the evidence attained we made nine recommendations to commissioners and providers on how the patient experience could be improved.

Eight of the recommendations have been adopted by health and social care partners and now form part of the Better Care Fund Plan 2017/19, and the Discharge Improvement Programme within Hillingdon. Both of these are monitored by the Health and Wellbeing Board and A&E Delivery Board.



The one area that has seen no progress is the provision of dosette boxes for patients who are prescribed multiple medications to take home. The hospital remains unable to provide them and further work is required to look for possible solutions to this issue.

Improvements following our report:



Implementation of a reviewed patient journey booklet. This was a Trust booklet titled 'Working Together'. As part of the Discharge project we worked with patients, health and social care partners, and the Trust to redesign the booklet, making it more effective for patients and their families. 35,000 copies were printed, and the booklet rolled out.



Written provision of information about social care and continuing health assessments for patient/carers has been developed.



A standardised consistent discharge process is now across all

wards with the introduction of 'Red to Green'.



A review was completed of the unfit for purpose discharge lounge. Immediate actions were taken to provide hot food and drinks for patients waiting a long time for transport home.



We recommended when discharging an older person that it becomes standard practice to refer them to Hillingdon Carers for further support. This has been adopted and incorporated in the Better Care Fund Scheme.



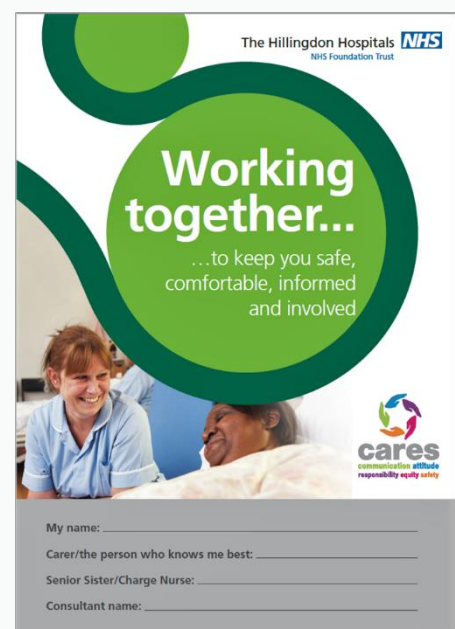
We recommended that serious consideration be given to a single point of access for discharge. This is now being developed for end of life services with possible expansion to other areas.



We recommended an advocacy service where a patient and their family have substantial difficulty understanding the discharge process. This is a workstream that is being progressed.

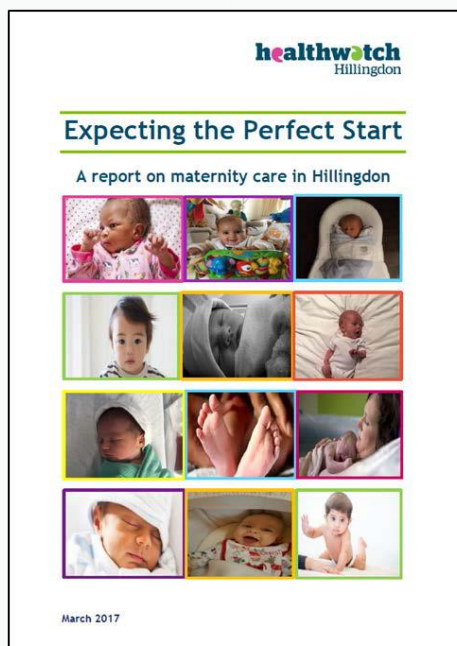


We recommended a review of the integrated discharge team to increase resource. This has been carried out and a new team is now in place with social workers based at the hospital.



Expecting the Perfect Start

What's happened since our 2016/17 report...



Ealing Hospital's maternity unit closed in July 2015 under the NWL Shaping a Healthier Future reconfiguration programme. It was expected that an additional 600 women would give birth at Hillingdon Hospital's maternity unit in 2016/17. Healthwatch Hillingdon decided to measure the impact of the closure of Ealing on the experience of women giving birth at Hillingdon hospital.

During our engagement we spoke with 251 women who were using the hospital maternity services, or had given birth since the change. We also collected views from midwives, children's centre staff, and doctors.

In March 2017 we published our report which outlined the very positive feedback we had received and gave an indepth understanding of Hillingdon's Maternity Services.

Since then we have continued to monitor the recommendations we made to help further improve the care provided.

Improvements following our report:



Staff are still continuing to explain literature given to patients which helps with their understanding. This has also been enhanced by the introduction of the 'baby buddy' app, which contains all the information a woman will require through their pregnancy and motherhood.

We were also really pleased to see that in March 2018 the North West London Clinical Commissioning Groups looked to provide clear, uniform information to all mums and families across North West London when they published a new information booklet in collaboration with the National Childbirth Trust.



We recommended a review of the interpreting services to support women. Staff are ensuring that women who require translation services are made aware of the availability both face to face and over the phone.



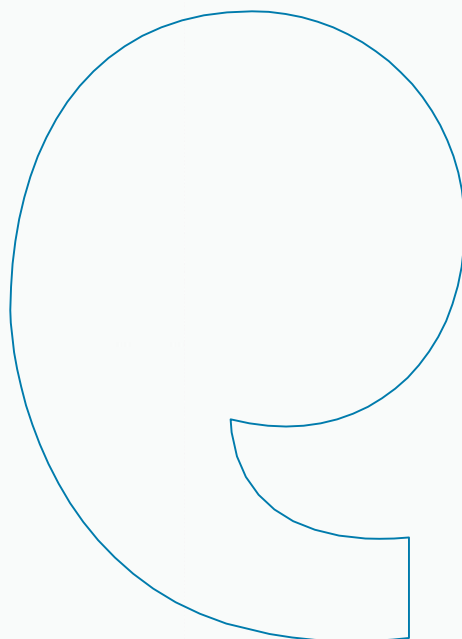
A recommendation to review the continuity of care between women and their health professionals to meet the expectations of the National Maternity review 'Better Births' has been delivered through a Transformation programme being implemented through 2018.



A recommended review of the referral process between the hospital and the London Borough of Hillingdon, who provide the smoking cessation service, is underway.



We recommended Hillingdon Clinical Commissioning Group work with The Shaping a Healthier Future team and Hillingdon Hospital to review the provision of antenatal and postnatal clinics in Ealing. The service provision is in place and being monitored to ensure effective outcomes.





After your baby's birth

Information booklet for mums & families



This information pack is designed for women who are going home from hospital, following the birth of their baby in North West London.

We recommend you read this booklet before you leave hospital.

This pack should be given to you by your midwives, along with any relevant information and contact numbers you may need.

Your views on health and care



Listening to people's views



This year we have:

- ❑ Recorded direct engagement with **2922** members of the public. This has been through our projects, our shop, and public engagements.
- ❑ **1026** engaged through our GP Access Project by completing a survey. **125** from this survey asked to be regularly informed of the work of Healthwatch, and **48** said they wanted to get involved.
- ❑ We have seen a successful campaign which has meant engaging directly with over **1000** young people and children in Hillingdon.
- ❑ We engaged directly with our older people (over 65) at the annual Older People's Assembly, hearing views from **110** older people quarterly.
- ❑ Healthwatch attended **58** events in our community libraries, children's centres, and coffee mornings held by organisations such as: The Salvation Army, Hillingdon Carers, Parkinson's UK, and the Alzheimer's society.

Promotion and Communication

To advertise and encourage people to talk to us we have promotional materials in GP practices, hospitals and libraries. Our details are in every edition of Hillingdon People and we regularly have articles published in the local paper, where we call for people's experiences on specific conditions and issues.

Social media has enabled us to engage with a wider audience. Residents of Hillingdon can express their concerns in real time when experiencing poor service via Facebook, Twitter and Instagram. They are also an excellent way to raise our profile and reach members of the public. We continue to maintain a healthy online presence and have seen a steady rise in the traffic to our website, with over 218,000 visits. We also use our social media platforms to regularly post health and social care information and events, and to encourage our online communities to converse with us and share their views.





Actively listening to people in the community - town centre event, and Uxbridge College

Engaging with our community

Each year we attend public engagement events across Hillingdon to let people know what we do and to hear the views and experiences of local health and social care services.

This year we participated at 58 events throughout the Hillingdon borough, working closely with public and voluntary sector organisations to make sure residents and patients had the opportunity to have their say.

With our dedicated team of volunteers, we held stalls at the Older People's Assembly, Disability Assembly, libraries, volunteer fairs, shopping centres, leisure centres and Hillingdon Carers Fair. We listened to resident's experiences at coffee mornings held at Hillingdon Carers Café, the Alzheimer's Society and Mind. We also:

- held a stall at Hillingdon Fire Station, who for the first time ever opened its doors to the public by organising afternoon tea for a group of older residents.
- visited Hillingdon Visual Impairment Group to speak to people with visual impairments about the barriers and challenges they encountered in accessing

services and what they thought could be done to help improve their experiences.

- visited the Alzheimer's society and talked to vulnerable older people and their carers about their experiences of local services.
- visited GP surgeries and listened to what patients thought about their GP practice.
- attended the annual Play Day at Hillingdon Leisure Complex and spoke to dozens of parents about our work. The event was attended by over 1000 people, so this was a great way to raise our profile.

Through engaging with groups, the public sector, service users and other stakeholders we ensure that all sections of our communities are given a say in decisions that could affect their health and social care. We also encourage residents to speak out and be heard if they are unhappy with the way in which local services are run.

What people talked to us about

We listen to the public's experiences of a wide range of NHS and care services, however the most frequently mentioned topics we heard about were:

- waiting times for GP appointments
- repeat prescriptions
- care homes.

Voluntary sector

The voluntary sector is a vital partner to Healthwatch Hillingdon. They often work with the most disadvantaged and marginalised communities and our close working relationship helps us to reach out to those communities whose voices are not often heard.

Our work this year with the Alzheimer's Society, Hillingdon Carers, The Tamil Community Centre, Hillingdon Mind and the Salvation Army has helped us to widen our engagement and reach voices of the communities and individuals who would not access our service, or traditionally would not complain if unhappy with the health and social care services they receive.

Young Healthwatch Hillingdon

Healthwatch Hillingdon strives to engage with the entire Hillingdon community, but we felt that we needed to do more to engage children and young people and ensure their views are represented.

In November 2017 we created Young Healthwatch Hillingdon (YHwH), a new engagement and volunteering programme created specifically for young people aged 11 to 25 who live, work or study in Hillingdon.



LOTTERY FUNDED

We successfully applied to the Big Lottery 'Awards for All' programme for funding to develop and deliver the first year of the programme, and have recruited and

trained 17 young people across three different Young Healthwatch Hillingdon roles.

Since receiving their training in February, in addition to planning their work for the coming year, our volunteers have:

- Hosted a stall at Botwell Library
- Held a Health Fair to publicise YHwH
- Attended an event all about building a dementia friendly generation and completed Dementia Friends training
- Conducted a survey with young people about their views and experiences of using the health app NHS Go
- Participated in a community consultation for EACH Counselling and Support about the possibility of developing a community substance misuse education and support programme for young people in Hillingdon
- Completed PLACE Inspection Training to enable them to carry out assessments in the coming year and then conducted their first PLACE Inspection.

We are so proud of our Young Healthwatch Hillingdon volunteers, they are listening to their peers and making a difference...

Although, we have just started on our journey in Young Healthwatch Hillingdon, I have already learnt so much through the training and the meetings. It is just a really great and unique opportunity to use your skills in the real world, and to make a real difference - Smriti, YHwH volunteer

"HEALTHFEST" 2018

Come and support Young Healthwatch Hillingdon when we host our first public event in August 2018.

Aged 11 to 25 and live, work or study in Hillingdon?
We want you to get involved! Come and join us!



Patient-Led Assessments of the Care Environment (PLACE)

Our trained PLACE Assessors

have: been supporting the borough's hospitals and other in-patient units through the year.

Our adult assessors were busy

this year by: carrying out the annual assessments for Central North West London NHS Trust, and at both Hillingdon and Mount Vernon Hospital sites for The Hillingdon Hospitals NHS FT.

They also carried out additional assessments for the Hillingdon Hospitals Trust at both hospitals during the year. These assessments resulted in a PLACE improvement plan identifying key actions to improve the patient experience and hospital environments. Themes assessed included:

- Privacy, Dignity and Wellbeing
- Condition, Appearance and Maintenance
- Dementia, Disability.

A member of our assessment team attended the regular PLACE Improvement Group, which continued to monitor the actions, which included:

- Identifying and implementing solutions to improve privacy in identified reception areas
- Replace and label bins on the wards

- Review PLACE dementia signage requirements and implement improvements
- Prioritise the painting programme to take account of the PLACE dementia findings
- Review where handrails can be more effectively placed
- Prioritise flooring programmes for colour, texture and design, meeting the needs of dementia patients.

Our Young Healthwatch PLACE assessors were also busy this

year when: they carried out assessments at Hillingdon Hospital.

On their first day, they started by inspecting the wards and outpatient clinic in the Children's unit. The hospital was so impressed they asked them back again.

Our Young Healthwatch PLACE assessors then underlined their enthusiasm and knowledge by helping to assess 10 wards, six outpatient areas, the A&E, communal internal areas, external grounds and undertook three ward food assessments.



A representative from the hospital said: "We were very impressed by the Young Healthwatch Hillingdon assessors. They truly are a super addition to your volunteer group. We are very thankful for the work they carried out towards our national PLACE Assessments and would be very pleased to welcome them back. Your scheme and approach is a flagship model for getting young people involved in their local health services, so long may it continue."

The outcomes from all the assessments carried out by our Young Healthwatch assessors will be included in the hospital's final submission for the National PLACE Audit 2018, the full results of which will be published nationally by NHS Digital in the autumn.



What did our Young Healthwatch assessors think of the food at The Hillingdon Hospital?



Helping you find the answers



How we have helped the community get the information they need



At Healthwatch Hillingdon we provide a comprehensive information, advice and signposting service to our residents, through a number of different ways:

- Our shop within The Pavilions Shopping Centre
- Stalls at events and fairs across the borough
- Our website and social media
- Taking telephone enquiries and receiving emails.

The shop is used as a main information hub. We have a wide-ranging array of leaflets and posters to inform residents of how to navigate the health and social care system, and find the answers and support they need.

As well as a signposting service, residents know they can come into the shop and will be listened to. We help people complain, register for health services, and will raise concerns on their behalf. We help people fully understand how to access services.

Over the past year we have been able to assist many people who have sought our help.

Poor Hospital Discharge

A patient with bowel cancer was admitted to Hillingdon Hospital with a bowel blockage. Following treatment, nurses promised the family that they would make sure that a home care support package would be put in place on the day of his discharge.

However, the patient was discharged at 10pm and sent home by ambulance, without a package. The patient's wife contacted Healthwatch Hillingdon. We were able to support the family to ensure the appropriate care package was put in place. This, however, was further evidence that serious consideration has to be given to a single point of access for discharge, something that we recommended in our 'Safely Home to the Right Care' discharge report.

Health Staff Attitude

Staff attitude remains one of the highest reasons for complaints reported to us by the public. When residents are feeling unwell, anxious, and stressed they find it difficult to deal with health workers who are officious, aggressive and impatient. We have supported residents in the complaints procedure and helped them register with a new GP where necessary.



GP misdiagnosis

Mrs C is a 94 yr old frail lady who lives alone in her own home. She is housebound but has full mental capacity. Her friend came to us concerned at the lack of care Mrs C was receiving from her GP practice. On several occasions when in need of an examination her GP would only carry out a telephone consultation with Mrs C, who is hard of hearing. The friend contacted the GP on one occasion when Mrs C was very ill. She was told not to worry as Mrs C likely only had a viral infection. The GP would come out to see her. After 10 days of illness the friend called 999 and Mrs C was taken to Hillingdon hospital. At the hospital it was discovered that Mrs C had actually had a heart attack and was also suffering with fluid on her lungs as well as an infection. They saved her life. The friend explained to us that Mrs C did not want to make a complaint or make a fuss about her GP, but now they would always go straight to A&E at the hospital as they had no faith in the GP service. Healthwatch supported Mrs C and her friend and also helped them register with another GP service.

NHS inaccessible care

M has a hearing and speech impairment but is able to use British Sign Language (BSL). M had an outpatient appointment at Hillingdon Hospital where she had requested BSL support. There was no BSL support provided and M found the appointment extremely stressful as she was not able to communicate with clinical staff. Her anxiety doubled when she feared the same thing would happen

when she was due to be admitted for an operation later that month. Healthwatch contacted Hillingdon Hospital to ensure that BSL would be provided for M when she attended for the operation. We also expressed concern to hospital senior management as well as raising the issue at the hospital's equality board.

Patient De-registration

During the year we heard from a number of patients who had been de-registered from their GP practices as they were now deemed to be 'out of area' patients. This included a vulnerable patient with mental health issues, and a husband and wife who both had multiple long-term health conditions and had been registered with their GP for the past 50 years.

Evidence suggested that these patients had been randomly selected, rather than it being a uniform process applied to all 'out of area' patients. It also transpired that the correct NHS England procedures had not been adhered to, as patients were notified in a terse letter, given an arbitrary notice period, and were not supported to find an alternative GP practice.

Healthwatch Hillingdon raised these increased incidents with NHS England and the Hillingdon CCG, who spoke to the practices in question to ensure they acted within the law and followed best practice.

We are pleased to report that since our intervention reports to us of 'out-of-area' deregistration has stopped, and we have supported patients in finding new GP services which have met their needs.



We are really happy with the new GP Practice, it is so much better than our previous one. We should have moved years ago! Thank you for all your help

Making a difference together



Working with other organisations

Local Partners

- NHS Hillingdon Clinical Commissioning Group
- Hillingdon Council
- The Hillingdon Hospitals NHS Foundation Trust
- Central and North West London NHS Foundation Trust
- NHS Hillingdon Primary Care Confederation
- H4All (Age UK, DASH, Hillingdon Carers, Harlington Hospice and MIND) and the wider voluntary sector
- Brunel University

The NHS, Council and Voluntary Sector organisations work very closely in Hillingdon. Local partnership working has flourished in recent years and organisations have very strong operational relationships.

Healthwatch Hillingdon is recognised as one of these partners and we are seen as an independent and valued ‘critical friend’ within health and social care.

Our important relationships give us considerable strategic input and ensure the public voice is shaping local commissioning and service delivery.

Working in partnership makes sure that the projects we undertake and recommendations we make from the

evidence we gather, can be progressed and monitored by embedding them into the borough’s workstreams.

Represented the public
at **233** meetings
and **93** community
events



This year Healthwatch Hillingdon attended **233** health and social care meetings and **93** voluntary sector and community meetings for a wide range of different subjects.

We now have a seat at almost every strategic and quality board in Hillingdon, including the **Hillingdon Health and Wellbeing Board** and **Hillingdon Clinical Commissioning Group Governing Body**.

This year we were pleased to be invited by the **Hillingdon Primary Care Confederation** to sit on their **Quality Governance Committee** and asked to attend the **Brunel Partners Academic Centre for Health Sciences Leadership Group**.

Our strategic involvement enables us to directly communicate with all organisations from operational to executive level, keeps us well informed on all matters and gives us the opportunity to challenge and seek assurances on behalf of our residents. It also ensures that the lived experiences of our patients and public are clearly heard, are influencing decisions and helping to improve care in Hillingdon.

Making a difference together



“Help Aggie the Alien”

We worked with the Hillingdon Clinical Commissioning Group’s Natasha England and her engagement team on their short story competition to promote self-care and prevention in Hillingdon.

After helping them promote “Help Aggie the Alien” across the borough it was excellent to see them receive almost 180 entrants. On 24th March 2018, it was a great pleasure to join the team, Paralympic Gold Medallist Natasha Baker Britain, and the Mayor of Hillingdon, to award prizes to the nine winning entries. The winning entries have been compiled into a “Help Aggie The Alien” children’s book, which is now available in schools and libraries around the borough.

North West London

With the eight Clinical Commissioning Committees across NWL deciding to work more collaboratively together it has been important for NWL Healthwatch to continue our close working relationship.

As we have previously reported, this was pivotal in challenging the decision made

by the eight NWL Clinical Commissioning Groups to make changes to prescribing; and it will be essential moving forward in ensuring the two million local residents across the eight boroughs are represented and informed when future decisions are made.

Hillingdon Hospital – a voice as a Governor....

Healthwatch Hillingdon have a very positive relationship with the local hospital due to the nature of the project work which we deliver in partnership.

This year has seen the appointment of our CEO onto the Trust’s Council of Governors. We thank the Trust for our appointment, which has enabled us to have a central role in the accountability of the Foundation Trust. We are working closely with the Trust and our fellow Governors, to ensure the views and experiences of our Trust Members and the wider public are represented.



NHS England North West London Quality Safety Group

As we have shown in previous years, at Healthwatch Hillingdon we are not content with just influencing change locally with our project work. This year has been no exception. As part of our wider influencing agenda we presented both our ‘Discharge’ and ‘Maternity’ reports to the NHS England NWL Quality

Safety Group. As a result, we were able to present on this work to a much wider audience.

Criteria Led Discharge

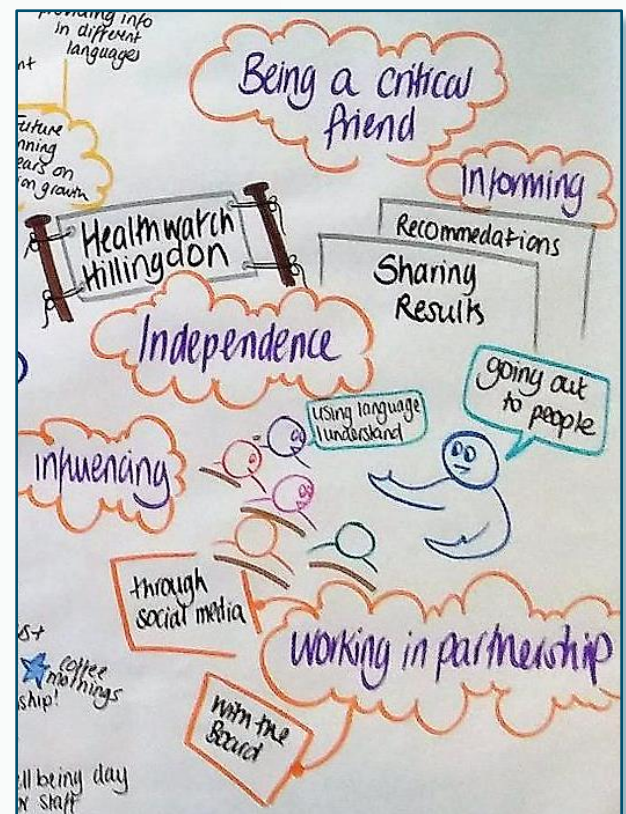
We were invited by NHS Improvements to share the learning from our work on discharge at a national event in Birmingham in January 2018. We presented on the patient's experience of discharge with The Hillingdon Hospital NHS FT and demonstrated the continued partnership working between our two organisations.



London Maternity Voice Partnerships

NHS London Clinical Network invited us to present at the London Maternity Voice Partnerships Development Day at the KIA Oval in London in September 2017.

With over 250 attendees it was an excellent opportunity to share the learning from our maternity project and communicate best practice on engaging and involving women and their families in maternity care.



Healthwatch Hillingdon: bridging the gap between young people and the health and wellbeing board

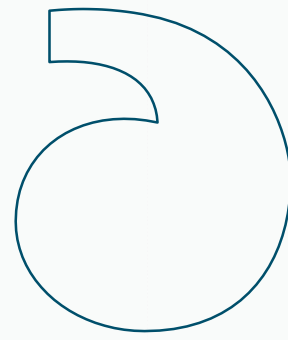
We were really pleased this year to see our work on children's mental health being acknowledged by the Local Government Association (LGA) as an excellent example of how service change could be influenced through the Health and Wellbeing Board.

A case study of our work was published as part of their national report 'Lessons in local leadership and accountability for children's mental health services'.

The study outlines how, by working closely with the Health and Wellbeing Board, we were able to ensure that there is a real focus on improving children and young people's emotional and mental wellbeing services in Hillingdon.

<http://bit.ly/2BmMGjs>

Our people



The Healthwatch Hillingdon Staff Team....



Charmaine Goodridge

Outreach & Volunteer Officer



Pat Maher

Administration & Support Officer



Kim Markham-Jones

Community Engagement Officer (Children and Young People)



Dr Tarlochan (Raj) Grewal

Healthwatch Operations Coordinator

Our Shop

The Healthwatch Hillingdon shop in Uxbridge continues to be a major focal point for our work and we must again sincerely thank the Pavilions Shopping Centre for making this possible.

With over eight million people recorded as passing through the Pavilions in 2017, it is an ideal location for us to reach as many people as possible. It provides residents with an easily accessible central location to access our signposting service and for us to give information, advice and support to our residents.

Being directly open to the public Monday to Friday has enabled us to talk to hundreds of residents, which has been a rich source of information about the services provided in Hillingdon.

We have continued to support other voluntary sector organisations to deliver their service. REAP (Refugees in Effective and Active Partnership) and the EACH Pukaar Domestic Violence Counselling Service have both been able to benefit by providing their services to Hillingdon residents every week at the shop.

Decision making

Our Board of Trustees and Directors in 2017/2018

Turkay Mahmoud, Acting Chair

Lynn Hill, Chair Elect 01/06/2018

Baj Mathur

Kay Ollivierre

Rashmi Varma

Allen Bergson

Arlene Jobs

Burns Musanu

Bill Corsar

Stephen Otter (resigned as Chair on 31st December 2017)

Richard Eason (resigned on 21st May 2017)

How we involve the public and volunteers

Healthwatch Hillingdon is a Company Limited by Guarantee and is governed by a Board that consists entirely of lay people and volunteers. Selection and recruitment to our Board is through an open and transparent recruitment process.

Board members act as Directors of Healthwatch Hillingdon under the Companies Act 2006 and as Trustees of Healthwatch Hillingdon under the Charities Act 2011.

Meetings of our Board are held quarterly in public and agendas, minutes and reports of our meetings are published on our website and available upon request.

We have published our 'Relevant Decision Making Policy' on our website, setting out how the Healthwatch Hillingdon Board makes its decisions.

This policy is reviewed annually to ensure that the decisions taken by Healthwatch Hillingdon follow national best practice and reflect any guidance from Healthwatch England.

Additionally, Healthwatch Hillingdon have a suite of documents that govern the conduct of our business, which can be viewed on our website.

Our Volunteers

Volunteers play an important role in enabling Healthwatch Hillingdon to achieve its core functions. We consider ourselves very fortunate therefore to have a team of dedicated volunteers who bring with them a wealth of skills and experience and a passion to improve health and social care services for local people.



We value our volunteers and do our best to provide them with challenging and interesting experiences. It is important to develop our volunteers, increasing their skillsets and enhancing their CVs. Without their contributions it would be impossible to do all that we do.



During 2017/18 volunteers undertook a range of activities on behalf of Healthwatch:

- Engagement - manning stalls, attending events; conducting resident surveys for the GP Access project; mystery shopping
- Social Media - raising the profile of Healthwatch through social media platforms such as Facebook, Twitter, YouTube and Instagram.

- Administration - data inputting; office based activities; keeping the website up to date
- Representation - attending working groups and meetings; carrying out assessments and observations.

As we continue to grow our pool of volunteers, we are in a better position to expand the work we do and reach out to those communities who would otherwise not be heard.

Whatever your skill, talent or experience, if you would like to participate in our work - or would like to build on your CV - why not contact our Volunteer Officer, Charmaine, to find out more about how you could be involved in your Healthwatch.

Our volunteers each have a story to tell, here are some of them:

Ema Marques's Story



Before beginning the PLACE inspection of the hospital's children wards (Peter Pan and Tinkerbell), Young Healthwatch Hillingdon members took part in the

appropriate training. It was interesting to learn how different things can impact on patient care. We learned we would need to look at all aspects of cleanliness and give each aspect a pass, fail or a qualified pass - which means that some work needs to be done to improve.

It was also important for us to understand that PLACE inspections are more than just swiping your finger along a rail and finding dust.

Something that was quite tricky was keeping in mind that when carrying out the inspections, we had to obtain the viewpoint of a patient.

Partaking in the PLACE inspection alongside three experienced assessors was reassuring; it was really great how much of our actual opinion and feedback was taken on board. It's exciting to know that they take young people's viewpoints seriously.

As part of the inspection, we got to try most of the food on offer to children in the wards. I went in with a really negative misconception of hospital food but came out wanting more!

Overall, it was an amazing experience and I would highly recommend getting involved with Young Healthwatch Hillingdon if you're aged 11-25 because the skills and contacts you pick up along the way are outstanding!



Angela Pinnock's Story

Angela joined Healthwatch Hillingdon as a volunteer during 2017. We asked her some questions about her experience

What was your situation?

My name is Angela and I've been long-term unemployed for ten years.

I'd been having health issues over those years and my confidence in ever finding the right type of employment to suit my situation declined as I reached half-way through those ten years.

In an attempt to get out more and meet people, the opportunity came about in 2016 when I found out about 'Learn to be Well' courses. I attended: Creative Writing, Christmas Wreath Making, Blogging, Still Life Drawing, Flower Arranging.

Also, I've always struggled with maths since primary school so I signed up to attend classes at Harlington Adult Learning Centre.

Unfortunately, after just over a month, I was unable to continue due to unexpected health issues.

Where did you hear about Healthwatch Hillingdon and what made you decide to become a volunteer for them?

I'd actually walked in to HWH a few years earlier and was given some advice from Raj, a former employee here. In June 2017 I was attending an event at Botwell Library and came across the Healthwatch

Hillingdon volunteer leaflet on a display stand. I've had an interest in health, especially because of my experiences with the health services and liked the opportunities that I saw available.

What volunteering activities did you participate in whilst volunteering? Are you still volunteering now?

I am still volunteering with the company.

My first volunteer post was in July 2017 at Botwell Library Coffee Morning for the over 60s. I took notes of the comments and experiences of those in attendance.

I also went to a 'Play Day' at Hillingdon Sports and Leisure Centre where I participated on an information table and gave out HWH leaflets that explained about the organisation and what it was all about.

Lots of computer researching was done to find organisations in the Hillingdon Borough that could benefit from being made aware of HWH.

I attended an event in Yiewsley library and took notes of the experiences and comments of the females in attendance.

In April 2018 I assisted Charmaine Goodridge with doing patient surveys at Hillingdon Hospital.

What did/do you enjoy most about volunteering with Healthwatch Hillingdon?

I love the variety, which I thrive on, and the opportunities to attend various events and locations.

Why would you recommend volunteering with Healthwatch Hillingdon to others?

Because you have the chance to gain so many valuable skills and maybe some life-changing experiences that could possibly lead to new career opportunities

Please say in a few words what your overall experience was of volunteering with Healthwatch Hillingdon?

Volunteering for Healthwatch has meant so much to me. The staff are lovely and I really look forward to going there each week

YOUR HEATHWATCH



NEEDS YOU!

Our plans for next year

Our top priorities for 2018-2019

1 Statutory Role

The delivery of our statutory role will always be our main priority. Focusing upon, and listening to what our residents are saying, and protecting their rights, is key to everything we do.

2 Establishing Young Healthwatch Hillingdon

Although we have come a long way in such a short time it is only the beginning. There is so much to do with our Young Healthwatch initiative and we look forward to developing it further.

The Young Healthwatch volunteers are already preparing for their official launch event in August 2018 as well as a number of engagement programmes they will be undertaking in the summer.

3 Care Homes

The project with care homes will gather data and evidence of the care experienced by residents living in care/nursing homes in Hillingdon. It will also be an opportunity to work with residents' relatives and care homes to improve the residents' experiences through partnership working with the homes.

4 Children and Young People's Mental Health

We will be looking to expand on the success of the work we have been carrying out in schools.

Work is already underway in preparation for delivering the Mental Health and Wellbeing programme at another school in the south of the borough from September.

With the publication of the results due in autumn of the Government's Green Paper, another element of children and young people's emotional and mental wellbeing we will be keeping a keen eye on is the continued development of the statutory services commissioned by the Council and Clinical Commissioning Group.

In addition to these priorities we will continue to have an oversight of the quality and safety of care services in Hillingdon and be strategically involved in change programmes in the borough and across North West London, especially the 8 North West London Clinical Commissioning Group Collaborative as it develops and starts to move out of meeting in shadow form.

It is also our intention to start to advance our work plan for 2019-2021. We will be looking to evaluate our current position and look at current data and patient feedback, to ensure the priorities we set remain relevant and that any emerging evidence is taken into consideration, as the year progresses.

The delivery of our statutory roles will always be our main priority. Focusing upon, and listening to what our residents are saying, and protecting their rights, is key to everything we do

Financial Statement 2017/18



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	166,250
Brought forward from 2016/2017	5,886
Additional income	22,990
Total income	195,126
Expenditure	£
Operational costs	19,198
Staffing costs	135,370
Office costs	9,416
Total expenditure	163,984
Balance brought forward	31,142

NOTE: The Financial Statement is provisional and subject to the Healthwatch Hillingdon accounts for the year 2017-18 being examined by an independent examiner under section 146 of the Charities Act 2011.

Getting in touch



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Healthwatch Hillingdon



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Company Limited by Guarantee | Company Number: 8445068

Registered in England and Wales



Registered Charity Number: 1152553

We will be making this annual report publicly available on 30th June 2018 by publishing it on our website and submitting it to Healthwatch England, the Care Quality Commission, NHS England, Hillingdon Clinical Commissioning Group, London Borough of Hillingdon, Hillingdon Health and Wellbeing Board and the Hillingdon External Services Scrutiny Committee.

Healthwatch Hillingdon has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the license agreement.

To request a hard copy of this report, or in an alternative format, please contact us.