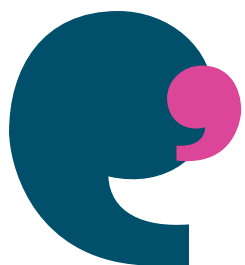


## Telling Your Story to Influence Change



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Annual Report 2013-14

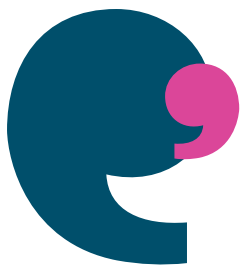


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### Healthwatch Hillingdon

Giving adults, young people, children and communities a stronger voice to influence and challenge how local health & social care services are provided in Hillingdon



## Chairman's Statement

### Chairman's Statement

Most members of the general public believe that the NHS and social care need to be improved and that big changes are necessary to make this happen. Healthwatch is here because there is a problem with these services and we can help; the Prime Minister has said that his hope is that Healthwatch is taken seriously by those in the health service. We intend to vigorously pursue our goal of improved services.



### Our First Year

Our job in Healthwatch is to persuade those running our health and social care services to listen to the people who use their services more and understand the problems and difficulties they encounter when using those services. When we have this information and understanding, we then talk to hospitals, doctors and managers and help them to improve their services.

Much of our time in our first year has been spent;

- *setting up our new organisation*
- *talking to as many people as possible who can tell us how residents in the borough feel about their local services*
- *getting the Healthwatch name more widely known*

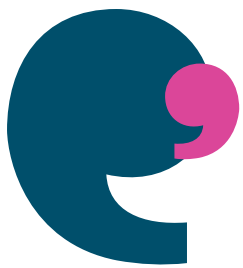
Using information given to us by the public, we have also been contacting key people in hospitals, surgeries and social care about the problems people are having in obtaining the care they need. We are pleased to be able to say that in many cases, we are being listened to and changes have already been made. Some of these improvements are outlined in this report.

It is important to recognise that these improvements are made as a direct result of recording and reporting poor service suffered by Hillingdon residents. They are therefore based on people's actual and real experience of using services over the past year.

### Next Steps

We welcome the opportunity that our agenda gives us to challenge NHS and social care services. In the extremely busy and demanding year that awaits us, we will:

- *gather even more information from patients about their experiences*
- *attempt to understand more clearly the problems faced by seldom-heard groups, such as older people living alone*
- *learn about good practice and positive experiences in other areas which could be used in Hillingdon*
- *build our credibility with the NHS and social care so that our voice is listened to*
- *help individuals to find the care services they need, and*
- *enter and view care establishments where we think there may be problems*



## Chairman's Statement

It is a significant task for Healthwatch to monitor these multi-million pound services and we do need help. As most of our work is carried out by volunteers, we put considerable effort into recruiting and training volunteers and this will be a continuing priority.

We have also identified some services where people in the Borough have told us that improvements are needed. These include GP services, mental health especially for children and adolescents, home care and services for children and young adults. We will be carrying out some dedicated work in relation to these areas.

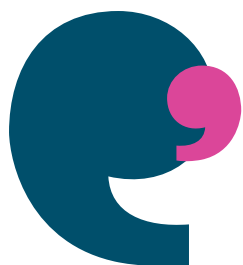
In summary, our first year has been one of building capacity and capability but also achieving changes which will improve quality of service in the future. We have already made a difference. We have been active in our Hillingdon community, listening to people's issues and look forward to helping to bring about further improvements in services.



Through receiving just **1** telephone call and listening to **1** patient's story, Healthwatch Hillingdon now has the potential to change **1000's** of lives.

Every year, **60** people in Hillingdon, **2000** in London and over **5000** in England could now have knee operations they were refused before.

[See page 19 - For Full Story](#)



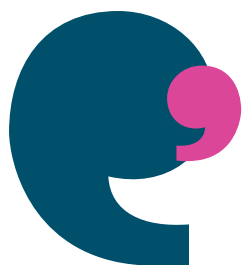
## What We Have Done

### A Summary of Our First Year

- Launched **1st April 2013**
- **9** Directors, **1** Chairman, **4** employees
- Recruited nearly **40** volunteers
- Who contributed over **2000** hours
- **8** Enter and View Representatives trained
- **8** Assessors trained for Patient-Led Assessments of the Care Environment
- **3000** leaflets and **100s** of posters distributed to nearly **40** GP surgeries, **17** libraries, **13** clinics, **5** children's centres, **1** urgent care centre, **28** wards and outpatient departments
- Nearly **150** events, workshops and presentations attended, **150** people attended our launch
- Promotions at **3** supermarkets, **2** Bus garages, **3** hospitals and **6** community fairs
- Articles published about us in the Uxbridge Gazette and Hillingdon People
- Advertising campaign in Hospital Radio magazine and on **9** bus routes
- **5000** newsletters distributed, **127** people signed up for our monthly E-News email
- Over **6000** people a month visit our website, **333** followers on Twitter, **226** Facebook friends and **5** videos published on our YouTube channel
- **300** responses to our GP survey
- A total of **71,648** people directly engaged with and over **100,000** indirectly
- **368** residents signposted to services, or supported with advice and information
- Key relationships formed with health and social care commissioners and providers
- Promoting residents views and experiences at over **300** meetings
- Strategically involved in **4** major change programs for health and social care in Hillingdon
- Patient experiences and people's views presented and **100s** of recommendations made to influence service design and delivery
- Challenging quality, safety and fair access to services and positively affecting people's lives
- **60** people in Hillingdon, **2000** in London and over **5000** in England can now potentially have knee operations they would have been refused before



**TELLING US YOUR STORY CAN HELP TO IMPROVE LOCAL SERVICES**



## About Us

### Who We Are

Healthwatch Hillingdon was established by The Health and Social Care Act 2012 and replaced Hillingdon Local Involvement Networks (LiNK) on 1st April 2013. We are part of a national network of 152 local Healthwatch organisations, led and supported by Healthwatch England.



Hillingdon Council has a duty to commission a local Healthwatch, as all local authorities have. A consultation with Hillingdon residents revealed a strong desire to build on the success of the LiNK and use the expertise, knowledge and relationships they had developed. Hillingdon Council responded by setting up Healthwatch as an independent organisation, with a Board of Directors and Trustees recruited through an open process. The LiNK staff were transferred to the new organisation, which was incorporated as a Company Limited by Guarantee and registered as a Charity with the Charities Commission.

A smooth transition meant that Healthwatch Hillingdon was launched seamlessly just as LiNK closed. As a new organisation, we had to set up business functions, meet legal corporate requirements and develop our governance<sup>1</sup>, strategies and operational models. We did this while delivering our Healthwatch functions from the first day of operation.

### Our Role

The role of Healthwatch Hillingdon is to give local people the platform to improve how their health and social care services are delivered, monitor local services and where necessary, use statutory powers to hold those services to account.

### Our Aim

Our aim is to become the influential and effective voice of the public. We want to give 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.

### What We Do

- Gather the views and understand people's experiences of the health and social care services in Hillingdon and encourage providers, regulators and planners to hear directly from our residents

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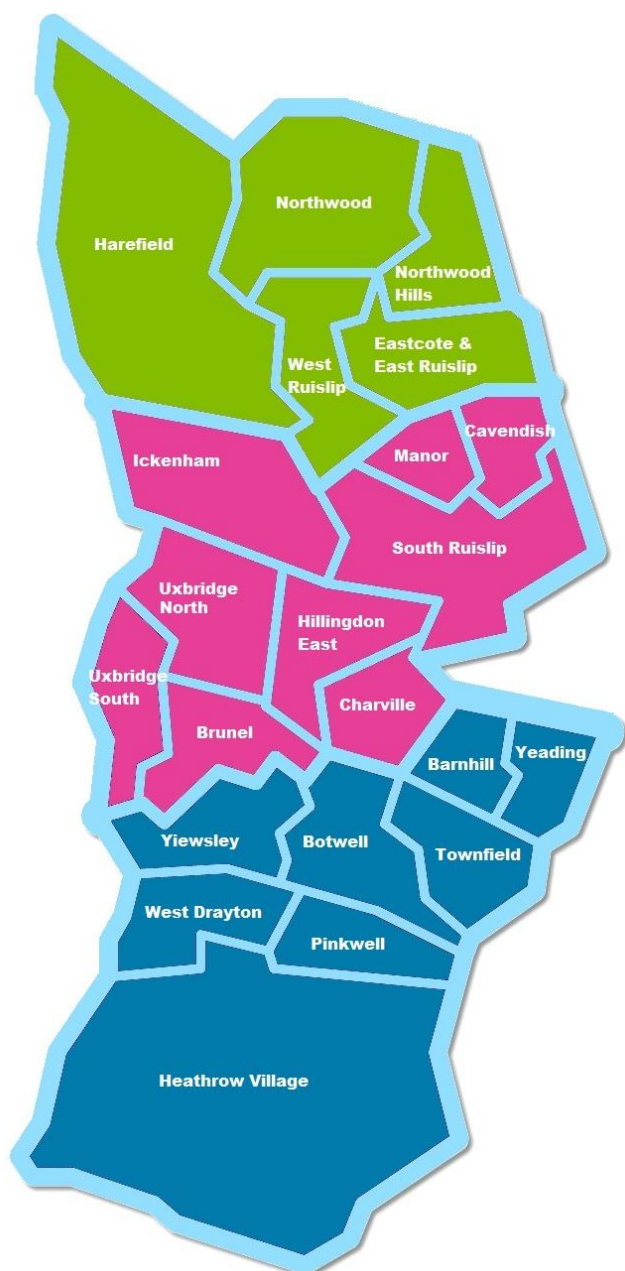
<sup>1</sup> During this year we have developed and produced a number of policies, procedures and strategies which help us to govern the organisation. These can be viewed and downloaded from our website at: <http://healthwatchhillington.org.uk/index.php/aboutus/governance-documents/>



- Make the views and experiences of members of the general public known to health and social care commissioners and providers
- Enable local people to have a voice in the development, delivery and equality of access to local care services
- Empower, train and develop the skills of volunteers and the wider community to give them a voice to review, monitor, challenge, influence and shape how health and social care services are commissioned and provided in Hillingdon

## your experience

Giving feedback takes minutes, but the impact could last a lifetime



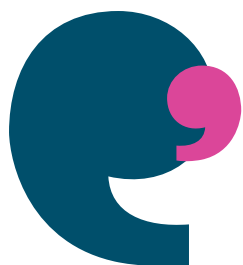
- Support and empower people to make informed choices and decisions about their care by providing information and advice about local health and social care services. Signpost people to appropriate service providers according to their needs
- Recommend an investigation or special review of services via Healthwatch England or directly to the Care Quality Commission
- Make the views and experiences of people known to Healthwatch England (and to other Healthwatch Organisations) and give input to help it carry out its role as a national champion

The London Borough of Hillingdon is the westernmost borough in Greater London. It has a population of 273,936 (2011 Census) and is the second largest of the 32 London boroughs by area.

It is home to Hillingdon, Mount Vernon and Harefield hospitals, Heathrow Airport, RAF Northolt, and both Brunel and New Bucks Universities.

The borough has good transport links, with the A40 and M4 offering direct access to central London, and with the M25 in close proximity, routes out to the rest of the UK.

London Underground's Metropolitan and Piccadilly lines run into Uxbridge, and Hayes and Harlington Station is a gateway to Britain's National Rail network.



## The Contribution of Volunteers

- Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised.

Healthwatch Hillingdon is a volunteer-led organisation, and volunteering lies at the heart of all that we do. We rely on the range of experiences and skills that all our volunteers bring to our organisation. Our volunteers find the experience rewarding and interesting, giving them genuine opportunities to change and improve health and social care within the Borough. It is important to us that we make a difference to local services; and we are committed to providing the support, encouragement and structures to enable our volunteers to make positive change a reality.



I find volunteering for Healthwatch a privilege and the opportunities for training and carrying out a range of activities from hospital inspections to committee work means there are opportunities for all.

**Wendy Pursey, Volunteer**

During our first year, we recruited nearly 40 volunteers in a number of varied roles, including volunteer Board members. Together they contributed over 2000 hours of their time to support delivery of our Healthwatch functions. Our volunteers take on a variety of roles - administrative, signposting to services, providing information, engagement, communications, and representation at meetings and committees. Whatever the role, all our volunteers are actively involved in promoting the organisation, gathering the views of people, informing and supporting individuals to make choices and talking to commissioners and providers about the patient's experiences of service quality.



In one project, volunteers carried out an audit of signs at Hillingdon Hospital. The hospital found the visit by the Healthwatch team to be very worthwhile and adopted the six main recommendations. As a result it is easier for visitors and patients to find their way around the hospital.

Our Mystery Shopper programme is a popular choice of activity for volunteers who attend a number of medical appointments. Participants write a diary of their experiences and report to us regularly about the positive and negative aspects of their care.

Several volunteers have attended important 'Shaping a Healthier Future' meetings, representing the views of Hillingdon residents as the future of hospital and community services are being discussed and shaped. Our volunteers also played a pivotal role in overseeing the tendering process for the commissioning





## The Contribution of Volunteers

of the Urgent Care Centre at Hillingdon Hospital. They are involved in the procurement of the Community Dermatology Service and Hillingdon Council's tender for the Home Care service.

We have recruited and trained eight volunteers as 'Enter and View Representatives' to carry out our programme of monitoring visits. These visits will provide an informed view of the quality and scope of health and adult social care services provided for the residents of Hillingdon, and will be used to make recommendations for service improvement backed by evidenced.



It was a great experience to be part of a team of volunteers and hospital staff visiting a number of wards to see how they were managed in the interests of patients

**Roger Dewey, Volunteer**

A number of the Enter and View Representatives were also among the eight volunteers we have trained as 'Patient Assessors for The Patient-Led Assessments of the Care Environment' (PLACE) programmes. Patient Assessors make up 50 per cent of the assessment teams which focus on

the environment in which care is provided, as well as looking at cleanliness, food, hydration, and the extent to which patient privacy and dignity is supported.

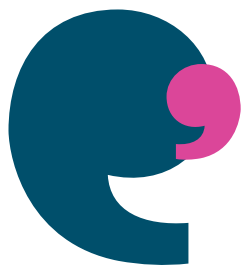
When we asked Wendy Pursey what she thought about volunteering for us, she said:

**"Healthwatch has given me the opportunity to have meaningful input into what impacts our community and contributing to the safeguarding of some of the most vulnerable within it. The Healthwatch team are not only approachable and professional but are looking at new ways to extend their influence and reach. I find volunteering for Healthwatch a privilege and the opportunities for training and carrying out a range of activities from hospital inspections to committee work means there are opportunities for all."**

Board member Martin McElreavey also told us about his experiences as a volunteer.

**"Listening is an important skill for a Healthwatch volunteer. One of the most frustrating things for people that don't receive the care that they should is the feeling that no one is listening, no one cares. As a volunteer, I have listened to patients talk about the service they receive from the NHS. Whether it's a meal they receive in hospital or the politeness of the receptionist at their local GP surgery, I have been able to learn much more about what health care is like in Hillingdon. For the patient, sharing concerns with a sympathetic person is generally helpful in itself. The additional value we can add to this as a Healthwatch volunteer is that we use the concerns of patients as evidence to help change the level and types of services provided by the NHS and Hillingdon Council, to better meet the needs of the people in our community."**





## Gathering Views & Providing Advice and Support

- **Gathering views and understanding the experiences of patients and the public.**
- **Providing advice and information (signposting) about services and support for making informed choices.**

Healthwatch Hillingdon has started a wide engagement and communication programme to reach out across the borough to promote the organisation and hear about residents' experiences of health and social care services in Hillingdon.

As part of our campaign we have distributed 100s of posters and over 3000 leaflets to nearly 40 GP surgeries, 17 libraries, 13 clinics, five children's centres, the urgent care centre and the wards and outpatient departments at Hillingdon Hospital. We held promotions at various other locations across the borough, including three supermarkets, Uxbridge Bus garage, Hillingdon, Mount Vernon and Harefield Hospitals. We have attended numerous events, workshops with community organisations, presented at public events, had articles published in the Uxbridge Gazette, circulated over 5000 newsletters and advertised in Hillingdon Hospital Radio magazine and on the backs and interiors of buses on the routes out of Hayes Garage.

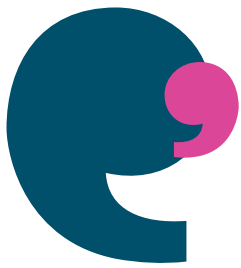
Our new website was launched in August 2013 and we have seen a rapid growth in the number of people using the site. In the first eight months we have recorded nearly half million hits and during March 2014 over 6000 people accessed our website.

We have also been making good use of social media, ending the year with 333 people following us on Twitter, 226 friends on Facebook and five videos uploaded to our YouTube channel.

In September 2013, our official launch was attended by over 150 people. Delegates included members of the public, service users, carers, members of the Voluntary and Community Sectors, as well as senior representatives from the Hillingdon Clinical Commissioning Group, The Hillingdon Hospitals Foundation Trust, Central & North West London Foundation Trust and the London Borough of Hillingdon. Participation was very enthusiastic and extremely encouraging and a full report of the event is available at:

<http://healthwatchhillingdon.org.uk/index.php/aboutus/launch-event/>





## Gathering Views & Providing Advice and Support

Through events, workshops, presentations, meetings and outreach activities, staff and volunteers have reached out across the borough to promote the organisation and gather the views of Hillingdon's residents. These initiatives have included meetings with seldom-heard groups, through organisations including: the Tamil Mother & Toddler Group, Hayes Citizen Group, Irish Travellers Group and the Amigo's Vision Impaired Group. We have engaged with children and young people at Uxbridge College and Children's Centres, and older people through the Parkinson's Society Group, Assembly for Older People, Older Residents Forum and Age UK groups. As we look to develop the programme in our second year, we will focus on engaging hard-to-reach / seldom-heard groups, and children and young people through a targeted look at Children's and Adolescent Mental Health Services.



Dementia Workshop

We measure and assess the number of people we have directly engaged with through data collection and monitoring. This year, the total number of people who we have had direct contact with - through our activities and functions, signposting, events, consultations, surveys, workshops, presentations, meetings, e-news, or via interaction with the website and social networking sites - is 71,648. This includes 368 residents who have been signposted to services, or been supported with advice and information.



**71,648**  
people directly  
engaged with



**368**  
people received  
signposting, support  
& information



**100,000 +**  
people indirectly  
engaged with

Although difficult to fully quantify, we estimate the number of residents indirectly engaged - through our network of partners in the voluntary and community sector; the articles published in the Uxbridge Gazette; the stalls at Sainsbury's and other venues; the bus advertising; our poster and leaflets and advertising campaign and the thousands of visitors to the Pavilions Shopping Centre - to be more than 100,000.



## Gathering Views & Providing Advice and Support

Our shop within the Pavilions Shopping Centre in Uxbridge is a great way to promote Healthwatch and it allows people immediate access our services. The shop is an information hub and also gives visitors the chance to tell us about their experiences of care. We signpost the general public to other organisations within Hillingdon offering health and social care services and inform, support and empower them to make choices about the care they receive.

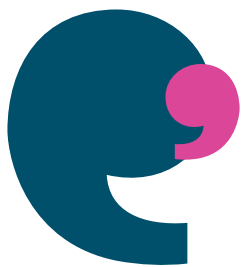


The contacts we receive through the shop are varied. Whatever the purpose, we are very happy to help and get great satisfaction from positively affecting people's lives.

**"... without your intervention I would probably have had to wait several weeks more"**

**"... you have been an absolute lifeline to me ever since I first contacted you"**

You Told Us	We Helped
We were contacted by a gentleman with an environmental issue who was concerned about the bins in the park outside his house, as they were being filled by residents with household waste and it was attracting rats.	We contacted Public Health and reported the issue for the gentleman. He has since contacted us to say thank you, as the council have put up signs telling people not to dispose of household waste in the bins and are imposing fines.
Member of public was concerned about a 91 year old man who had been in hospital for 2 months, with almost no visitors, his glasses had been lost on admission and he had nothing to do all day.	We spoke to the hospital who arranged for some glasses for him and ensured more interact with the patient from staff, whilst looking to provide a volunteer visitor.
Gentleman discharged from hospital without referral to a district nurse for wound care. Living in Hillingdon with his GP in Ealing was causing a problem with referral.	We spoke to community health who agreed to see him and spoke to the hospital to facilitate a referral.
Gentleman had been waiting over 5 weeks for an appointment at Watford General Hospital for low iron in blood, was concerned as had a previous tumour.	We gave him details of Outpatients and some information on what to do. He felt empowered, followed our instructions and quickly arranged an appointment.
A mother of a 2 year old boy who was suffering from 'locked knee' was told by her Uxbridge GP he was unable to refer her to a paediatric physiotherapist, as the service had moved and he didn't know where to refer to. She had already been waiting several weeks and was at a loss as to what to do.	We contacted the manager of the Children's Development Centre in Hillingdon, on her behalf, to clarify where the service the GP should be referring to. We were then able to pass this information on to both the mother and the GP practice. 'Without your intervention I would probably have had to wait several weeks more.'



## Working Together With Partners

- Making the views and experiences of people known to health and social care commissioners and providers.
- Making the views and experiences of people known to Healthwatch England (and to other Healthwatch organisations) and providing input to help it carry out its role as a national champion.
- Recommending an investigation or special review of services via Healthwatch England or directly to the Care Quality Commission.



### “Critical Friend”

A trusted person who asks provocative questions, provides information to be examined from another point of view, and offers evaluation of a person’s work as a friend.

A critical friend takes the time to fully understand the context of the work and the outcomes being worked toward.

The critical friend is an advocate for the success of that work<sup>1</sup>

Healthwatch Hillingdon has continued to build upon the strong operational relationships LINK had with organisations within the NHS, Local Authority and the Voluntary Sector. The development of these close working relationships has seen us become a “critical friend” and valued partner for Hillingdon’s health and social care providers. Our partnership working and stakeholder engagement gives us considerable strategic input into the shaping of Health and social care services, ensuring that the experiences of patients and the public are not only heard, but are influencing decisions and improving health and social care in Hillingdon.

North West London is leading the country on a number of change programmes and important pilots, which will radically change how health and social care is delivered in Hillingdon.

- Shaping a Healthier Future
- Seven Day Working Pilot
- Whole Systems Integration
- The Better Care Fund

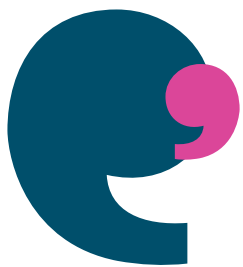
These are good examples of partnership in action and demonstrate how Healthwatch, social services, the CCG, hospital, community health, mental health and the voluntary sector are all working closely together in Hillingdon. Our pivotal involvement in all these initiatives is putting residents at the forefront of service change in Hillingdon.

Healthwatch Hillingdon has a statutory seat on the Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA). This ensures that Healthwatch Hillingdon has a role in promoting public health, health improvements and in tackling health inequalities.

Hillingdon Clinical Commissioning Group also invited us to sit at their Governing Body meeting. This important seat enables us to put the views and experiences of patients at the heart of decision-making on the commissioning of services.

1. Costa, A. and Kallick, B.(1993) “Through the Lens of a Critical Friend”. *Educational Leadership* 51(2) 49-51





## Working Together With Partners

We have been encouraged this year by the increasing number of committees, working groups and meetings that we have been invited to. During the last year we have contributed at over 300 meetings. Many of these have significant decision-making roles which has enabled us to be centrally involved in the key topics effecting Hillingdon, promoting residents views and making numerous suggestions and recommendations on a wide range of strategic and other issues.

The relationships we have built mean we are able to approach both commissioners and providers directly at senior executive levels to report when patients are not receiving the appropriate standard of service or care. We have worked closely with commissioners and providers to ensure that when these failings are brought to our notice that immediate action is taken to improve services.



The Trust has continued to work in close partnership with Healthwatch Hillingdon and appreciates the valuable contribution that Healthwatch provides to the organisation.

Representatives from Healthwatch have regularly attended focus groups and committees and are regular attendees at our People in Partnership meetings. Healthwatch Hillingdon is a regular member of the Trust's Experience and Engagement Group which meets quarterly and has a remit to consider and respond to all aspects of patient and staff experience making recommendations and monitoring actions to improve the patient experience.

The Trust has engaged with Healthwatch in compiling its equality objectives for 2014-15 and has worked closely with Healthwatch on the consultation for the priorities for the quality report, Patient-led Assessment of the Care Environment (PLACE) inspections and follow up action.

The Chief Officer of Hillingdon Healthwatch holds regular meetings with the Trust's Chief Executive and Director of Patient Experience & Nursing to discuss health care issues.

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Shane Degaris, Chief Executive Officer,  
The Hillingdon Hospitals NHS FT



Healthwatch are members of key CCG Boards and meetings including Governing Body Meetings, Quality Committee and the Patient Public Engagement Committee. They will also be present in our integration planning meetings in the coming year.

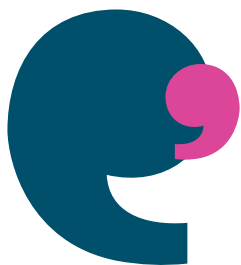
Engagement at the strategic level supports CCG work to ensure the patient's voice is heard at all levels of our organisation.

In addition to engaging at a strategic level Healthwatch provides a valuable route through which concerns (and compliments) about health services can be brought to our attention so that we can take the appropriate action. In addition to highlighting concerns Healthwatch has supported patients to raise their concerns directly with us. A recent example is a meeting chaired by Healthwatch where they supported a patient to set out system failings to senior representatives from the CCG, health providers and the local authority. We would welcome further constructive challenge and feedback on the quality of our services from Healthwatch.

---

Ceri Jacob, Chief Operating Officer,  
Hillingdon Clinical Commissioning Group





## Working Together With Partners

An example of partnerships and where we have been closely working with all the NHS Trusts in Hillingdon is the Patient Led Assessment of the Care Environment (PLACE). Healthwatch Hillingdon has trained and provided a number of Patient Assessors who joined the staff of Hillingdon and Mount Vernon Hospital, Harefield Hospital and the acute sites in Hillingdon for Central North West London NHS FT to carry out PLACE assessments during April and May 2013.

Healthwatch Assessors also took part in Harefield Hospital's annual assessment in March 2014 and will be part of the teams that assess the other Hillingdon Trusts in 2014.

In addition to the annual assessment, we have been working with The Hillingdon Hospitals NHS FT as part of their PLACE improvement programme and our Patient Assessors have carried out mini-PLACE assessments at Hillingdon and Mount Vernon Hospitals periodically throughout the year. As a result of this involvement we have seen a marked improvement and we are currently working with Hillingdon Hospital to audit meal time provision across the Trust as part of this programme.

We have strong relationships with the Voluntary Sector, working closely with a number of organisations. In addition to signposting to each other and providing information on services to our respective clients, we

regularly share information and we work together to highlight the issues facing Hillingdon residents in health and social care.

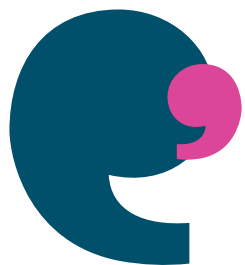


Age UK Hillingdon has developed an excellent relationship with Healthwatch, working in partnership to ensure that the views of local residents are heard at a time of considerable change in health and social care services. As well as assisting individual clients with their specific queries and signposting between our organisations where appropriate, we were delighted that Healthwatch sponsored a conference on dementia awareness specifically for older residents from the Black and Ethnic Minority communities. This conference was an excellent example of the collaboration between our two organisations; building on existing initiatives to create an opportunity for conversation and collaboration between the BME elders and professionals to improve services and support for BME people with dementia and their carers.

**Sharon Trimby, Acting CEO**  
Age UK Hillingdon



Our shop, secured through the excellent relationship built with The Pavilions Shopping Centre and their generous provision, is providing an excellent opportunity, in a central shopping location, to have a local hub to promote Healthwatch and the wider voluntary sector. We advertise numerous events in our shop window and on our notice boards and offer a wide range of health and social care leaflets with information on different health conditions and services.



## Working Together With Partners

We are also able to give other organisations within Hillingdon, who offer health and social care services, or advice and advocacy, a space to deliver services. HDAS (Hillingdon Drug and Alcohol Service) and HAGAM (Hillingdon Action Group for Addiction Management) have run regular activities for a number of local residents. The Stop Smoking Service has also been running a weekly drop-in to help Hillingdon's residents quit smoking.

We have built other important relationships with the Care Quality Commission, NHS England, Healthwatch England, local Healthwatch organisations across London and VoiceAbility - the NHS Complaints Advocate for Hillingdon. These connections and partnerships allow us to escalate and share issues which affect not only Hillingdon but our neighbouring boroughs and beyond.

Both Healthwatch England and VoiceAbility presented at our Launch Event in September 2013 to give attendees an overview of how we all work together locally and nationally to provide the Healthwatch "package". We work very closely with VoiceAbility locally, exchanging information on Hillingdon patient issues and specific areas of concern.

We meet with the Care Quality Commission regularly to share information. When they carried out their routine inspection of Hillingdon Hospital in October 2013, we were pleased that evidence provided by us of recent patient experience was used to inform their decision on which areas to inspect. We also spoke with the Care Quality Commission about our concerns that there were some carer organisations who were providing services within the local authorities 'Extra Living Accommodation' who were not registered with them. We have since been informed by the Care Quality Commission that this situation has been rectified.

We also wrote to NHS England (London), Monitor and The NHS Trust Development Authority, in support of Hillingdon CCG and Hillingdon Hospitals Trust, to express our deep concern that Hillingdon had not been allocated any of the additional £250m funding made available to NHS Trusts to help relieve A&E and winter pressures this year. We highlighted the serious and



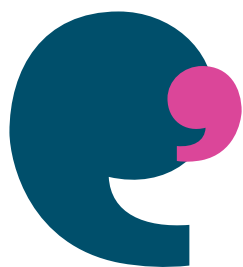
CNWL have a longstanding history of engagement with a number of external bodies including Healthwatch Hillingdon. As a Trust we have a programme of regular engagement to seek feedback and help shape our services and quality priorities.

At a local level, there is a mature relationship between the Trust and Healthwatch Hillingdon. Regular meetings are in place between Healthwatch senior officers and the CNWL Borough Director and Divisional Director of Operations. We recognise the valuable contribution of our local Healthwatch as the advocate for our service users and as a critical friend to the organisation to support improvement in service delivery. Dialogue between the organisations is open and transparent which enables early intervention.

Healthwatch Hillingdon has worked with the Trust on a variety of issues. They have supported us in assessing user experience in our Hawthorn Intermediate Care Unit by undertaking exit questionnaires with patients at discharge and providing independent feedback on a monthly basis. They have also taken part and fed back into various key groups to support service redesign including intermediate care and urgent care services. They are a key member of the in-patient PLACE inspection team.

We continue to value their challenge and contribution to us at a local level to drive continuous improvement.

**Maria O'Brien,**  
Divisional Director of Operations,  
Central and North West London  
NHS Foundation Trust



## Working Together With Partners

negative effect this may have on providing safe care for the residents of Hillingdon; our concerns being published in the local paper.

[www.getwestlondon.co.uk/incoming/hillingdons-hospitals-fear-impact-missing-6193783](http://www.getwestlondon.co.uk/incoming/hillingdons-hospitals-fear-impact-missing-6193783)

We also join other London Healthwatch to meet NHS England to highlight patient experiences of specialist services and outline some of the results of this work later in this report. As part of our signposting role, we also communicate with them to help individuals make complaints about their GP Practices, where necessary.

We work closely with the other local Healthwatch organisations in Northwest London, as members of The Patient and Public Review Reference Group (PPRG), to oversee the implementation of the Shaping a Healthier Future programme, which has implications for the residents of all the boroughs in Northwest London. The chief officers also meet to discuss other issues and areas of joint working. This has led to us sharing an advertising campaign with Ealing and Hounslow Healthwatch on the buses which travel between our boroughs.

We have provided Healthwatch England with evidence about several issues. One of these referrals followed the announcement of the Care.data programme which aims to share information on patient's GP records with the Health and Social Care Information Centre. We received numerous calls from confused and concerned residents and contacted Healthwatch England, who, with our evidence and that gathered from across the Healthwatch Network, successfully persuaded NHS England to postpone the rollout of the programme.

We have also escalated our concerns about the inequality of Individual Funding Requests for Planned Procedures with a Threshold which we have outlined in greater detail on page 19.

Healthwatch Hillingdon has a number of statutory powers which are available for us to use, should we feel it is necessary to do so. With the exception of social care facilities for children and young people, we have the statutory power to 'Enter and View' premises delivering health and social care services, to allow authorised representatives of Healthwatch to observe the nature and quality of services at the point of delivery. During this year, we have not had cause to 'Enter and View'.

### Statutory Powers

Local authorities and NHS bodies have a statutory responsibility to answer our requests for information within 20 working days. There is also a requirement for them to respond to our reports and recommendations, and although there is no obligation on them to implement these,



## Working Together With Partners

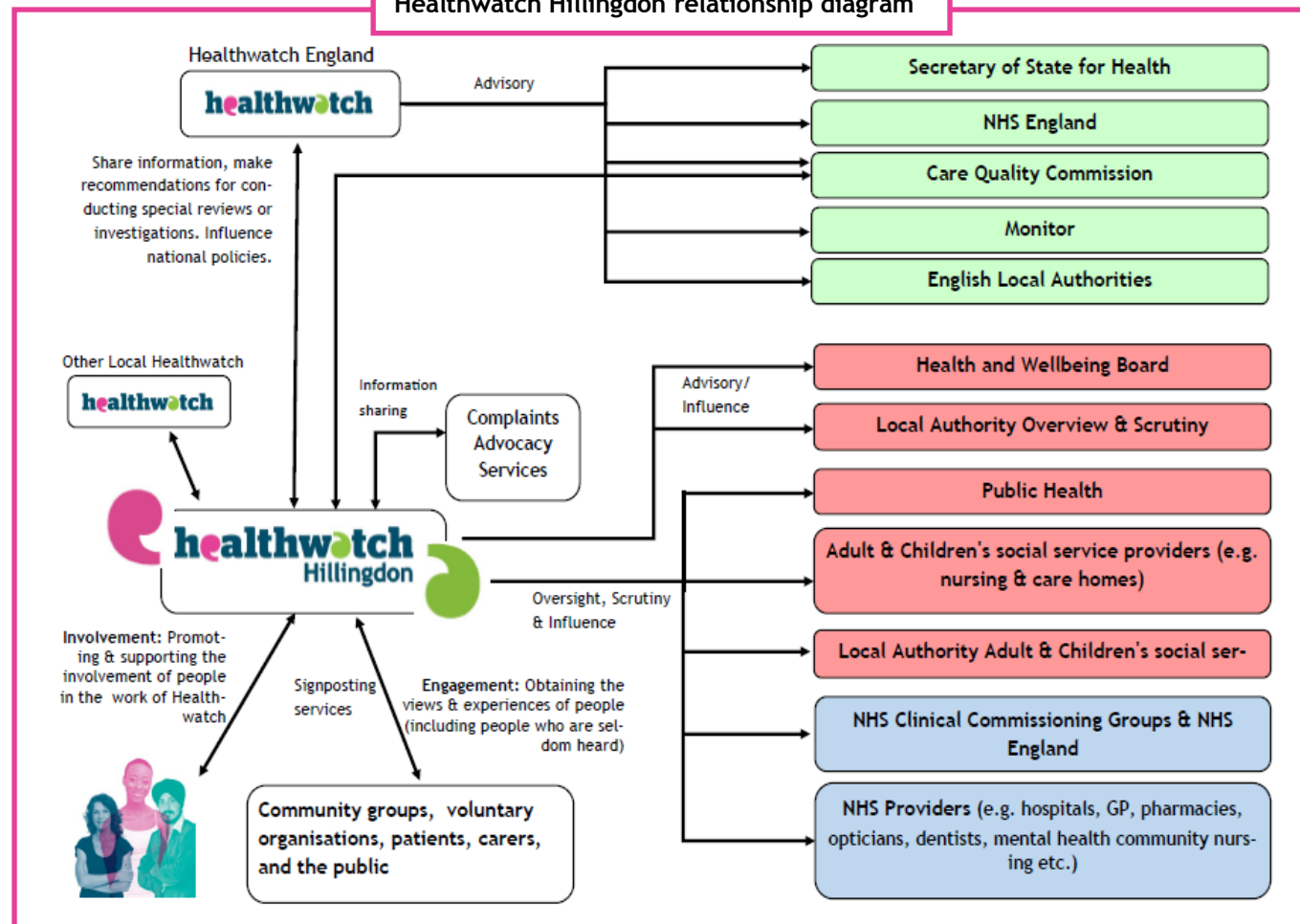
they have a duty to advise us why they have taken their decision not to do so, and we have a duty to publish their response. Due to the close working relationships we have with both commissioners and providers, we have not had to make any formal requests for information as all informal requests made have been responded to.

The fact that we have not had to use our statutory powers this year is testament to our excellent relationships with commissioners and providers and the close way in which we work together.

We have also made many recommendations and suggestions on service change through the course of our work. Due to the good relationships we have with commissioners and providers, who respond positively to our input and value our involvement, we have not had to make formal recommendations this year.

In addition to Healthwatch England and the Care Quality Commission, Healthwatch Hillingdon also has a duty to make referrals and recommendations to Hillingdon's External Services Scrutiny Committee (ESSC), on issues may which require investigation or special review. As part of our informal protocol with the ESSC we are able to meet and discuss issues with the chairperson and, if needed, attend scrutiny sessions where we can ask questions on behalf of the general public.

Healthwatch Hillingdon relationship diagram







## Impact and Effectiveness

### Impact and Effectiveness

At our launch event last September we asked the participants how they felt Healthwatch Hillingdon could demonstrate its value after the first year. There were many suggestions but most wanted us to show two things.

1. What impact had we made?
2. How effective had we been?

In this report we have outlined a number of the ways we have been effective. Explaining how we have worked to listen to the experiences of the public, and the relationships we have built that ensure we are in a strong position to influence and shape Hillingdon's health and social care services. We have shown how we are involving Hillingdon residents through our volunteering scheme in monitoring services and how our signposting, advice and support role is having a positive impact on people's lives.

### So how are we changing services and what impact have we had?

Advising the Care Quality Commission of the experiences of patients has led to a detailed action plan being put in place at Hillingdon Hospital to improve services for patients.

After being contacted with information on the experience of patients, we contacted and have worked with Hillingdon Hospital on a number of recommendations and service changes over this year, which are benefiting patients and visitors. In the emergency department changes were implemented to improve patient care, with additional training being carried out and changes made to the staff induction programme. Procedures have been tightened to respect patient privacy and dignity and that electrocardiogram (ECG) tabs are removed in a timely manner to prevent allergic reaction. The Trust Management have agreed to work on a solution which will allow patients a free copy of the treatment record on their discharge from A&E. We have also intervened on behalf of residents who had delayed Rheumatology department appointments, and those who are not receiving outpatient letters in a timely manner. We have also made sure that there is now a drop off point outside the elderly day centre, making it easier for the infirm to get to their appointments.

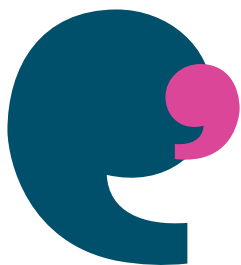
There have been a number of issues facing elderly patients on discharge from hospital which we have been involved in this year. We have supported these patients and their carers in complex cases involving social service and care packages.

We have also highlighted issues in services for those with learning difficulties and the users of Children and Adolescents Mental Health Services. These services are now seen as a risk and a lot of work is being carried out in the borough to ensure improvements.



Thank you sincerely for the willingness that you have shown in helping and guiding me through this staggering and unnecessarily complex and very demanding complaints procedure.

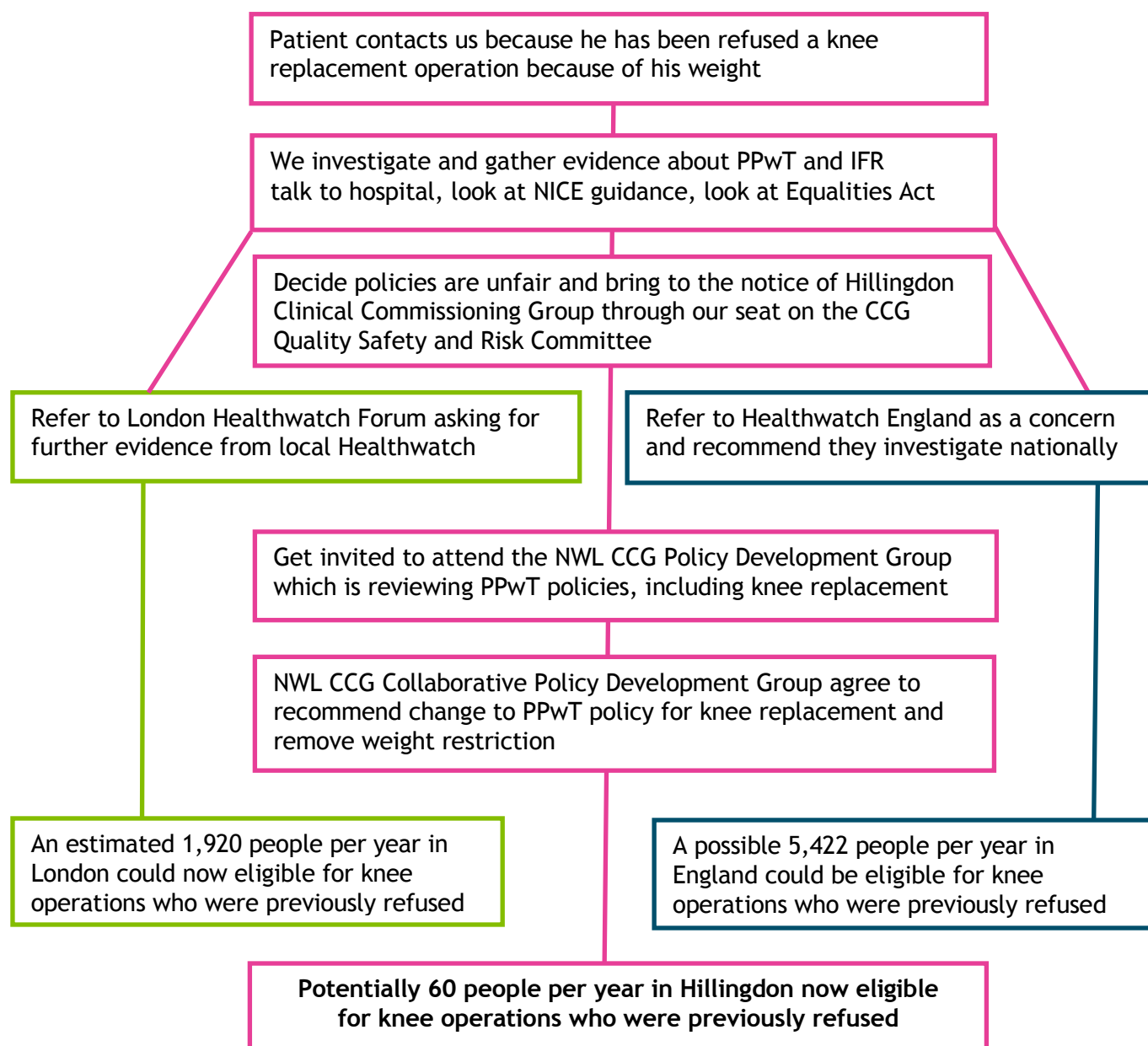
**Carer of 83 year old lady**



## Impact and Effectiveness

One of the prime examples of where we have been both effective and made a major impact is our work on Funding Requests (IFR) and Planned Procedures with a Threshold (PPwT).

Through receiving just one telephone call and listening to one patient's story, Healthwatch Hillingdon now has the potential to change thousands of lives.



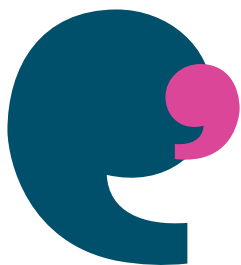
**We are currently involved in the review of 46 treatments<sup>1</sup> through our role on the NWL CCG Policy Development Group. Having highlighted the inequalities of PPwT in NWL, we now have an opportunity to positively affect thousands of local people's lives.**

1. All procedures currently treated under the PPwT and IFR are list at: <http://www.northwestlondon.nhs.uk/publications/?category=6089-Policies-d>





Financial Statement From 1st April 2013 To 31st March 2014	
	£
<b>Income</b>	
Funding received from the local authority	175,000
Additional Income	2,219
<b>Total Income</b>	<b>177,219</b>
<b>Expenses</b>	
Staff	127,705
Other expenses	35,072
<b>Total Expenses</b>	<b>162,777</b>
<b>Surplus C/F to 2014/15</b>	<b>14,442</b>



## Contact Details

### Contact Information

#### Board of Directors and Trustees

Jeff Maslen - Chairman  
Stephen Otter - Vice Chairman  
Richard Eason - Treasurer  
Tony Ellis (resigned Dec 2013)  
Martin McElreavey  
Turkay Mahmoud  
Baj Mathur MBE  
Keritha Ollivierre  
Edlynn Zakers

#### Staff Team

Graham Hawkes - Chief Executive Officer  
Dr Raj Grewal - Healthwatch Operations Coordinator  
Nina Earl - Engagement & Communications Officer  
Pat Maher - Administration & Support Officer

#### Address

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25 Market Square  
The Pavilions Shopping Centre  
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UB8 1LH

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**Email:** [office@healthwatchhillington.org.uk](mailto:office@healthwatchhillington.org.uk)

**Website:** [www.healthwatchhillington.org.uk](http://www.healthwatchhillington.org.uk)

**Company Number:** 8445068 | **Registered Charity Number:** 1152553



Healthwatch Hillingdon



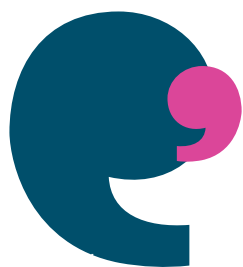
@healthwatch\_LBH



Healthwatch Hillingdon

The Healthwatch logo is a registered trademark and is protected under trademark law. Healthwatch Hillingdon use the Healthwatch Logo in accordance with a Trade Mark Licence Agreement and no contractors have used the trade mark this year.





## Glossary

**Individual Funding Requests (IFR):** Are requests made by a clinician on behalf of their patients, for treatment that is not normally commissioned by Clinical Commissioning Groups or NHS England.

<http://www.england.nhs.uk/wp-content/uploads/2013/04/cp-03.pdf>

**Joint Strategic Needs Assessment (JSNA):** analyses the health needs of populations to inform and guide commissioning of health, well-being and social care services within local authority areas.

<https://www.hillingdon.gov.uk/jsna>

**Patient-Led Assessments of the Care Environment (PLACE):** is the patient led system for assessing the quality of the environment of public funded hospitals, day treatment centres and hospices.

<http://www.england.nhs.uk/2013/02/19/place/>

**Planned Procedures with a Threshold (PPWT):** are treatments where a patient has to meet set ‘evidence-based’ criteria before being able to access treatment. Clinician makes a decision whether a patient meets the criteria (thresholds) as defined by CCG’s PPWT Policy.

<http://healthwatchhillingdon.org.uk/index.php/publications/?did=1457>

**Seven Day Working:** NWL is an ‘early adopter’ for Seven Day Working. With support from NHS England and NHS Improving Quality, Clinical Commissioning Groups, health and care providers and local authorities are working together to deliver the appropriate NHS services seven days a week, to ensure that people are treated at the right place, at the right time.

[www.healthiernorthwestlondon.nhs.uk/news/north-west-london-lead-way-seven-day-nhs-services](http://www.healthiernorthwestlondon.nhs.uk/news/north-west-london-lead-way-seven-day-nhs-services)

**Shaping a Healthier Future (SaHF):** is a programme to improve NHS services for the two million people who live in North West London. It looks to reconfiguring services at the 9 hospitals and deliver as much care as possible nearer to people’s homes in community settings. <http://www.healthiernorthwestlondon.nhs.uk/>

**The Better Care Fund (BCF):** nationally amounts to £3.8billion in 2015/16 which is to be spent locally on ‘adult social care services which also have a health benefit’ to drive closer integration and improve outcomes for patients, service users and carers. <http://healthwatchhillingdon.org.uk/index.php/publications/?did=1455> or <http://www.england.nhs.uk/wp-content/uploads/2013/12/bcf-itf-sup-pck.pdf>

**Whole Systems Integrated Care (WSIC):** NWL is 1 of 14 pioneers in the UK leading the way to deliver better joined up care. The aim of the programme is to make health and social care services work together to provide better support at home, and earlier treatment in the community, to prevent people needing emergency care in hospital or care homes. <http://integration.healthiernorthwestlondon.nhs.uk/>

### Other Main References

Care Quality Commission	<a href="http://www.cqc.org.uk/">www.cqc.org.uk/</a>
Central and North West London NHS Foundation Trust	<a href="http://www.cnwl.nhs.uk/">www.cnwl.nhs.uk/</a>
Healthwatch England	<a href="http://www.healthwatch.co.uk">www.healthwatch.co.uk</a>
Hillingdon Clinical Commissioning Group	<a href="http://www.hillingdonccg.nhs.uk/">www.hillingdonccg.nhs.uk/</a>
London Borough of Hillingdon	<a href="http://www.hillingdon.gov.uk/">www.hillingdon.gov.uk/</a>
Monitor	<a href="http://www.gov.uk/government/organisations/monitor">www.gov.uk/government/organisations/monitor</a>
NHS England (London)	<a href="http://www.england.nhs.uk/london/">www.england.nhs.uk/london/</a>
Royal Brompton and Harefield NHS Foundation Trust	<a href="http://www.rbht.nhs.uk/">www.rbht.nhs.uk/</a>
The NHS Trust Development Authority	<a href="http://www.ntda.nhs.uk/">www.ntda.nhs.uk/</a>
The Hillingdon Hospitals NHS Foundation Trust	<a href="http://www.thh.nhs.uk/">www.thh.nhs.uk/</a>
Urgent Care Centre Hillingdon	<a href="http://www.greenbrook.nhs.uk/Urgent_Care">www.greenbrook.nhs.uk/Urgent_Care</a>
VoiceAbility	<a href="http://www.voiceability.org/">www.voiceability.org/</a>