



*“Our partners in HWS have been invaluable members of Southwark’s Health and Wellbeing Board over the past year. At a time of great change within health and social care locally and nationally it is important that we always keep the views of residents, health service users and their friends and family at the forefront of our decision-making. I know that HWS will continue to play that vital role of representation in the years ahead as we work to create a fairer future for all”* - Chair of Southwark’s Health and Wellbeing Board

*“You have given me ideas of what I can do, thank you”* - Southwark resident



## Annual Report Summary 2014/15

*“HWS has contributed to the development and implementation of the CCG’s Quality Report over the course of 2014/15. The report is used by the CCG Governing Body to assure itself that important quality issues are routinely identified and where they are, that a clear plan for resolution is put in place and delivered. HWS have contributed to these reports, feeding in intelligence on quality issues that they have gathered from their work with people and communities in Southwark”*  
- Southwark CCG

*“HWS has used its signposting services to bring the Trust’s attention to patient feedback, concerns or queries about services”* - Guys and St Thomas’ NHS Foundation Trust (GSTT)





## About Healthwatch

We are here to make health and social care better for Southwark residents. We believe that the best way to do this is by helping to design local services around their needs and experiences.

Everything we say and do is informed by our engagement with local people and our expertise is grounded in their experience. We are the only body looking solely at peoples' experiences across all health and social care. To achieve this, we know the health and social care system will need to:

- Deliver care that is timely and of high quality.
- Be joined up better
- Allow people to access services seamlessly
- Respond to the needs of local people

## A Year in Numbers

- **114** New supporters
- **1,162** Total supporters
- **103** Engagement activities
- **5** Public Forums
- **5** Community focus groups
- **1** Enter & View Visit
- **209** Info & signposting queries
- **26** Boards we have representation on
- **11** Volunteers and Interns
- **7,434** Website Visits
- **15,148** Page Views
- **889** Tweets
- **444** Facebook Friends

## Our strategic priorities

1. Simplify and improve experiences by providing information and signposting
2. Monitor quality of services so that everyone receives the best quality care
3. Be the voice for the views and concerns of local people

## Our work priorities

**GP services:** This is the most common enquiry we get - we hear about difficulties in registering with a GP, making appointments, and experiences of not receiving person-centred care.

**Mental health services:** We want to understand the experiences of young people accessing mental health services by utilising our Enter and View function.

**Sexual health services:** Southwark has one of the highest rates of poor sexual health in the country. We have built strong relationships with voluntary and community organisations that support people with HIV as well as statutory providers.

**Social care services:** Local people highlighted concerns that those not eligible for social care support would fall through the cracks in accessing care. In response we are investigating this.



## Engaging with people who use health and social care services

In order to understand experience of using health and social care services, we talked to diverse communities in a range of different ways. We have organised and participated in over **100** engagement events this year. Most of these are stalls at events and public places, but included **5** public forum events, **3** community focus groups, and **2** were informal issue-based workshops.

### Our public forums

**May 14:** Patient and Public Engagement Strategy event with Guys and St Thomas NHS Trust (GSTT) with Healthwatch Southwark and Lambeth

**July 14:** Public Forum - [“Spotlight On Social Care!”](#)

**Nov 14:** Public meeting with Kings College Hospital NHS Trust, Healthwatch Southwark, Lambeth and Bromley

**Nov 14:** Public Forum - [“HWS One Year On”](#)

**March 15:** Public Forum - [“You said, We did!”](#)

### Findings from public forums

- Information needs to be provided to patients at crucial points in their treatment
- Communication needs to be improved as face-to-face interaction is preferred
- Earlier consultation is needed in relation to changes to services
- More understanding needed around individual needs and choice
- Person-centred care needed when in hospital and when you leave

- More signposting from GPs for patients who require health and social care support
- Individuals and communities need to be supported to take on more responsibility for their health and wellbeing

### Community focus groups and workshops

- Bengali Women’s Group (July 2014)
- Somali Women’s Group (July 2014)
- Social care support for carers (Jan 2015)
- Young peoples’ experiences of sexual health services ( Jan 2015)

### Recommendations and actions from our community focus groups

- Expanded and diversified our supporter list by connecting with new individuals and community groups
- Developed partnerships with community groups that offer support to different communities
- Raised issues through our representatives at scrutiny and strategy meetings
- Connected with our commitment to engaging with seldom heard groups

## Information and signposting

By providing information to Southwark residents, we help them to understand the health and social care system.

In 2014/15, we had **209** queries from the public through our information and signposting service. Below is a breakdown of what the queries related to:



- **48%** GP registration or information
- **9%** Complaints
- **5%** Patient records from professionals and patients
- **5%** Mental health and physical disabilities
- **4%** Access to foot health
- **3%** Social care

*Note: these figures do not add up to 100% as queries may relate to more than one area*

- **94%** of our queries were through our public telephone line
- Over the year, we have had **22,582** hits on our website
- We sent **16** e-newsletters (now monthly from fortnightly) to over **810** supporters and just under **200** stakeholders on our keep informed list

## Influencing decision makers with evidence from local people

In 2014/15 we produced:

- **6** reports - 5 of which had recommendations to providers/commissioners
- **4** responses to consultations
- **2** responses to feed into CQC pre-inspections packs
- **4** intelligence reports on CCG commissioned services
- **3** responses to provider quality accounts

HWS has **26** seats on strategic and operational boards and committees where we represent the patient and public voice using intelligence we have gathered from our engagement activities.

### Main areas of influence

**GP access and use:** Our feedback from focus groups and engagement highlighted barriers around access to GP services.

These have been raised at high level committees at Southwark Clinical Commissioning Group (CCG).

**Carers around social care support:** Summary findings and recommendations were presented at the Local Authority Healthy Communities (Scrutiny) sub-committee's review into personalisation.

**Enter and View visit:** Our [report](#) of Snowfields Adolescent Unit was sent to the provider within a month of the visit taking place in March 2015. We will be sharing this with CCG mental health commissioners in 2015/16.

We have also:

- Maintained representation on the Health and Wellbeing Board
- Been involved with the South East London (SEL) Healthwatch Collaborative
- Worked with the London borough of Southwark Scrutiny sub-committee

### Our plans for 2015/16

Since our launch in 2013 HWS's profile continues to rise and we are better connected with our local community.



We are committed to build on this reach, to better represent the views and needs of local people - the more voices we hear, the more impact we can have. To do this over 2015/16 we will...

**Widen our reach** by actively engaging with as many of Southwark's residents as possible. We will also forge stronger relationships with voluntary and community organisations in Southwark.

**Empower local people** by ensuring that they are aware of their rights, know where to access services, feel empowered to speak up about their experiences, and share their views on health and social care.

**Strengthen our network of networks** by committing to work collaboratively with the South East London Healthwatches and other stakeholders to make a difference.

**Monitor and improve local services** by continuing to gather evidence at the point of service delivery with our Enter and View privileges and by getting people to speak about their experiences whilst they are living them.

**Develop our volunteer programme** by providing support for the vital roles our volunteers play and utilise the expertise from Volunteer Centre Southwark, which has since merged with Community Action Southwark.

**Strengthen our governance** by recruiting new Board members (both lay members and representatives) with expertise in our priority areas and review the structure, governance, and composition of the Healthwatch Board

**Strengthen the link between intelligence and representation** by holding quarterly Intelligence Workshops for our Board members and representative volunteers to consider intelligence we have gathered.

We also have various work priorities that include working with GP services, Mental Health, Sexual Health and Social care.

## Governance

### Our board

Healthwatch Southwark (**HWS**) is part of Community Action Southwark (**CAS**). CAS is the umbrella body for voluntary and community organisations in Southwark. The HWS board is a sub-committee of the CAS main Board of Trustees and is responsible for setting the strategic direction of HWS.

It consists of a combination of **2** lay members and representatives from voluntary and community organisations. This Board is advisory, and members are non-executive. For a list of our board members please visit our website [here](#).

### Volunteers and interns

**5** Healthwatch volunteers sit on **5** boards where they can contribute to discussion, contribute to formal consultation requests, query changes and decisions that are being made, and relay information to the HWS team. **12** volunteers are trained in Enter and View and are able to be authorised representatives at visits (**6** of which are young people).



We appreciate our volunteers for their contributions and for assisting the HWS team - we couldn't have done it without their help and support!

In 2014/15 we had **3** student internship placements. During their time with HWS they attended our public forums, engagement events, and meetings at Southwark's CCG, and engaged in important pieces of work.

## Finances

INCOME	
Funding received from local authority to deliver local Healthwatch statutory activities	£120,000
Additional income	£20,000
<b>Total income</b>	<b>£140,000</b>
EXPENDITURE	
Office costs	£11,620
Staffing costs	£102,957
Direct delivery costs	£17,730
<b>Total expenditure</b>	<b>£132,307</b>
Balance brought forward	£7,693

## Contact us

### The Healthwatch Southwark Team!



### From left to right:

Chithmini De Silva, Engagement Officer  
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The full annual report can be downloaded on our [website](#).