

ANNUAL REPORT

2013/14





Annual Report 2013/14

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Chair's report

We hope that you find this first Annual Report interesting and informative. The report will be circulated widely both in hard copy and electronic formats which will include an audio format. We have followed the Healthwatch England branding style while at the same time giving the report a unique Newham flavour.

Our birth as an organisation was set against the backdrop of one of the most radical shake ups of the health and social care landscape, reduced public funding as a result of austerity and our local hospital trust, Barts Health facing a serious financial challenge.

We therefore believed that this the first year of Healthwatch Newham needed to be a successful one to ensure that in this period of change that the voice of the public/patient/service user was front and centre. This report shows that we have lived up to that promise.

Over the course of this year we have established our Board, our staff team, and our Advisory Group (a wider stakeholder group).

Our Board's first act was to develop our business plan (available on our website) which highlighted our priorities developed from our analysis together with extensive consultation we undertook with the community as we transitioned from LINK to Healthwatch.

We have placed representatives on Newham's Health & Wellbeing Board, Newham Clinical Commissioning Group Board, Safeguarding Board, Health Overview and Scrutiny Committee, and the Newham Co-Production Forum (Adults) to name but a few. We have engaged with Barts Health ensuring the patient voice is heard as they meet the challenges that they are facing.

We have developed an ongoing process of collating, analysing and acting on the range of patient reported experiences that we can access from across the primary care, acute services and mental health provision. We have developed our volunteer Enter and View team adding to the range of tools we have to better understand and ensure improvement to the service user/patient experience. We also have a highly regarded monthly e-newsletter which is just one of the ways we reach out to the wider community.

We believe that this work together with all the activities detailed within this report show how we have laid a firm foundation for the future. This has only been possible because of our amazing and dedicated team of staff and volunteers.

It is because of this firm foundation, underpinned by our strong staff and volunteer team, that I believe we are ready to meet the challenges that the next year will bring.

Mark Santos
Chair



Health and Social Care in Newham

Population

Newham is the most populous borough in outer London. The census data of 2011 shows its population at 308,000 but the NHS registered population is 374,163. Around, 83% of the population live in the most deprived 20% of England.

The London Borough of Newham has a relatively young population where 37% is under 25 and a turnover of 20% where people regularly enter or leave our borough. Perhaps the greatest challenge for planners in the borough is the expected population increase of 23% by 2030. This means that we need to think radically and long term when it comes to our health and social care planning, as continuation of hospital care as it stands will become unaffordable.

Diversity

We are one of the most diverse areas in the country with over 100 languages spoken and 70% of people coming from black and ethnic minority communities.

Deprivation

Newham is the 2nd most deprived Local Authority in England, with the highest under 75's mortality rate for women and the lowest levels of physical activity in London.

Health Issues

Lifestyle factors

- Reception year children are the 2nd most obese in the country
- 3rd highest rate of alcohol-related hospital admissions in London

Wellbeing and emotional resilience

- 3,052 people with a serious mental illness
- Estimated 37,000 with common mental illness

Maternity and early years

- Highest birth rate in the country

Heart disease, cancer and circulatory disease

- The biggest causes of death in Newham
- 2nd worst one year survival rate for cancer in England

Long term conditions

- 10,850 people aged 65 and over are thought to have a limiting long-term illness
- One of the highest boroughs for diabetes prevalence in the country

Tuberculosis

- 381 new cases in 2011
- Rate of 121 cases per 100,000 in 2011
- Newham has historically had the highest TB rates in England, with rates of disease approximately 8 times higher than the national average and 3 times higher than the London average

What is Healthwatch

Healthwatch is the consumer champion for both health and social care. It exists in two distinct forms - local Healthwatch, e.g. Healthwatch Newham, and Healthwatch England, at national level. The Health and Social Care Act 2012 set out that local Healthwatch, including Healthwatch Newham, would be established from April 2013. Healthwatch Newham is an independent organisation, able to employ its own staff, if it wants to, and involve volunteers so it can become an influential and effective voice of the public in Newham. It will have to keep accounts and make its annual reports available to the public

The aim of Healthwatch Newham is to give people, of all ages, who live and work in Newham and in its diverse communities a stronger voice to influence and challenge how health and social care services are provided within the borough.

What We Do

Local Healthwatch has a seat on the statutory Newham Health and Well Being 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 Newham has a role in promoting public health, and in tackling health inequalities.

Healthwatch Newham enables people to share their views and concerns about their local health and social care services and understand

that their contribution will help build a picture of where services are doing well and where they can be improved.

Healthwatch Newham is able to alert Healthwatch England to concerns about specific health and care providers.

Healthwatch Newham provides people with information about their choices and what to do when things go wrong; this includes either signposting people to the relevant provider to support the individuals who want to complain about NHS services.

Healthwatch Newham provides, or signposts people to information about local health and care services and how to access them.

Healthwatch Newham helps and supports NHS Newham Clinical Commissioning Group (NCCG) to ensure that services are designed to meet consumers needs.

Healthwatch Newham provides authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services such as the London Borough of Newham (LBN) or the NCCG.

Healthwatch Newham has to be inclusive and reflect the diversity of the community it serves. There is an explicit requirement in the Health & Social Care Act that the way in which a local Healthwatch exercises its functions must be representative of local people and different users of services, including carers.

Where we came from

Healthwatch Newham carried forward the functions of Newham LINK but has additional functions and powers. Healthwatch Newham has built on the good practice of Newham LINK, establishing relationships with the local authority, the Clinical Commissioning Group, patient representative groups, the local voluntary and community sector and service providers to ensure it is inclusive and truly representative of the community it serves.

Local Healthwatch pathfinders

In August 2011, the Department of Health announced that 75 Healthwatch pathfinders, including Newham LINK had been selected to test different approaches to the proposed local Healthwatch functions. These were partnerships of the local authority, Newham LINK and other relevant organisations. They explored how best to, promote the integration of local services, champion patients' views and experiences, and improve choice for patients through advice and access to information. During that consultation process and up to October 2013 the local authority indicated an indicative annual budget for Healthwatch Newham of just over £200,000 which did not include the Independent Complaints Advocacy Service provision.

The role of the local authority

Healthwatch Newham is funded by the London Borough of Newham, with nonring-fenced grants from the Department of Health, and held to account by them for our ability to operate effectively and be value for money. The Health and Social Care Act 2012 stated that the local authority should have a local Healthwatch organisation in their area from April 2013, but would have the flexibility to choose how they commissioned it to achieve best value for money for their communities. It was expected that the local authority would work in partnership with Newham LINK, voluntary groups, and other community organisations, when designing their approach to commissioning Healthwatch Newham and this they did.

In addition, the Health and Social Care Act 2012 set out that the local authority would have to provide an advocacy service to people who wanted to make a complaint about their experience of the local NHS from April 2013 and again this they did but this service is not 'branded' as a Healthwatch Newham service.

The London Borough of Newham tendered for the delivery of a local Healthwatch service in November 2012 much later than the majority of other local authorities in England. The tender for the delivery of Healthwatch Newham was awarded to The Forum for Health and Wellbeing and they received formal notification on the 17th February 2013.

Managing resources

Healthwatch Newham is funded by the London Borough of Newham, with nonring-fenced grants from the Department of Health, and held to account by them for our ability to operate effectively and be value for money.

During the Healthwatch Pathfinder period, we were advised that the indicative allocation for Healthwatch Newham was £200k. However, the final contract value we received was £140k. This award figure of £140k represented a 33% cut in this indicative budget and the interim Board in discussion with The Forum for Health and Wellbeing set an appropriate budget.

The Healthwatch Newham Board, through The Forum for Health and Wellbeing, made their concerns known to London Borough of Newham Members and Commissioning Officers stating that while they believed that they could still provide an effective local Healthwatch service, they could not provide it to the standard or quality that they would have wished had they been fully allocated the indicated budget.

A report produced in June 2013 by The Healthwatch and Public Involvement Association (HAPIA) indicated that Healthwatch Newham had received the 7th largest cut in funding of the 152 local Healthwatch in England. This report was supported by Healthwatch England who themselves reported in early 2014 that

Healthwatch Newham had, in fact, received a much greater cut in its funding than was previously reported

Ongoing constructive discussions with LBN Commissioning Officers have been taking place to establish whether additional funding can be provided by the local authority in 2014/15.



About us

Board & Governance

Healthwatch Newham is registered in England with Companies House as a company limited by guarantee and is a Charity registered with the Charity Commission.

Healthwatch Newham is an independent organisation, able to employ its own staff, if it wants to, and involve volunteers so it can become the influential and effective voice of the public in Newham. It will have to keep accounts and make its annual reports available to the public.

The aim of Healthwatch Newham is to give people, of all ages, who live and work in Newham and communities a stronger voice to influence and challenge how health and social care services are provided within the borough.

A range of policies and procedures have been developed, building upon those that were used by Newham LINK or are currently being used by The Forum for Health and Wellbeing, who employ all Healthwatch Newham staff.

The Health and Social Care Act 2012 set out that local Healthwatch, including Healthwatch Newham, would be established from April 2013. Healthwatch is the consumer champion for both health and social care. It exists in two distinct forms - local Healthwatch, e.g. Healthwatch Newham, and Healthwatch England, at national level.

The Healthwatch Newham Board currently consists of six Directors/Trustees and these Board members are registered with Companies House and the Charity Commission. The Healthwatch Newham Board will continue to identify and recruit additional members to fill identified skills gaps.

Current Board Members



Mark Santos
Chair

Mark is Healthwatch Newham's first Chair, having previously been chair of Newham LINK since 2011. He is Executive Director of East London HIV charity, Positive East.



Kevin Mansell
Board Member

Kevin Mansell is a retired Social Services inspector. He also volunteered in NHS patient involvement. Kevin is now a consultant and serves on the board of a national charity that relieves poverty.



Angus McKenzie-Davie
Board Member

Angus McKenzie-Davie trained as an actor in the 1980s, and always had a keen interest in the NHS. Becoming disabled in 1995 motivated him to be an advocate for health and social care customers.



Marcia Samuels
Board Member

Marcia Samuels is a qualified social worker with years of experience working in local authorities, probation and the voluntary sector. She is now the Chief Executive of New Choices for Youth.



George Soutar
Board Member

George Soutar worked in several NHS London hospitals for 34 years before retiring as an Assistant Director of Nursing in community services in Newham. He now enjoys gardening and travelling.



Sahdia Warraich
Board Member

Sahdia Warraich has 21 years experience in patient and public engagement work. She is the Director of the Forum for Health & Wellbeing charity, based in Beckton.

Ambitions for Healthwatch Newham

The values, aims and priorities of Healthwatch Newham will continue to be decided by the Board in conjunction with the Healthwatch Newham Advisory Group, community intelligence, engagement and consultation. Local conversations with a range of stakeholders are ongoing and people have been keen to articulate the difference that Healthwatch Newham should seek to make. The general view is that it should be a well-run, inclusive, well-known organisation that is in the heart of the different communities of Newham, which also:

- Increases equal access to inclusive services, including geographically and breaking down cultural barriers to resident participation.
- Effectively acts as an informed voice, through a database of key research to evidence views, to match what is needed against what is provided and consistently reports back to residents the outcome and change that has occurred as a result of their contribution and spreads good practice.
- Enlists and proactively builds the expertise and support of active members, strategically targeting all communities to be involved through effective outreach, engagement and communication.
- Establishes a functioning Board that is known for its effectiveness in discharging its role and responsibilities and which is guided by a clear set of standards, terms of reference and values.
- Secures increased transparency within all aspects of health and social care planning, commissioning and delivery.
- Increases the ability for services to seek the views of service users, patients, carers and residents.
- Establishes a strong and co-ordinated voice, drawn from all of Newham's communities, particularly those who seldom have their voices heard.
- Is a voice that contributes to discussions about all aspects of health and social care including GPs, care homes, sheltered housing, older and young people's services, out- of-hours services and care provided in the home.
- Makes specific efforts to ensure that this strong resident voice bridges the gap between health and social care and supports the integration of services from a resident perspective.
- Provides a single point of access and effectively signposts patients, and members of the public to services.

At an Away Day in August 2013, the Board discussed a range of issues building upon what feedback it had already received from various Stakeholders. From these discussions and feedback, they developed a draft business strategy and tasked the Healthwatch Newham staff team to pull together a business plan that would cover the period to March 2015. The existing Board agreed on a future structure that would have a main Board of up to 10 Directors, supported by an Advisory Group of up to 20 members.

This draft Business Plan has been widely circulated to Stakeholders and was made available on the Healthwatch Newham website and subsequent comment and feedback had been taken on board with the final draft being approved at a Board meeting in November 2013.

Structure



Our Advisory Group

The Advisory Group was set up in November 2013 with the following aims:

- To advise and guide the Board around priorities, objectives and engagement.
- To promote Healthwatch Newham and build partnerships with stakeholders.
- To commit to diversity - and represent equality and seldom-heard groups.
- To regularly attend Advisory Group meetings, sub-committee meetings, and groups offering expertise.
- Advisory Group Chair, Vice Chair or Advisory Group Clerk to report updates to the Healthwatch Newham Board meetings via e-mailed report or presentation at a Board meeting.
- Feedback key points from a stakeholder meeting via a meeting feedback form - and to return to Healthwatch Newham Manager.

The Advisory Group currently consists of 20 members who are representative of the communities that live and work in Newham. The Chair of the Advisory Group is Rev Canon Ann Easter, Chaplain to The Queen and CEO of The Renewal Programme.



Statutory 1

Healthwatch Newham, under the Health and Social Care Act 2012, has a statutory responsibility to undertake a range of activities and in 2013/14 we have done this by delivering on the 8 statutory requirements;

Promoting and supporting the involvement of local people in the commissioning and the provision and scrutiny of local care services;

Extract from Barts Health NHS Trust stakeholder briefing report May 2014:

A Barts Health quality summit was held with the CQC on 10 January 2014, involving senior Trust representatives and key external stakeholders including local CCGs, the NHS Trust Development Authority, local Healthwatch (including Healthwatch Newham) and elected members and officers from our local authorities.

Peter Morris

Chief Executive, Barts Health NHS Trust

In 2013, Barts Health NHS Trust entered into a Turnaround Programme to enable it to address a number of funding related issues. Barts Health is the largest NHS Trust in the country with an annual budget in excess of £1billion. Healthwatch Newham has been an active contributor to their Turnaround Programme from the outset. By being a member we are able to put the message of patient engagement to the fore.

However this is just one example of the collaborative work we are undertaking with Barts. We have been working with them to support their Patient Panel; we have supported local people to do PLACE assessments at their four local hospitals; we have contributed greatly to their Transforming Lives programme and working in collaboration with Healthwatch City of London we were able to secure TVs' on the older peoples ward at Newham Hospital.

In conjunction with members of the Newham Co-Production Forum (Adults) we have enabled local people to take part in consultations with the London Borough of Newham (LBN) on issues such as the provision of social care services and representatives attending the Newham Carers Forum.

Working with Newham Clinical Commissioning Group (NCCG), our Chair, Mark Santos has been actively involved in ensuring that the voice of local people is taken into consideration in commissioning at the CCG. An example of this was raising the issue of TB in Newham to ensure that it is included in the CCG priorities, which previously it had not been. We are active members of the CCG Community Reference Group which meets every 3 months to listen to the issues affecting patients in Newham which then feed into the commissioning process.

We are also represented on the LBN Scrutiny Committee where we have worked with them on their Healthcheck project by organising and running a workshop for GP patients who had undertaken a Healthcheck, and the results of this workshop were incorporated into the Scrutiny final report.

Newham Transport Action Group receives a small financial grant towards their running costs from Healthwatch Newham. This enables them to continue their work in ensuring the voice of disabled and elderly people living and working in Newham is heard by commissioners in relation to how transport strategies affect their health and social care. However, all of this is just a part of how we enable local people to be involved as during our first year we attended 31 commissioning-related meetings where our presence was considered to be an 'essential' or a 'statutory' requirement.

We have really enjoyed working with Newham Healthwatch to promote TB awareness in the borough and look forward to our continued partnership in the future.

Dr Veronica White
Clinical Lead, TB service
Barts Health NHS Trust

We would just like to put on record that we are very appreciative of the funding we receive from Healthwatch Newham for the Newham Transport Action Group. This has enabled us to book a venue for our meetings and also to provide refreshments. Thank you very much from all of us.

Mina Parmar
Chair
Newham Transport Action Group

Statutory 2

Enabling local people to monitor the standard of provision of local care services and whether and how local care services have and ought to be improved;

A core function of Healthwatch Newham is to establish issues and trends, negative or positive, and bring this evidence to those who commission, deliver and scrutinise our local health and social care services. This requires credible and robust evidence, and Healthwatch Newham has placed significant investment in its research methodology and database, to deliver just that.

As part of its daily work, Healthwatch Newham acquires service user feedback in a variety of formats (qualitative comments and qualitative surveys) and from a variety of sources (service users, provider websites and reports). This information is transferred to the database, in as large a quantity as possible (numbers do matter).

Turning Information into Trends

Gathering data is one thing, making sense of it is another. This is the task of our 'Patient Experience Panel' (PEP), a team of volunteers who meet weekly to classify and scrutinise the collected data. The team applies 'clinical coding' to each and every issue, this is done as a group exercise to ensure that the coding is consistent and that nothing is missed (every issue, however small it may appear is important in the bigger picture).

Having applied the coding, the database is able to detect trends and themes, such as on service accessibility or staff attitude, and both negative and positive trends are highlighted. Thanks to the database the team may generate 'trends analysis reports' in quite literally a couple of clicks, presenting the information clearly and concisely.

In addition to capturing trends, PEP is able to make recommendations to the Board and Advisory Group on areas for investigation, or potential services for Enter and View visits.

The data gathering and analysis system of Healthwatch Newham is now in full swing, with technology, teamwork and a clear mission working to produce the credible evidence required to influence change.

Why the System Works

- The 'wide net' of information sources allows cross referencing to take place, this helps us to magnify any trends discovered.
- Capturing data in large quantity adds weight to the evidence.
- The teamwork of the PEP offers quality assurance, ensuring that coding is accurate and consistent.
- The Healthwatch Newham database contained 29,516 items of intelligence by the end of March 2014. This may sound impressive, but it is only a start.



Statutory 3

Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly making these views known;

At the formal launch of Healthwatch Newham in July 2013 we held a public event at Stratford Circus E15 that was attended by 242 people who represented a wide range of customers both actual and potential, stakeholders, community groups and health and social care service providers. We held the launch jointly with the Newham Co-Production Forum (Adults) who were celebrating their first anniversary. The launch provided the opportunity for individuals and groups to have their say, meet staff and find out about what Healthwatch Newham was already doing and what they intended to do in the future. Issues raised at the launch were fed into the strategic planning process that culminated in a Business Strategy and Planning Away Day for the Board in August 2013.

We undertook a number of outreach sessions at Newham University Hospital, GP surgeries and at our Council's main office at Dockside, in addition to attending meetings at a range of local community groups. These sessions took place with the support of a number of our volunteers.

During a very busy 'festival' season we had a stand at The Newham Mayor's Show, a show that attracted just over 40,000 local people on 2 very hot days in July. We involved just over 400 residents in a range of fun activities and sought their views on a range of health and social care issues, top of their list being the request for better access to GP and A&E services! Working in collaboration

with the LBN Adult Social Care team we were able to ensure that people of all ages enjoyed themselves and found out what Healthwatch Newham was all about. At the Plaistow Carnival we provided a range of information material to local residents with an emphasis on getting the views of young people.

In conjunction with a local HIV organisation, Positive East, we conducted a couple of consultation workshops to gather the views of local people affected by HIV issues. The information gathered at the consultations was fed into a report produced by Positive East.

Healthwatch Newham played a very important part in the development of The Newham Vision Strategy, together with the local authority, Newham Clinical Commissioning Group (NCCG) and a number of other agencies and was instrumental in bringing together affected local residents and community groups to feed into the strategy.

In partnership with Barts Health and The Truth About TB, we held a consultation event with local people and groups to enable them to have their say about TB and its services in Newham. Feedback from this event is being used by Barts Health and the NCCG to help shape future services. Comments from participants were very positive and they included the following:



I enjoyed all of it. Want more of these events again.

It was very good and the things we talked about were very useful.

Group work very good but enjoyed all the different speakers.

All very useful. Good networking opportunity.

Good to have time to engage with the local community

Everything was very well put forward.



Through our monthly e-bulletin and website we constantly give local people the chance to feedback on any issues. This feedback is collated and forwarded, where necessary, to the appropriate agencies.

Our Advisory Group is made up in part with lay people who bring their commitment, experience and enthusiasm to our work and support the work of the many volunteers, including our Board, who now play a vital part in our work. Both lay people and volunteers are either residents or work in Newham.

However, we also try to provide a personal and hands-on service. An example of this is a local resident calling into the Healthwatch Newham office because he was worried about his friend doing all the care for his parents. The friend had become demoralised about how to seek help from the council - we signposted him to the right people and within four hours the problem was resolved.



Statutory 4 & 7

4. Making reports and recommendations about how local care services have or ought to be improved. These reports and recommendations have been directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and we have shared this information with Healthwatch England;

7. Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews or investigations (or, where the circumstances justified doing so, we have made such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues;

At an early stage the Healthwatch Board, following discussions with key stakeholders such as our Commissioners and Scrutiny, made a strategic decision regarding the use of our Enter & View powers.

Enter & View visits had taken place during the life of Newham LINK but significant changes were made to the process, particularly around the training of Enter & View members. As a result our Board decided that while reactive Enter & Views were still a priority we would not be in a position to undertake them until early 2014 and at that time it was felt that we would also be in a position to pro-actively conduct such visits. However in conjunction with the Care Quality Commission (CQC) local manager we agreed that if we identified

any services that required urgent inspections before early 2014 then we could feed that information to the CQC who would then, if necessary, send in an inspection team and this is exactly what happened.

We asked the CQC to undertake reviews or investigations into 2 GP practices in Newham, one recommendation resulting in an inspection which took place in March 2014. We have regular discussions with the CQC to discuss, amongst other things, negative themes that have emerged from our data collection process.

While we have not undertaken any Enter & View visits ourselves during our first year we have been involved in a great deal of preparation work. We researched best practice from a number of other local Healthwatch and received best practice toolkits from Healthwatch Tower Hamlets, Healthwatch Hackney and Healthwatch Sutton.

Our Enter & View recruitment programme was launched in the Autumn of 2013 using our website, monthly e-bulletin, local press and our extensive network of local community groups. Using the training resource provided by Healthwatch England we undertook initial training with 12 volunteers which included DBS checks. Second stage training was planned for April 2014 with the first Enter & View visit also planned for late April 2014.

All of this initial work and training has, we believe, put in place a process and team that can deliver Enter & View visits to the high standards required.

Statutory 5

Providing advice and information about access to local care services so choices could be made about local care services;

In September 2013 Healthwatch Newham launched its Information and Signposting service, providing residents with information and advice on their local health and social care services. Whether looking for a particular service, wanting to make a complaint, or asking a general question, the service offers clear and impartial information, enabling residents to make well informed choices and decisions.

The Database

The service is underpinned by the quality and depth of the information it offers. With the aim of being comprehensive from the outset, an extensive mapping exercise was conducted, with over 650 services and organisations identified and added to the database within the first months of operation. Working relationships were established with other local advice and information agencies so that residents may receive a joined up and consistent service. Aspiring to cover health, social care and wellbeing in general, categories include Children and Young People, Community Groups, Family, Health Services, Helplines and Emergencies, Information and Advice, Medical and Disability Support Groups, Men, Mental Health, Older People, Social Care, Wellbeing and Healthy Living, and Women.

Choice Exercised

With accessibility in mind, the service was introduced on a variety of platforms and in a variety of formats, so that it may reach as many residents as possible around the clock.

Offering choice is important at all levels.

The Online 'Community Directory'

Hosted on the Healthwatch Newham Website, the 'Community Directory' provides key information on local services and may be accessed at any time. Less than a year old, the directory is already one of the largest public information repositories in the Borough.

The Personal Touch

For a truly personalised service, residents may contact the office during opening hours through the telephone 'hotline', by visiting the office or by email. Thanks to the database, residents are able to receive relevant, accurate and timely signposting information at postcode level, whatever the topic. We also hosts 'information and advice' workshops at community organisations and groups, such as the Disability Rep Forum.

At the Heart of the System

With the ever changing landscape of health and social care services, locally and nationally, the service is also increasingly utilised by health and social care professionals seeking to navigate through the system.

Since its launch in the Autumn of 2013, the Information and Signposting Service has assisted many residents on topics including GP Practices, Newham General Hospital, NHS Dentists, Social Workers and Mental Health Services. It has also supported over 60 people within the last six months to exercise a choice, so that the most effective outcomes are reached.

Statutory 6

Formulating views on the standard of provision and whether and how the local care services have and ought to be improved; and we have shared these views with Healthwatch England;

From the very outset and prior to the formation of Healthwatch Newham, we have been in discussion with a variety of Newham residents, people who work in Newham and stakeholders to listen and prioritise their views on the standard of provision of local health and social care services.

Following these discussions we have developed an agreed Business Strategy and Plan to March 2015 which sets out, where necessary, how we believe these services could and should be improved. We have shared this business strategy and plan widely, including with Healthwatch England and on our website and will continue to do so. In June 2013 Board and staff members attended the first Healthwatch Conference in Birmingham and we were all able to share our views with Healthwatch England Directors and staff.

At our launch in July 2013 Patrick Vernon OBE, a Director of Healthwatch England, was one of the key speakers and at the event we shared our hopes, expectations and concerns not just with him but with over 240 local residents who also attended.

Statutory 8

Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

During the course of the year, Healthwatch Newham has provided Healthwatch England with a considerable quantity of service user feedback, for example, 1,530 individual issues around local health and social care services were selected for transfer to the Healthwatch England 'Information Bank'. We believe that this intelligence, available additionally to all Local Healthwatch through the Healthwatch England 'Hub', will give an insight as to how service user experience in Newham fits into the larger regional and national pictures. We have attended a Healthwatch England Board meetings, both in person and through the 'webinair' process and have taken the opportunity to contribute to debates.

As well as the flow of 'general intelligence', Healthwatch Newham monitors service providers, producing trends analysis reports where exceptionally good or bad practice is detected. The reports, highlighting service parameters and performance in detail, have provided Healthwatch England with instant insight on particular services. With our focus and investment on research capability, trends analysis reports are set to be supplied in ever increasing numbers.

As a joint undertaking with Healthwatch Waltham Forest, we take an active role in the wider Communications Strategy, attending Healthwatch England meetings and webinars associated with communication and information technology. This has been vital in helping to shape national development and we are committed to ongoing representation.

Volunteers

It is a relatively easy statement to make that volunteers are essential to the successful work of Healthwatch Newham.

What we have done in our first year, building upon good work undertaken by Newham LINK, is make that statement a reality.

Volunteers participation is important in every aspect of our work, at all levels, from basic core functions such as outreach and administration, to official representation and strategic planning.

The Recruitment Process

Generic volunteering roles have been established, collectively underpinning the Healthwatch Newham 'Core Functions'. These roles include outreach, representative duties; Enter and View Representative, data entry and general administration, Friends of Services, Board or Advisory Group members and Patient Experience Panel members.

At Healthwatch Newham it is all about the individual. Every volunteer receives a bespoke induction, training and development package, built around what they hope to achieve from the experience and matching their interests, skills and attributes. Unique volunteering roles are often created - nobody expressing an interest is turned away.

During the year, Healthwatch Newham recruited 40 volunteers and their contribution and commitment to our work cannot be understated.

Meet Jasmine, 8 Our Youngest Volunteer

Jasmine gave up her time to help us at the Plaistow Festival. She says "I really enjoyed my time but I liked the bouncy castle more."



Life in Newham with a disability Jade's story

It is important that Healthwatch Newham engages with the seldom heard and disadvantaged in order to document the challenges faced, the hopes and aspirations, and to convey this at the highest level within national, regional and local health and social care frameworks. This requires the forging of relationships and the will to maintain them. Trust cannot be secured overnight, and addressing quite often complex issues can be a long journey.

In November 2013, Healthwatch Newham received a call from Jade Sempare, a local resident with multiple sclerosis, who offered to volunteer. Upon demonstrating enthusiasm, commitment and skills during her interview, Jade was appointed as a Healthwatch Newham Disabilities Ambassador. She was recruited in an effort to reach out to disabled people. Who better to 'lead the way' than this young lady, struggling with a serious physical and sensory condition, yet passionate, energetic and determined to raise the profile of challenges that are widespread, but so easily ignored by society.

As Healthwatch Newham is not without influence, it was therefore decided to conduct a case study on Jade's daily life and present this regularly through the e-bulletin, which has readers in the local health and social care sector. High profile publicity is a long-term strategy, with articles appearing as regular features, highlighting a multitude of local (and very possibly entrenched national) issues. As well as educating the readership at large, many of the stories challenge disabled people themselves to take a more active role in the things that affect them.

Through its Information and Signposting Service, Healthwatch Newham, is on hand to offer support so that informed choices can be made. This organisation can help you fill in that form, this dentist caters for patients with learning disabilities, here's a list of support groups for deaf people, dial this number to get a social worker, this is how you lodge a formal complaint.

There are many opportunities with Healthwatch Newham. We tailor participation at an individual level according to interests and skills, so that volunteers and members stay active and engaged.

As well as helping to get the wider message out, Jade sits on the internal Patient Experience Panel and has applied to join the Healthwatch Newham Advisory Group. She also represents Healthwatch Newham at the Newham Disability Rep Forum, which brings people with different disabilities together to discuss issues, campaign and voice any concerns. In addition, Jade has attended focus groups including the consultation on community pharmacies.

With the ongoing support of Healthwatch Newham,-- Jade has also set up a community gardening project in Canning Town, aptly titled 'Ability Grows'.

For more information, please contact Jade
Email info@healthwatchnewham.co.uk or call
020 7473 9512



“Don't Diss Me!”

Jade once exclaimed: “I am dissed every day. I didn't quite understand... dis-enfranchised, disassociated, disabled.”

She urges her peers to “recognise their potential, know their rights and entitlements, get an advocate and do put in that complaint if a service lets them down.”

Engaging and listening

Healthwatch Newham is Listening

Throughout the year, Healthwatch Newham has actively sought feedback from service users. The intelligence obtained and transferred our database forms a crucial part of our research on local health and social care issues, and the continuing scrutiny of services.

You Talk, We Listen!

There are many ways in which views may be passed to Healthwatch Newham. Residents can contact the office through phone or email, visit the website and leave feedback, drop by our stall at outreach, come along to our hosted focus groups, or invite us to engage directly at individual or group level. Groups visited over the past year included themes on carers, multiple disabilities and Tuberculosis. All feedback about health and social care services received, regardless of content quality is important, as it contributes to the overall picture. Everything received is processed, nothing is discounted or discarded.

Getting to the Issues

There are many issues out there and it is not difficult to find widespread discontent around themes such as access to services. We encourage service users to document their issues, so that trends may be formally recognised with evidence compiled. Where appropriate, service users are also encouraged to complain, as the complaints process evidences issues within the system.

From Engagement to Membership

As a membership organisation, Healthwatch Newham encourages the residents and service users it engages with to 'sign up'. Respecting people as individuals, we ensure that the personal attributes of our members, such as interests and special requirements are formally recorded, so that they are able to participate in a way that is meaningful and productive. With details recorded in the database, we are able to determine the target audience for any given topic, and method of communication in each case.

Quality and Accessibility

It is essential that Healthwatch Newham communicates with all stakeholders regularly, it was therefore decided to produce a monthly bulletin, containing content that informs readers of local health and social care related developments and encourages their participation. The bulletin also supports local community organisations through free advertising and this helps to build local networks, while stimulating readership.

Content is one thing, presentation is another. With accessibility, appeal and overall quality in mind, we decided to use an existing format, developed with input from learning disability groups and previously utilised by Local Involvement Networks. The format is very easy on the eye, including pictures and illustrations, and as such is suitable for the wider stakeholdership. The bulletin, which is circulated monthly, receives regular positive feedback from readers. It is available in text only, large print and audio formats.



Newham Vision

Reaching out to the blind and partially sighted

The Newham Vision Strategy Group, working within the wider East London Vision (ELVis) framework is committed to cutting the number of people at risk of losing their sight, ameliorating the effects of sight loss should it occur, and alleviating the personal impact of vision impairment in Newham. This will be achieved through the development of a joined up, cost effective service, which will put those experiencing temporary or permanent sight loss at the heart of service delivery.

Healthwatch Newham has been a lead partner at the Newham Vision Strategy Group and works with the local borough, Newham Clinical Commissioning Group and Newham Eye2Eye Group in order to:

- Maximise the opportunities for both those with sudden sight loss and long term degenerative conditions to access ongoing support services at any and multiple points in their life.
- Increase availability of accessible wider and more general social activities encompassing music, sports and the arts as well as less formal activities.
- Introduce a directory for both service users and sight loss professionals to enable effective signposting and to assist with the join-up of services.
- Establish a forum that draws together the various user led peer support groups and individuals in the borough to monitor and drive the Vision Strategy Action Plan.

- Embed the Vision Strategy into the Health and Wellbeing framework.
- Implement a method of identifying agreed accurate cross-sector figures for the number of local people with sight loss or low vision.

These aims have been documented within the 'Newham Vision Strategy,' disseminated through the Healthwatch Newham website.

Accomplishing the Vision

The Strategy Group is working to establish 'Newham Vision', an umbrella group that will provide a forum for the various visual impairment groups in Newham, and to be a representative voice for visually impaired people in the borough. Healthwatch Newham is working to ensure that this is achieved.

Eye Heroes

Newham has been identified as one of the 5 areas in England with the lowest uptake of eye tests (Vision Matters report - National Eye Health Week 2013), and has been targeted to pilot the 'Eye Heroes' project. The project is intended to encourage 8-12 year olds, through interactive workshops in schools and after-school clubs, to become eye champions, raising awareness of eye health and eye testing in their families and communities. The first session ran at an after school club at end of March 2014.

Aqua's story

Darren Morgan, Information & Signposting Manager attended the Newham Vision Stakeholder Consultation last November, where he met Aqua Ephraim, a partially-sighted resident who's blind in one eye. During a discussions with Aqua, Darren found out she wanted to become more active in the community, with a particular interest in narration. Without hesitation, a role was created for Aqua, who now reads the Healthwatch Newham eBulletin regularly so that an audio format is available to visually-impaired residents.

Healthwatch Newham also gave Aqua the opportunity to attend the Newham Talking Newspaper in March 214 in hopes of securing another volunteering opportunities. As a result of this partnership, and with Aqua's presence at both organisations helping to cement relationships, Healthwatch Newham now hosts Newham Talking Newspaper on its website (news section), facilitating a digital presence that will reach many more blind and partially sighted residents and their families and friends.

Marlene Sidaway, Newham Talking Newspaper's Secretary says: "I think Aqua is fabulous! When she first volunteered, I wondered how on earth she would be able to read the small print of the Newham Recorder, but she turned up with all she needed - a large magnifier on a stand, complete with a good light, and was able to read as well as the rest of us with normal sight. She has a good voice and reads well, I hope she will continue to be a valued asset to our team for many years to come."

A network of networks

Healthwatch Newham is a hub of the local health and social care community, bringing residents, professionals and organisations together. Almost 3,000 stakeholders are registered on the database, representing diverse interests and goals. Thanks to our local knowledge, we are able to get people together based on shared objectives, and this forges those meaningful and enduring partnerships that make a difference.

Reaching out!

Over 2,500 individuals, including 600 health and social care professionals, receive regular, targeted communication from Healthwatch Newham. This includes news and alerts, plus an informative eBulletin that itself serves as an information hub for all matters related to local health, social care and wellbeing.

A visible presence in the community is important, and Healthwatch Newham staff and volunteers are regulars at local events and festivals (pictured, outreach at a Carer's Support Forum). Engaging with an estimated 1,700 people over the course of the year, the 'word is out' about Healthwatch and this is reflected in our large and fast growing membership base.

As well as individuals, over 150 community organisations, including faith groups and schools have become stakeholders, many of which actively promote us to their members. It is estimated that an additional 2,000 residents, who are not currently Healthwatch members, receive and read the eBulletin through their community group.

We also value close working relationships at strategic and operational level and attended 64 official meetings over the year, building partnerships with service managers and commissioners across the sector.

Through sustained activity, Healthwatch Newham has become a recognised brand, a reliable partner, and a valued service here in Newham.



Financials

Income and expenditure in 2013/14 (un-audited)

Figures to the nearest whole £

Income	£
London Borough of Newham	140,000
Total Income	140,000
Charitable Expenditure	
Employees' salary costs	77,344
Meetings, training & seminar costs	5,246
Newsletters, advertising & publicity costs	3,984
External grants & consultants	2,250
Sub Total	88,824
Support Costs	
Rent, rates and heating	9,088
Insurance	2,615
Management fee	7,028
Volunteer expenses	245
Recruitment	4,268
Staff travel	661
Staff training	1,474
Telephone, equipment leasing & broadband costs	4,054
Postage	225

Printing & stationery	2,714
IT, including support costs	3,265
Capital costs	0
Equipment	1,118
Literature/subscriptions	8
General office costs	456
Reward & Recognition	437
User Engagement activities	1,596
Disclosure & Barring Service (DBS) costs	675
Sub Total	39,927
Governance costs	
Board and Advisory Group expenses	1,171
Bank charges	328
Facilitator costs	909
Legal fees	591
Sub total	2,999
Total Expenditure	131,750
Balance Carried forward to 2014/15	8,250
	140,000

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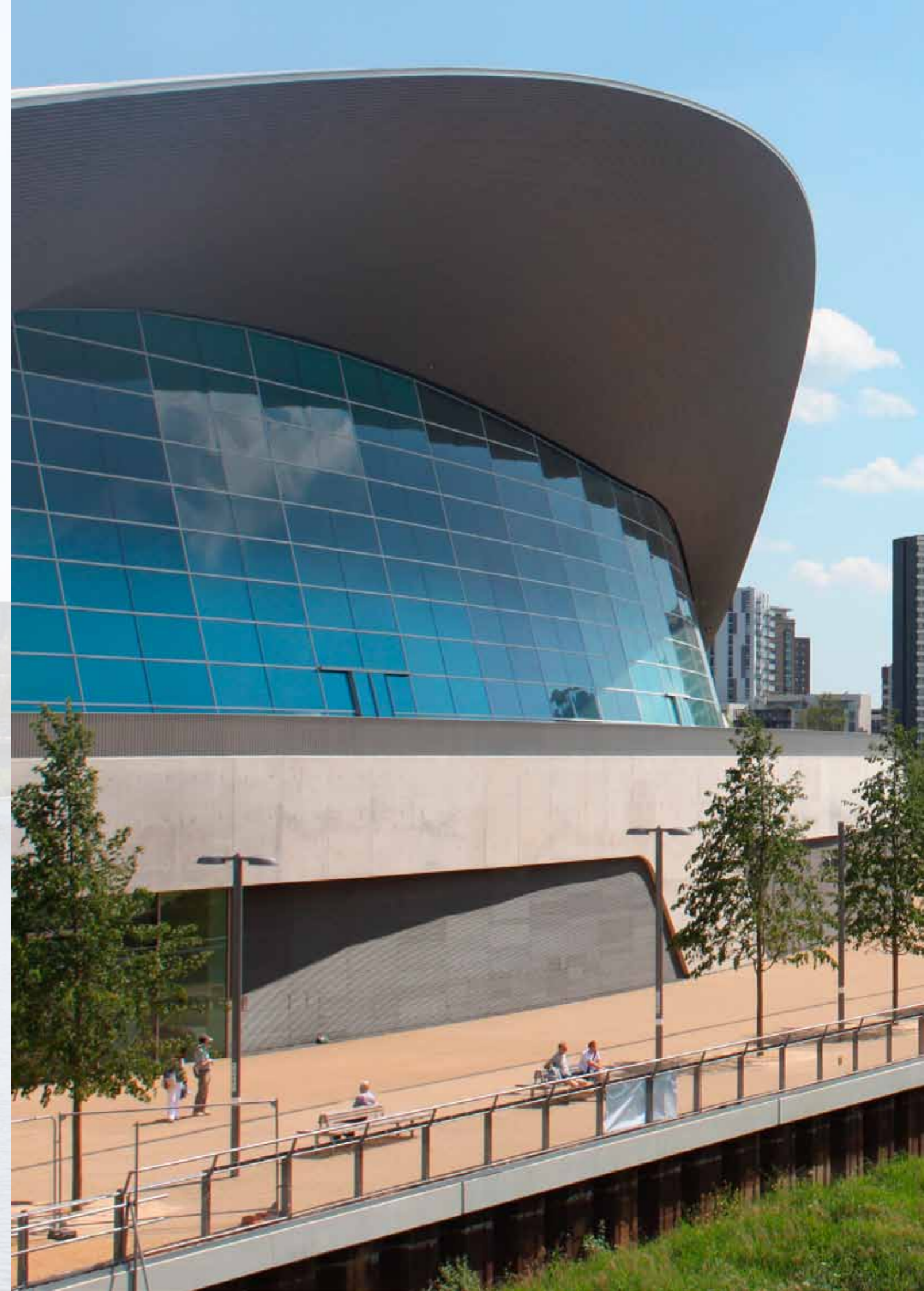
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