



healthwatch
Newham

Annual Report 2019 - 20

Making Your Voice Heard

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Introduction

As the year drew to a close, the world was hit by the Coronavirus pandemic. As for every community group and organisation, we have had to adapt quickly to new ways of working as a result of the social distancing measures in order to keep staff, volunteers and residents safe. We are continuing to support residents with relevant and useful information and engaging with local communities to understand their concerns and the difficulties they are facing during these uncertain times.

We are proud to say that as a team we have responded quickly to the changes by introducing remote working and identifying new ways to reach out to Newham's communities. We are providing relevant information on available resources and support through our online platforms and telephone lines. We are continuing to engage with a wide range of residents to ensure their views continue to be at the forefront of decision making in the borough.

In 2019-20 we have been able to engage with over 560 residents through a varied programme of engagement and share this information with the Health and Well-being Board and commissioners. We look forward to continuing our engagement with Newham's communities through these difficult times and beyond.

Our thoughts go out to all the health and social care workers, supermarket, pharmacy and transport staff and all other key workers, in Newham, across the UK and the world who are working effortlessly to keep communities safe while combatting the virus.

Julie Pal

CEO
CommUNITY Barnet

Selina Rodrigues

Head of Healthwatch
CommUNITY Barnet

Leonardo Greco

Manager
Healthwatch Newham

An independent voice for Newham residents

Healthwatch Newham is the independent voice through which Newham residents can share their experiences of using health and social care services. It is delivered by a Newham-based staff team, a partnership of Newham based voluntary and community organisations and a team of capable volunteers.

Healthwatch Newham is an arms-length department of CommUNITY Barnet, an independent legal entity and a registered charity and company limited by guarantee.

Healthwatch Newham is delivered in partnership with local organisations. We have established the Healthwatch Newham Advisory Board whose role is to support the core team and shape the work programme around the needs of Newham residents.

About us

Healthwatch was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice both locally and nationally.

Healthwatch Newham was established in 2013 and is part of a national network led by Healthwatch England. We have a seat on the Newham Health and Wellbeing Board and the Newham Clinical Commissioning Group (CCG) Governing Board.

We are the independent voice for residents of Newham who use health and social care services. Our vision is of a thriving and active community of Newham people who want to influence and contribute to the development and delivery of quality health and social care in the borough.

To achieve this, Healthwatch Newham:

- has a powerful relationship with residents, volunteers and service users to gather their views and experiences, capturing and presenting the voices of under-represented communities
- promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services
- signposts individuals to available advice and information to help them make informed choices about their health and social care



Our connections with Newham residents

1,508

social media
followers

2,423

website
visits

516

friends

565

people
engaged

399

residents
reached

304

NHS
Complaints
Advocacy

287

new
friends

111

young
people
engaged

56

outreach &
public events

29

statutory
meetings

29

dentists
reviewed

25

networking
activities

22

enter &
view visits

Abbreviations

The following abbreviations are used throughout this report:

- Barts – Barts Health NHS Trust
- NCCG – Newham Clinical Commissioning Group
- NUH – Newham University Hospital
- ELFT – East London NHS Foundation Trust
- PALS – Patient Advice and Liaison Service
- Q&A – Question and Answer

Advisory board

Healthwatch Newham is leading one of the largest charity partnerships in Newham. It works with Newham's charity, voluntary and community organisations and we would like to thank them for their guidance to Healthwatch Newham, particularly with some of Newham's key communities:

Councillor Anne Easter (Co-Chair)

Julie Pal (Co-Chair) - CommUNITY Barnet /Healthwatch Newham

Selina Rodrigues (Deputy Chair) - Healthwatch Newham

Leonardo Greco - Healthwatch Newham

Claire Helman, Chief Executive, Aston-Mansfield

Sandra Amoah (Co-Chair) Co-Production Forum & Chair, ASK (User Led Mental Health Group)

Angus McKenzie Davie - community representative

Elif Huseyin - Caritas Anchor House

Zoraido Colorado - Community Links

Fiona Scaife - Mind in Tower Hamlets and Newham

Violet White - Older People's Reference Group

Ruth Bravery - The Renewal Programme

Taskin Saleem - Subco Trust

Maria Abraham - West Ham United Foundation

The Advisory Board's membership is drawn from Newham-based organisation representatives. Its role is to support Healthwatch Newham to:

- Identify key areas of work
- Develop and deliver activities
- Provide guidance and support to project teams
- Offer expertise, experience and knowledge which will promote and support Healthwatch Newham activities
- Review applications to our community grants scheme.



Public meeting

On the 6th February 2020 we delivered our annual Healthwatch Newham public event which was attended by over 50 people, including professionals and residents at the Canning Town Library.

The event was chaired by Cllr Ann Easter and Julie Pal, CEO, and aimed to provide updates from local services including Newham University hospital, Mental Health services and the Safeguarding Adult Board.

Contributions

Leonardo Greco, Healthwatch Newham Manager and Fiona Scaife, Director of Advocacy Services, gave summary presentations on the work of Healthwatch Newham over the past year including achievements and examples of recent work.

Joining us at the event were Debby Madden, Hospital Deputy Chief Executive and Louise Crosby, Director of Nursing and Governance at NUH, who talked about the hospital's discharge process and future plans.

Ed Lander, Crisis Service Pathway Manager ELFT and Michael Jones, Senior Commissioning Manager NCCG, also joined us at the event delivering a presentation on the new single point of access for Mental Health referrals.

Finally, Mandy Oliver, Senior Safeguarding Adults Advisor, presented the Newham Safeguarding Adults Board annual report.

Presentations were followed by a lively discussion and Q&A session where members of the public had an opportunity to ask questions and address specific points raised during the presentations.

For more details on the presentations and discussion please visit our website at healthwatchnewham.co.uk/public-event-feb-2020

How we used your voice to make a difference

We have captured the voice of Newham residents in a systemic way and presented that information to the borough's strategic decision makers and commissioners, to place the patient and resident voice at the heart of decision making.

We have also worked closely with other partners and providers of health and social care, met with them regularly to monitor progress and shared our findings with them.



Patient Experiences of Dentists (Enter & View)

We conducted two pieces of research, one in 2017 found that 65% of dental practices could not provide a routine appointment within 2 weeks. Further research in February 2019 showed that 45% of practices were not able to provide emergency appointments, or referrals to alternative care, with waiting times for appointments up to 3 months in half of the practices.

We therefore conducted a third research between August and September 2019, to assess the quality of dental services once an appointment had been obtained.

Staff and volunteers visited 21 NHS dental practices, engaging with 55 patients. In addition, a focus group was set up to hear the perspectives of elderly residents.

The data revealed that patients enjoyed establishing a long-term relationship with their dentist. Patients reported that Newham dentists do a good job, ensuring patients feel in charge of their care and explaining all the procedures taking place in each consultation.

Although routine and emergency appointments are more easily available, compared to past reviews, this was not the case for walk-in patient's emergency appointments. The focus group revealed that older people had last been to the dentist more than 2 years before. This group did not perceive visiting a dentist as a priority and only did so in emergencies.

We recommended that the number of NHS dental appointments be reviewed, in particular for emergency appointments, due to Newham's high transit population. Additionally, extra support (e.g. transportation, home visits, etc.) should be offered to older people to encourage them to attend dental appointments more frequently.

For the full report please visit our website at healthwatchnewham.co.uk/patient-experience-dentists



NHS Long Term Plan

In spring 2019 we secured funding through Healthwatch England to support public engagement on the NHS Long Term Plan and contribute to the development of a local plan in the East London Health and Care Partnership. We focused our efforts on the needs of people with learning disabilities and people with physical and sensory impairments, which revealed that:

- Patients with physical and learning disabilities were not aware of GP extended appointments
- GPs should explain medication to patients, including changes, how and when to take it and how and when to use repeat prescriptions
- There needs to be improved communications about awareness of cancer symptoms and screening
- Participants responded positively to social prescribing opportunities and Newham Self-Care Programme
- Participants provided positive feedback on individual GPs and pharmacists in their community

For the full report please visit our website at healthwatchnewham.co.uk/nhs-long-term-plan



Young People's Mental Health

The prevalence of mental health issues has increased on both the national and local averages, with Newham recording 5,330 young people diagnosed with a mental health condition in 2015. In 2017/2018, we spoke with 97 young people to find out about their experiences of accessing health services in Newham.

The data revealed that young people were experiencing difficulties in accessing mental health services in particular. Therefore, between July and November 2019, we conducted further research to explore the type of support young people reach out for when feeling down, their awareness of local support services for mental health and wellbeing, and their experiences of accessing such services.

In total, 111 young people aged between 14 to 25 years old shared their views via focus groups, questionnaires and engagement activities. Most young people did not have the first-hand experience of using mental health services for severe mental health issues and were unfamiliar with how the service works. Consequently, they were not aware of the many services available to them in Newham, free of cost (e.g. Kooth).

When feeling down, participants preferred to approach friends, family or spend time alone online. The least perceived supportive sources were schools and health services (including GPs, pharmacies, and hospitals), due to stigma and staff's lack of attentive attitude. The barriers that stop young people from reaching out to health services to talk about their mental wellbeing included not being taken seriously by adults and staff, not knowing where to go for help, stigma, fear of being judged, difficulty talking to doctors and concerns over confidentiality.

Young people want services to be more youth-friendly and relevant to them. We recommended that young people should be provided with better information on how their health data is used and shared. Most importantly, service commissioners need to advertise already available services in a way that reaches all young people. Lastly, healthcare staff must be equipped with the skills to better engage with young people.

For the full report please visit our website at healthwatchnewham.co.uk/young-people-mental-health



The Hidden Needs of Carers

Through public engagement, our team observed a pattern of issues experienced by unpaid carers in Newham. Therefore, an initial focus group with a peer support group for older carers was set up to identify the main issues carers experience and what support they are able to access. This led to us expanding the project to explore carers' experiences of receiving a carer's assessment, their knowledge of and ability to access available support in Newham and the impact their caring role has on their lives. Data was collected between July 2019 and February 2020, including online questionnaires, one to one interviews and focus groups. In total, 57 carers took part in the project.



Homeless and Rough Sleepers' Access to Health Services

Following concerns raised around healthcare access for unregistered patients, we conducted a research on homelessness and rough sleepers to have a better understanding of their access to primary care (GP) and mental health services in Newham..

We spoke to a total of 29 participants during the research and visited 7 organisations that provide support for homeless people in Newham. We also contacted all 54 GP practices as a mystery caller to understand their registration process, particularly as a homeless person with no proof of address or identification.

Due to the social distancing measures, we were forced to suspend our public engagement on both the homelessness and carers projects. We will be resuming this work in 2020-21 with a view to complete the research by the summer.

All reports can be found on our website healthwatchnewham.co.uk/our-reports

Volunteers

In 2019-20 we have 8 active volunteers who have supported us with visits, reviews and public engagements including stalls and community events.

During this year we were on course to recruit a further 13 new volunteers. Of these 13, 3 were recruited and trained, with a further 10 that were recruited and due to be trained in March. Unfortunately, the training had to be postponed due to social distancing measures.

We continue to keep in touch with the new volunteers and will reschedule the training session in due course.



Community Grant Scheme

We continue to work with local community groups to enrich the quality and depth of feedback we receive from Newham residents. Particularly when engaging with seldom heard groups, including those with physical and learning disabilities, older people and residents that face language barriers. We reach out through community groups and community leaders who can help and enable our work through their knowledge of their communities and where they can also support and enable a smooth communication process.

To this end, we have provided two small community grants this year, which have enabled small community groups to open their doors to engagement activities and make their community's voices heard.

For more information visit healthwatchnewham.co.uk/community-grants



Share your views and help make local NHS services better in Newham




@HW_Newham 9 Apr 2019

What has the [#NHS](#) planned for the next 10 years? The NHS document is 136 pages!! We've put together a summary document which you can read here: bit.ly/2MI1gG7
[#NHSLongTermPlan](#) [#Newham](#)



@HW_Newham 2 Oct 2019

Healthwatch Newham Retweeted Healthwatch England
[@HealthwatchE](#) Oct 2, 2019

Great to see so many of the Healthwatch gang together at this year's conference! Thank you all for your continued hard work in making sure that people are put at the heart of decisions in health and social care [#Healthwatch2019](#)



@HW_Newham 1 Jun 2019

Today marks the start of [#volunteersweek2019](#)! We'd like to say a massive thank you to all our [#volunteers](#) and anyone who volunteers in the [#community](#), we really appreciate what you do. Get in touch if you would like to volunteer.
[#Newham](#)



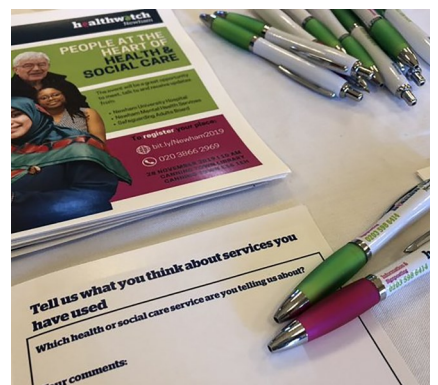
@HW_Newham 30 Sep 2019

We will join [@Ask_Newham](#) and [@NHSNewhamCCG](#) to celebrate the [#WorldMentalHealthDay2019](#) on Thursday, 10th Oct from 11am to 3pm. Get your tickets at bit.ly/2n4X22Q [#Newham](#) [#MentalHealthAwareness](#)



@HW_Newham 17 Oct 2019

Find us at Old Town Hall, Stratford today until 3pm for the [#Health](#) & [#Socialcare](#) Provider Network event! A perfect opportunity to grab a free pen and tell us more about your experiences of local health services!
[#Newham](#) [#healthwatch](#)



@HW_Newham 5 Jul 2019

Read our Enter & View report where staff and volunteers visited 8 supported living services in [#Newham](#). Read the report here: bit.ly/2NEdFv6 [#health](#) [#socialcare](#) [#NHS](#)



NHS Complaints Advocacy Service

Our Advocacy Service helps residents, particularly those that are vulnerable or need additional support, to raise a complaint if they are unhappy with the care or treatment, they or someone they know, has received from the NHS.

During the year, the service supported over 120 residents with more than 300 issues, working with a wide range of communities in Newham, reflecting the diverse local population.

The service has:

- helped improve the response time for complaints, by meeting with the Barts and Newham Hospital Complaints Team
- alerted NCCG and Barts to some serious issues, including End of Life Care and that staff were not offering language interpretation services
- supported residents to self-advocate, by using the Advocacy Self-Help pack
- participated in local events, including the North East Mental Health summit, The Newham Show and One Newham, in order to publicise the service to Newham residents

The Advocacy Service is delivered in partnership with Mind in Tower Hamlets and Newham which has achieved the 'Quality Performance Mark' for advocacy quality standard.

For more information and advice please contact the NHS Complaints Advocate for Newham on advocacy@healthwatchnewham.co.uk or telephone **020 3828 8245** or visit our website healthwatchnewham.co.uk/advocacy

Feedback from advocacy service clients

"A very BIG THANK YOU for all your support during these very sad times in my life."

"Thank you so much for helping achieve 'Roger's Rules' at the hospital so that other families will not have to go through this."

"Thank you so much for your support and care, you are some of the most kind-hearted people, with more helping tendencies to the people who are seeking your help".

"Just to let you know I have received a lot of great feedback from your services in one of the patient groups I have attended this week! Patients had used your services and were very happy with your work ethic."

"I have just spent a good two hours reading and re-reading the complaint made on my behalf to the PHSO....what can I say?.....it's absolutely stunning, and extremely powerful. I am so lucky that you are acting as Advocate on my behalf, thank you."

"I have just been to see a solicitor and took your complaint letter with me and she read it and said "what a wonderful, wonderful letter it's excellent." I just wanted to say 'thank you, thank you, thank you'".

"I would like to say how much I appreciate all the help and time she has given me, I would never have got this far."

Helping you find the answers

Information and signposting service

Over the last few weeks of the year we have developed an extensive resources section on our website with up to date information around the Coronavirus (Covid-19) and support available during the lockdown, including updates from local providers and NHS trusts. There is specific information for high risk groups and details of support available locally, from shopping and prescription deliveries to looking after one's physical and mental health whilst in isolation. We review and update all our resources regularly.

For more information visit: healthwatchnewham.co.uk/covid-19

We help residents find the health and social care they need, by providing details and signposting people to relevant services.

To find out more, visit our resources and directory pages at healthwatchnewham.co.uk/resources and healthwatchnewham.co.uk/directory or call us on **020 3866 2969**.

Complex cases and safeguarding

There are occasions where residents, patients, or their relatives face barriers in accessing services and support, or where they feel lost or not listened to by service providers and they refer to Healthwatch for signposting and support. We received a query from a resident in distress about their mental health condition and the support they felt they were not receiving. We referred the case to the Safeguarding Adults team who took up the case to identify the issue and follow up with the resident.

Our priorities 2020 - 21

By February 2020 we were already thinking about our priorities for the year ahead, reviewing the feedback we received from residents, volunteers, commissioners, providers and other stakeholders to frame our focus for the next 12 months.

The coronavirus pandemic hit us unexpectedly, forcing us to review our priorities to respond to the growing concerns among residents and patients in Newham as a result of the pandemic.

While additional activities will be added as the year unfolds to respond to emerging needs and concerns both locally and nationally, our focus has now shifted to address concerns around Covid-19.

We hope to be able to return to some normality later in the year and to resume the priorities identified for 2020-21. These were:

- Sexual Health
- Eastern Europeans
- Refugees
- Pharmacies/ Social prescribing
- NHS Admin

We always welcome residents' views so please do contact us with your comments, suggestions and experiences.

Contact us

We want to hear your views on Newham health and social care, contact us by email info@healthwatchnewham.co.uk or call us on **020 3866 2969**.

Contact NHS Complaints and Advocacy on **020 3828 8245** or email advocacy@healthwatchnewham.co.uk or visit our website healthwatchnewham.co.uk/advocacy

Your Local Health and Social Care Advocacy Champion

Using your feedback, we can let services know what needs to change

Complaints and Advocacy Service

Providing you with support to raise your concerns

Information Service

Providing guidance on what services are available and who to contact

healthwatch
Newham



Our resources

Have you been to our website recently? We have recently updated our resources pages, you will find lots of useful information available.

Accessibility

Children & Young People

Care Quality Commission

Dentists

Enter & View

GP

Learning Disability

Maternity

Podiatry

Safeguarding

Transport

Winter

Financial information

Healthwatch Newham is funded to carry out statutory activities.
Funding is provided by the London Borough of Newham.

The financial information presented is subject to audit.

Income

Funding received from local authority to deliver local Healthwatch statutory activities	£165,000
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Additional Income	£20,825
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Total Income	£185,825
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Expenditure

Office costs	£28,937
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Staff costs	£115,750
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Direct delivery costs	£41,138
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Total Expenditure	£185,825
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CommUNITY Barnet is a registered charity and company limited by guarantee, registered both with the Charity Commission and Companies House. We are governed by a Board of Trustees. Our Memorandum of Association allows us to operate in this way.

Healthwatch Newham is a borough-wide service working in collaboration with committed and passionate Newham-focused organisations who have local knowledge, are experienced and trusted. The partnership is the eyes and ears in the community and can effectively act on complaints or concerns because it has direct access to seldom heard and under-represented members of the community. Through existing channels the partnership engages these communities with the Healthwatch agenda.

CommUNITY Barnet's Board of Trustees reviews performance, oversees risk and contributes to the promotion of the Healthwatch agenda. It is the decision-making body responsible for approving the action plan throughout the life of the contract.

CommUNITY Barnet's Board of Trustees are: Paula Arnell, Chris Cormie, Martin Edobor, Mav Ghalley, Adam Goldstein, Anita Harris, Antony Jacobson, Michael Lassman, Jyoti Shah and Tony Vardy.



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You can download this publication from www.healthwatchnewham.co.uk/annual-reports

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