



# **Reaching Newham Residents in Need**

**Annual Report  
2017 - 2018**

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# Introduction

Through 2017-18, we listened to the experiences of local residents and liaised with the providers and commissioners of health and social care services to make improvements.

Our priorities were:

- Supported Living Services
- Newham Hospital Mealtimes
- GP services
- NHS Dental appointments
- Listening to vulnerable and isolated Newham residents.

We met a number of Newham's residents, from those isolated or experiencing barriers to services to patients at Newham Hospital. It can be difficult for people to repeat their distressing or confusing experiences and we would like to thank them and the community groups that helped us with this, including Newham Rise, North Beckton Primary School, The Disability Reps Forum, groups at the World Mental Health Day, Muslim Women's Coffee Morning and many other local residents and community groups.

We would like to give a big thank you to our Healthwatch Newham volunteers, who have provided their skills, time and expertise.

We value the input of our Healthwatch Newham Advisory Board, the Chairperson, Councillor Ann Easter, and thank them for supporting our aims and projects.

We know that health and social care services face enormous challenges but we hope that by working in partnership positively and constructively, we will help our local residents to maintain good health and wellbeing.

We look forward to working with you in the coming year.



Julie Pal  
CEO  
CommUNITY Barnet



Selina Rodrigues  
Head of Healthwatch  
CommUNITY Barnet



Leonardo Greco  
Manager  
Healthwatch Newham



# In numbers



# Community engagement

We are actively out and about throughout Newham to learn and understand residents' experiences of health and social care services. We visit a local community usually once a week and gather direct views and experiences from patients. We present these through our reports and participation at strategic meetings and liaison meetings. We gather information from the charities on our Advisory Board to help us understand some of the good practice, but also the gaps and challenges for local people.

We work with the Health and Wellbeing Board and the Chair and Vice-Chair of the Overview and Scrutiny Committee, and the Care Quality Commission, to present residents' views at the highest level. In addition, meeting regularly with senior managers at Barts Hospital and for the 7 North London health and social care services, means that local voices are contributing to the development of new services.

Actively listening to communities and understanding their priorities is a key role of Healthwatch. Here are just some examples:

- **Subco Trust** told us that local people are confused about safeguarding and concerned about how the process works. As a result, Healthwatch Newham and Subco have worked with Newham Council Safeguarding Team and will pilot new links to support and mediate with the local community.
- **Parents at a Beckton school** told us they did not know how soon to take their children to the dentist; so we are working with Public Health Newham to raise awareness.
- **The Roma Support Group** told us there were not enough translators at GPs and we have now seen an increase in the number being trained and available.
- **ASK mental health support group** told us their concerns about the complex mental health and social care support systems about giving feedback and making complaints. We asked the services for clearer information and are now producing new guidance. We will work with ASK, the mental health service and Newham Council to help residents.

## Get involved

Are you an organisation or a community group that would like a visit from us? Get in touch by email at [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)

## We're Healthwatch

Tell us about your experiences with dentists, GPs, hospitals, pharmacists and opticians in Newham.

We're here to help make it better.



## Newham.



# Social media

Home

Moments

Notifications

Messages

Search Twitter

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We're Healthwatch Newham.

Tell us what you think of health and social care in Newham.

We're here to help make it better.

it starts with YOU

healthwatch Newham

Tweets

Following

Followers

Likes

Lists

Moments

2,414

256

1,317

107

0

0

Edit profile

Healthwatch Newham

@HW\_Newham

@HW\_Newham 1 Apr 2017

Healthwatch Newham is 4 yrs old today! Thanks to all our volunteers and staff for their hard work over the years

#HappyBirthdayHealthwatch

@HW\_Newham 6 Mar 2018

Did you know you can access GP services online in #Newham? The service is free and available to everyone who is registered with a GP. For more info and to register: <http://bit.ly/2FjYJOI> #charity #health #online @NHSNewhamCCG @NHSChoices @NHSEnglandLDN

@HW\_Newham 1 Apr 2017

Did you know @Ldn\_Ambulance treat more drunk people in August than December? After a big night out, you need your friends

#NotAnAmbulance

@HW\_Newham 6 Jun 2017

Know Diabetes, Fight Diabetes! Find out what @diabetesuk have planned for #diabetesweek

<http://bit.ly/2syH7YI>

@HW\_Newham 5 May 2017

Are you fasting for #Ramadan? Do you also have #diabetes? Get advice on Fri 12 May on safe fasting. More info: <http://bit.ly/2pNRaK8>

@HW\_Newham 24 Oct 2017

See us @ the Celebrating Older People event on Wed 25 Oct 12pm at Plaistow library! Please talk 2 us about #health in #Newham

@NewhamLondon

@HW\_Newham 24 Oct 2017

Chair based @zumba kicking off at @NewhamLondon with Cllr @AlariceAleen @MindCharity bereavement service @activeNewham thanks LD cares group – at Plaistow Library

@HW\_Newham 24 Oct 2017

It was #crohnsandcolitisawarenessweek 1 Dec - 7 Dec (better late than never)! Read @charlotte\_harte's inspiring blog about how she has lived with #crohns from the age of 7: <http://bit.ly/MyCrohnsStory> #health #charity #YouAreNotAlone #IBD @CrohnsColitisUK

@HW\_Newham 24 Oct 2017

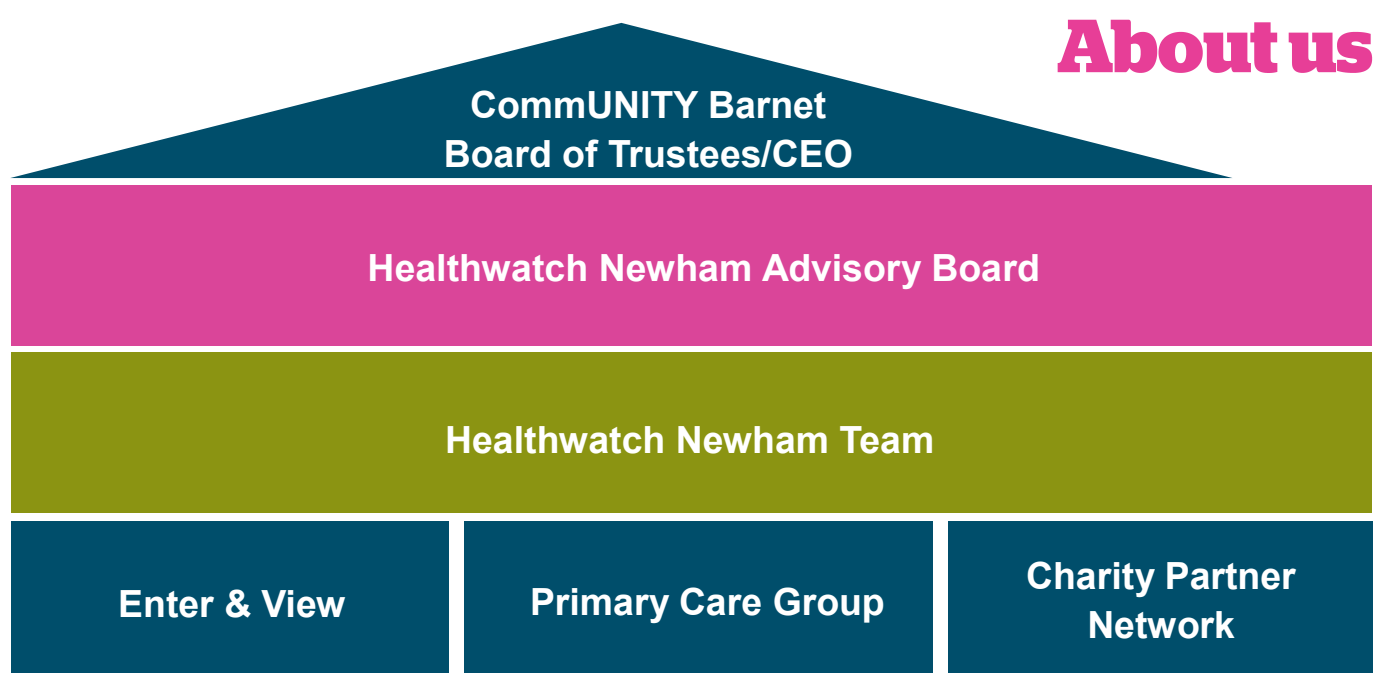
We've been presenting our #maternity report at the @raceequality conference today. Visit our website to read the report: <http://bit.ly/2yVW91h> #health #charity #Newham

# 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 Newham 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.

# How we used your voice to make a difference

## Supporting Older People's Health and Wellbeing

Through Healthwatch Newham's community grant programme, Age UK Newham/Older People's Reference Group, surveyed older people about their experience of new GP services, including new technology and Extended Hours, and what works well in Walk-In Centres and in urgent care. A range of Newham communities participated, including African-Caribbean, White, Chinese and Asian people. They found that older people may not have the same access to technology, so face-to-face appointments are important. They need to know more about NHS 111 and Walk-In services, although most that had used these services found they worked well. We will take this forward with Newham Clinical Commissioning Group.

## Newham University Hospital Mealtime Review

In June 2017, we visited four wards at Newham Hospital and observed and spoke to 74 patients about their experiences of mealtimes. We found out that meals for those with medical conditions and those that needed halal, and other diets could be improved and that patients with impairments were not always supported to eat and drink. As a result of our report, Newham Hospital said they would improve safety briefings for staff on nutrition and ensure that staff offer enough snacks and drinks. The Hospital committed to more guidance for staff on escalating issues and will increase their audits of Protected Mealtimes, meaning patients should have enough time to eat and digest meals, without interruptions.

## Quality Services for Deaf Residents

We were very concerned to learn that Newham's deaf residents were not getting the services they were entitled to at GP surgeries and in Newham Hospital.

### Deaf Patients and GPs

At Healthwatch Newham's event in September 2017, 40 deaf residents told us about a lack of sign language interpreters and lack of care from staff. We asked Newham Clinical Commissioning Group to take action. The CCG has provided new guidance for GP staff on liaising with deaf patients and for booking interpreters. It will consult with deaf patients on new GP leaflets and pilot video interpreters.

### Deaf Patients and Newham Hospital

Our Advocacy service found that sign language interpreters were not available at antenatal appointments and during labour in the maternity ward. We heard distressing cases of patients in labour unable to communicate with staff. We immediately asked Newham Hospital for a response. The hospital has increased the number of signers available, including those available to come at short notice for labour and there is now 80% continuity of interpreter for patients. Training is still being planned and we will be working with hospital to make sure this is prioritised and clear communication is given to staff about care for deaf patients.

# **N**ewham GPs

Lots of Newham residents were concerned about GPs. Improving GP services is a priority for Newham Clinical Commissioning Group and we examined the quality of services, how easy it is to register and what GPs can charge for.

## **GP Services**

We undertook unannounced visits to 10 GPs across Newham, to listen to patients' views, on the appointment system, translation and access, medication and referral to hospital and other services. We found that some doctors, nurses and reception staff were polite and helpful. Doctors often explained conditions to patients and the process for being referred. We were disappointed to find that doctors did not always explain medication to patients, that reception staff did not let patients know about translators and sign-language interpreters, or about extended (longer) appointments for those with learning disabilities, mental health conditions or carers. The Care Quality Commission has valued the in-depth information we have provided.

## **GP Registration**

It is important that local people can easily use all the health and social care services to which they are entitled. We heard that vulnerable people had difficulties registering with a GP, because they were homeless or do not have any identification. We contacted all Newham GPs and found that most asked for identification when they did not need to and did not promote the GP Transition Service for vulnerable people. We are pleased that Newham CCG has issued guidance to all GPs reminding them to reduce barriers and not ask for unnecessary documentation.

## **GP Charges**

Local residents told us they were confused about what GPs could charge for and why charges differ between GPs. Our leaflet gave an easy update on holiday vaccinations, fit notes, certificates and passports, and this was circulated through our newsletter, website and also through Newham Council's forum of community groups.

## **I**mproved Services for People with Learning Disabilities

Through Healthwatch Newham's community grant programme, Powerhouse UK was funded to carry out community research into the experiences of women with learning disabilities. The report recommended that it should be easier to make appointments, that longer appointments should be available, that more staff training is needed for blood tests, and that hospital Liaison Nurse services should be promoted. Newham CCG is keen to work with Healthwatch Newham and Powerhouse to implement these changes.

## **C**o-ordination of Mental Health and Social Care Services

People from mental health support groups told us they have difficulties with appointments, are unsure about their entitlements and the co-ordination of their care and how to give feedback or make complaints. These are issues that arise nationally, but we are pleased that East London Foundation Trust Directors and Newham Council quickly provided more guidance on services and entitlements that can be shared with local patients and service users. We will do further work on complaints and the appointment system.

# How we used your voice to make a difference...continued

## NHS Dentists Appointments

There is a lot of concern in Newham and nationally that both adults and children are not looking after their teeth or regularly visiting a dentist. In January, and then in August, we contacted all the dentists in Newham to find out how easy it was to get an NHS appointment. In August we were disappointed to see that :

- 29% of dentists were not accepting new NHS patients
- 62% could not provide an appointment for a child
- 54% could not make an appointment for an adult, within the next two weeks.

NHS England said that dentists should direct patients to other dentists that provide NHS appointments, should give patients clear information on charges and should not tell people they have to “register”. We will follow up this work with Public Health Newham.

## Quality Reviews of Community Health Services and Clinics

We visited 10 clinics to find out about the appointment system and quality of care. Patients commented on the good care provided by staff, but said they are often confused by the appointment system and waiting times. The clinics have produced better communication material, but there is still a lot of confusion how referrals work and entitlements to different services. We plan to follow this up throughout 2018 and 2019. The clinics are run by East

London Foundation Trust and we carry out the visits with Newham Clinical Commissioning Group.

We visited:

- Continuing care
- Day Hospital
- Fothergill Ward & Fothergill Rehab Ward
- Learning Disability
- Patient Appliance Service
- Phlebotomy
- Sally Sherman Ward
- Speech and Language Therapy
- Stroke and Neurology
- Transitional Practice

All reports can be found on our website : [www.healthwatchnewham.co.uk/our-reports](http://www.healthwatchnewham.co.uk/our-reports)

# Our volunteers

This year we recruited 15 volunteers, who joined our team of 31 active volunteers. We know that volunteers listen to local residents and can sometimes hear distressing comments or stories from local residents' about their experiences. Our volunteers have been compassionate and professional and contributed in many ways to our work.

We thank all the volunteers who shared their skills and time with us, including in the following ways:

- Carrying out Enter and View visits to supported living services and care homes, interviewing staff and residents and drafting reports.
- Carrying out Enter and View visits to Newham University Hospital as part of the Mealtime review, interviewing patients and staff and drafting reports.
- Devising questionnaires and interviewing patients in GP surgeries, for our GP report.
- Contacting dentists about NHS appointments.
- Contacting all Newham GPs about the registration process.
- Contributing to important discussions on the future of health and social care services at events, such as the East London Health and Social Care Plan and Health and Wellbeing Strategy review.
- Contributing and reporting to East London Foundation Trust Complaints Review Day.
- Providing comments on planned CCG leaflets.
- Writing articles for our Healthwatch Newham newsletter.

We really could not deliver Healthwatch Newham without you!



# Advisory board

Healthwatch Newham is leading one of the largest charity partnerships in Newham. It works with twelve of Newham's charities and community groups to support Healthwatch Newham.

The Advisory Board is made up of the following members:

**Newham Council:** Councillor Ann Easter (co-chair)

**Community Barnet:** Julie Pal (co-chair)

**Healthwatch Newham:** Selina Rodrigues, Leonardo Greco and Nazrin Begum

**Aston Mansfield:** Caroline Rouse

**Caritas Anchor:** Elif Huseyin

**Community Links:** Zoraida Colorado

**Co-Production Forum:** Angus McKenzie-Davie

**Mind in Tower Hamlets and Newham:** Fiona Scaife

**Newham Carers Network:** Patrick Callihane

**Newham Renewal Programme:** Ruth Bravery

**Older People's Reference Group:** Violet White

**Subco Trust:** Taskin Saleem

**West Ham United Foundation:** Maria Abraham

Our Advisory Board of local charities helps decide our priorities and review the quality of services. We invited directors and senior commissioners from Newham CCG to provide updates and told them the importance of:

- Reaching out to a wide range of people and communities
- Reassurance and guidance to patients about sharing their data
- Mental health signposting and support being available through all health and social care services.

Going forward, Newham Council Safeguarding team will consult the Advisory Board on priorities and concerns and Subco Trust will pilot a new partnership with the Safeguarding Team. The Safeguarding Team has welcomed our work on community engagement.

## Our networks

- We meet regularly with the Chief Executive of Barts Hospital and the Accountable Officer for the North East London CCGs.
- We contribute to the new Barts Patient Engagement Strategy.
- We were disappointed that more residents have not been involved in hospital events, but are pleased to see senior leaders' commitment to making improvements.
- We attend, on average, a meeting every week with the CCG, Council and other services to represent residents' views.
- The Care Quality Commission has welcomed the range and in-depth feedback we have provided on hospital services.



# Enter and View

The national Healthwatch network was established through the Health and Social Care Act of 2012. Through this, each Healthwatch has the legislative right to undertake announced and unannounced visits to health and social care settings for adults.

Our volunteers work closely with us to define key areas, visit services and produce reports.

These visits are carried out by staff and volunteers who review the quality of care for patients/residents and their friends and relatives. All Enter and View representatives have current Disclosure and Barring Service (DBS) checks and receive training as part of their role.

This year, we visited 5 supported living homes. These support a range of people, some of whom have mental health conditions or learning disabilities who can be vulnerable or isolated. We found that people generally liked and trusted the staff, but in some instances we were concerned to see the poor state.

We report to the Newham Council Adult Social Care and Safeguarding Teams and the Care Quality Commission. Adult Social Care said they would increase their monitoring of these homes to ensure residents get the support they need.



# Our resources

Have you visited our website recently? You will find lots of useful information available.



# NHS Complaints Advocacy Service

Our Advocacy service worked with 87 local residents, managing a total of 103 cases. Most concerns were about diagnosis, treatment and care, and NHS employees. Clients were supported to raise issues, and some of the successes include: more care coordinators in place and mediation with GPs to resolve concerns.

We are working to help improve the Patient Advice and Liaison Service (PALS) in Barts and Newham Hospitals. Complex issues are reported to the CCG, Newham Council and the Care Quality Commission to help improve services.

Our NHS Complaints Advocacy Service helps local residents, particularly those who are vulnerable or need additional support, to raise issues and make complaints. This service provides support to Newham residents who want to raise concerns or make a formal complaint about their experience with NHS providers, including GP practices, hospitals, clinics, shelter accommodations and social care homes.

In particular, it provides support to those who may not have the skills, knowledge or ability to make a complaint.

Anyone can make a complaint about the care and/or treatment they have received from the NHS in England, for themselves or on behalf of someone they know, provided that person has given their consent to do so.

For more information and advice please contact the NHS Complaints Advocate for Newham on [advocacy@healthwatchnewham.co.uk](mailto:advocacy@healthwatchnewham.co.uk) or 020 3828 8245.

## Feedback from Advocacy service clients:

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“I refer people to Healthwatch as I found them very helpful”

“They helped me prepare a letter of disagreement. They understood what my concerns were and effectively translated that to a strategy of action”

“The advocate was informative. Kept me updated and guided me along my journey”

“She was very good without her I don’t know what I would have done”

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# Community directory

Looking for local services and community groups? Try our Community Directory. It is packed with information about what you need in Newham: [www.healthwatchnewham.co.uk/onlinedirectory/](http://www.healthwatchnewham.co.uk/onlinedirectory/)

If you would like your community service to be included in our directory please send us an email at [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk) with your contact details.



Children & Young People  
Community  
Emergency & Crisis  
Family  
Health Services  
Medical Disability Support Groups  
Men  
Mental Health  
Older People  
Social Care  
Wellbeing & Healthy Living  
Women

## Community Directory



Pointing the way to better health and wellbeing

**healthwatch Newham**

**Making sure the voice of Newham people is heard in health and social care**

Get involved. Tell us what you think today

Call and tell us about your experience  
0203 598 6414  
@HW\_Newham

Magnificent midwife? Concerned about your care? We want to know about your experience of health and social care and we want to help improve things. Make a difference, contact us today.  
**Call 0203 598 6414**  
email: [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)  
[www.healthwatchnewham.co.uk](http://www.healthwatchnewham.co.uk)

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[www.healthwatchnewham.co.uk](http://www.healthwatchnewham.co.uk)





**If things have gone wrong and you want to complain we can help**

**0203 598 6414**

[healthwatchnewham.co.uk](http://healthwatchnewham.co.uk)



If you would like a copy of our current literature above, please call us on 020 3866 2969

# Community grant

Healthwatch Newham invites you to apply to its Community Grant scheme for health and social care projects. More information about this scheme is available on our website.

Small grants are available from £100 to £1,000.

There are two purposes to these grants:



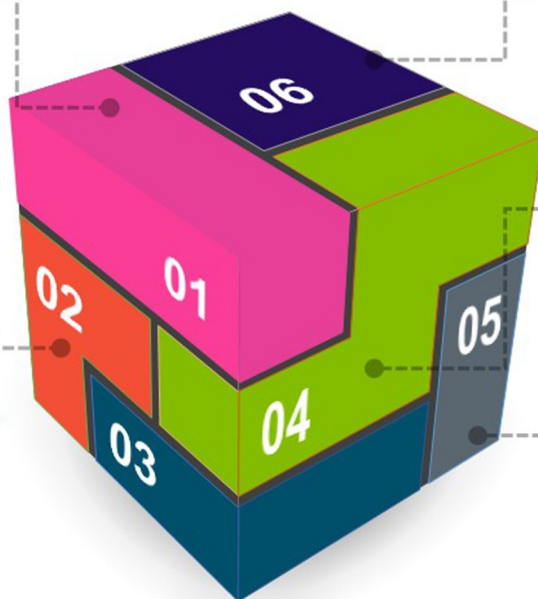
1

Increase the range of residents who have a say on health and social care in Newham



2

Offer your organisation funds to allow you to use expertise and knowledge that improves the wellbeing of local residents.



These could be for projects that:



1

Provide feedback and evidence on local people's experience of health and social care services



2

Listen to people that are under-represented or "seldom heard"



3

Offer ideas and solutions to gaps or challenges in using services

For more information and advice please contact:

[leonardo.greco@healthwatchnewham.co.uk](mailto:leonardo.greco@healthwatchnewham.co.uk) or telephone 020 3866 2969.



# Information and signposting

We want to hear your views on Newham health and social care. Contact us by email or on the information and signposting line:



**healthwatch**  
Newham

**Making sure the voice of Newham people is heard in health and social care**

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www.healthwatchnewham.co.uk

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email: info@healthwatchnewham.co.uk  
www.healthwatchnewham.co.uk

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# Financial information

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

## Income

<b>Funding received from local authority to deliver local Healthwatch statutory activities</b>	<b>£160,000</b>
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<b>Additional Income</b>	<b>£0</b>
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<b>Total Income</b>	<b>£160,000</b>
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## Expenditure

<b>Office costs</b>	<b>£18,493</b>
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<b>Staff costs</b>	<b>£93,504</b>
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<b>Direct delivery costs</b>	<b>£48,615</b>
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<b>Total Expenditure</b>	<b>£160,612</b>
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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: Chris Cormie, Martin Edobor, Adam Goldstein, Anita Harris, Antony Jacobson, Michael Lassman, Jyoti Shah and Tony Vardy.

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London N20 0EJ

[www.communitybarnet.org.uk](http://www.communitybarnet.org.uk)

**healthwatch**  
Newham

**t** 020 3866 2969

**e** [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)

The Resource Centre  
200 Chargeable Lane  
London E13 8DW

[www.healthwatchnewham.co.uk](http://www.healthwatchnewham.co.uk)

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 @healthwatchnewham