

healthwatch

Southwark



Our Annual Report

2015/16

Contents

Message from our Chair	1
Our year at a glance	3
Who we are	4
Listening to people who use health and social care services	6
Giving people advice & information	10
Have we made a difference?	12
Our work in focus: Access and experience of GPs	16
Our work in focus: Why do people go to Accident & Emergency (A&E)? ...	17
Our work in focus: Improving care at home in Southwark	18
Our work in focus: Discharge from hospital	19
Our plans for next year.....	20
Our people	21
How we spent our money	23
Contact us.....	24

Message from our Chair



David joined the Healthwatch Southwark (HWS) Advisory Group as a lay member in July 2014 and took on the role of Chair.

It's been another very busy year for Healthwatch. This is not surprising, given the increasing national pressure on health and social care in 2015/16, with hospitals in England running up a record deficit of £2.45bn, the largest in its history, as they struggle to deal with an increased demand and at the same time operating within major budget squeezes.

Last year's Spending Review and local government settlement was a very tough one, and will see the share of GDP devoted to public spending fall, leaving us behind many other advanced nations on this measure of spending, despite an ageing population and rising demand for services.

The tough financial context is reflected in the increased delays in hospital discharges across the country, especially for older people. These delays were either due to patients waiting for a package of care in their home (social care) or access to

intermediate care (NHS) such as rehabilitation services.

There has also been an unprecedented demand (attendance) at A&E, while the recent Junior Doctors dispute highlighted the mood of staff in the NHS.

The financial position in Southwark also remains very challenging, with many large health providers reporting large deficits. However, their performance in managing delayed discharges of care is considerably better than the national average and is the 4th lowest in London, which is a compliment to local health and social care staff.

At Healthwatch we have been focussing over the last year on what all this means for local people receiving or in many cases not receiving services. Under Aarti's leadership we have changed our approach by producing more evidence-based reports, so that we can hold partner agencies to account. Some examples of work outlined in the Annual Report include:

Leaving hospital - we know from many of you that the experience of leaving hospital (depending on delays) can be very difficult, particularly when things go wrong. We have therefore undertaken a number of projects to highlight these concerns, including one project which followed the journey of a group of patients and their carers over a 3 month period. This has produced a wealth of useful information which we will be taking forward with our colleagues in health and social care.

Pressure on A&E - this was hardly out of the national news last year, and locally our hospitals faced an unprecedented increase in A&E attendance, reaching a peak in the early months of this year. This issue was also highlighted in other areas of our work with local GP services. We consequently decided that we would make this our top priority for 2015/16, and as the Annual Report shows, we carried out a range of Enter and View visits to local A&E at King's Hospital and St Thomas' Hospital. I can recall spending a late Friday evening at a busy A&E speaking to staff and patients. This is a complex issue and will require an imaginative response from health leaders.

GP practices - problems over getting an appointment with your GP, finding out-of-hours support, accessing interpreting support, and navigating the complaints system are amongst many of the issues Healthwatch has taken up with the CCG on your behalf. I expect this to remain high on our agenda until we see evidence of real improvement in local GP services. In addition to these priorities, we want to increase our involvement with young people, and the crisis in mental health services is at last getting the attention from central government it deserves. But there is still much to do in both these areas of work.

As I said earlier, we have changed our approach over the past year by producing more evidence-based reports, so that we can better challenge the 'big boys' in health and social care. Your view on whether you think this is the right approach for Healthwatch would be welcomed.

I would like to take this opportunity to thank all our volunteers and supporters, without whom we could not function, and

to Aarti and the Healthwatch staff for their continued excellent work.

If you like what you read in this report, do contact the Healthwatch Southwark team to find out about how you can get involved.

Finally I would like to thank you for your continued interest and support in the work of Healthwatch.

David Cooper,
Healthwatch Volunteer & Chair of
Advisory Group

Our year at a glance

965 supporters
who received our
monthly newsletter



13 volunteers
9 who joined us
in 2015/16



2 CQC submissions
prior to their inspection
at 2 Trusts



8 Enter and Views
to 2 A&E
departments

4 published reports
on access and
experience of GPs



229 attendees
at 3 large public
events



79 stories collected
from visits to health
services



493 Facebook friends
up from 444 friends
in 2014/15

1134 twitter followers
up from 889 followers
in 2014/15



163 signposting
queries
raising our total to
224 queries



Who we are

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

Everything we do and say is informed by our engagement with local people and our expertise is grounded by their experiences.

As a statutory watchdog, our role is to ensure health and social care services and decision-makers put the experiences of local people at the heart of the care they provide.

Our vision

Our vision is for Southwark residents to be able to access and expect the best possible health and social care services that are appropriate for our diverse communities. We want to see a reduction in the health inequalities that currently exist in Southwark.

Our priorities

To achieve our vision, we have strategic priorities which underpin our operational plan:

- 1) Provide an effective information and signposting service.
- 2) Engage with people and monitor quality of services and how they are being accessed and experienced.

- 3) Be the voice for the views, concerns and needs of people to make services better.
- 4) Ensure that we have resources for continuous growth, improvement and development.

Our focus areas

There are expectations about what we should and could achieve. Our remit is vast as we cover both health and social care for adults and children, but our resources are limited. It is therefore important that we prioritise areas of work in order for us to be effective and have an impact. We have established four priority areas that help us to focus our engagement:

GP access and experience

This is still by far the most common area we get feedback on, and so it continues to be one of our focus areas.

After a series of focus groups, we feel we are aware of the issues people face accessing GPs. That is why we used different methods in 2015/16, such as audits and mystery shopping exercises, to review the quality of GP access.

Mental health

Mental health remains one of our priority areas. We often hear from members of the public about their experiences in crisis, being discharged from services without appropriate support in place and their long waits to be seen by mental

health professionals. We presented a report on these and other themes at Southwark Council Overview and Scrutiny Committee's review on mental health in March 2016.

This year, the Care Quality Commission (CQC) inspected South London and the Maudsley NHS Foundation Trust (SLaM), the main local mental health service provider. We submitted evidence to the CQC prior to this inspection, based on local people's experiences of SLaM services.

Sexual health

Sexual health is a priority area we will continue to explore. There has been a number of changes to the way sexual health services are commissioned and as these changes will take some time to filter down, we want to monitor how this will affect the care people receive as a result. During the last year we have visited several sexual health clinics in Southwark and have spoken to patients,

who made comments about the registration system and waiting times, which we have fed back to the providers. We have also spoken with different groups about these services and we plan to focus on the experience of children, young people and families in 2016/17.

Social care

Through the collection of stories about people's experience of discharge from hospital, we are able to explore the challenges faced and the impact these have on patients and their carers. These patient stories will feed into local transformation programmes, such as Local Care Networks, to ensure patients and carers are at the core of these plans.

In this annual report, you will see what we have achieved - with our focus being on GP access and experience and social care. You will also read what our plans are for 2016/17, with our focus being sexual health and mental health.

Meet the Healthwatch Southwark Team!



From left to right:

Catherine Negus - Research & Intelligence Officer
Chithmini De Silva - Engagement Officer
Alice Goldsmith - Engagement Intern
Aarti Gandesha - Manager
Jo Palmer - Communications Officer

**Want to find out more about Healthwatch? Want to get involved and volunteer?
Contact the Healthwatch Southwark team! - info@healthwatchsouthwark.co.uk**

Listening to people who use health and social care services

In order to understand people's experiences of using health and social care services, we talk to people in a range of different ways to ensure we reach as many people as possible. The more people we speak to, the more impact we can have.

Large public forums

We have organised 3 large public events over the year, attended by 229 people - local residents, the voluntary and community sector, providers and commissioners.

June 2015: 'Your care, your services! Issues to solutions'

This was attended by 73 people. NHS Southwark Clinical Commissioning Group (CCG) and Southwark Council presented their plans for coordinated care. People were given the opportunity to feed into these plans.

Through our event, local residents signed up to be part of Southwark Council's home care procurement process (see page 18 for more details). A [report](#) is available on our website, and a short [film](#) was produced and shown at the event about what local people had to say about these plans.

"It is very good to bring the community together and inform people what is going on in Southwark" - Southwark resident

September 2015: 'Everyone is treated equally - Join the debate!'

This was attended by 67 people. A short [film](#) about different equality issues was produced and shown at the event. NHS Southwark CCG, Southwark Council, Metropolitan Police, Public Health, King's Health Partners and the South London and the Maudsley Trust (SLaM) were represented on a panel so that members of the public could ask questions about how inequalities were being addressed by these organisations.

Through our event, the Deaf community connected with the equalities team at SLaM to talk about research they had carried out. A [report](#) is available on our website.



December 2015: 'Winter Wellness - Staying well, warm and safe'

This was attended by 89 people. We had presentations from NHS Southwark CCG, Southwark Council, Age UK Lewisham and Southwark (Age UKL&S) and Community Pharmacy, about services available to people over the winter period.

We partnered with Age UK Lewisham and Southwark to provide attendees with winter packs to take home. A [report](#) is available on our website.

"Healthwatch Southwark organised a really good winter health event at Walworth Methodist church. It gave Age UKL&S the opportunity to give attendees key winter health messages and promote our services." - Age UK Lewisham and Southwark

Community focus groups

We have carried out 5 community focus groups over the year.

Bengali community

In October 2015, we were commissioned by Macmillan Cancer Support to organise and facilitate a focus group with the Bengali community. The purpose was to explore the ways this community currently accesses information, how useful this information is and how it could be improved, and to share materials produced by Macmillan specifically for the Bengali-speaking community.

As a consequence of this focus group, Macmillan took the following actions for this community:

- ✓ Revised their materials in line with suggestions made, including providing a glossary of medical terms.
- ✓ Promote translated materials through community and religious centres, as well as health services.
- ✓ Continue to promote translated materials and interpreting services to Macmillan cancer professionals and look into ways of promoting these to non-Macmillan professionals.

A [report](#) is available on our website.

Vietnamese community

In October 2015, we visited the Vietnamese Mental Health Service (VMHS) in Southwark to speak to people about their experiences of using health services. We focussed mainly on when they visit their GP practices and mental health services. A [report](#) is available on our website.

What people told us contributed to our [GP access report](#), and to our [review](#) of challenges in mental health services, mainly around language being a barrier when accessing services.

Gypsy and Traveller community

Over 2015/16 we worked closely with Southwark Traveller Action Group (STAG). This led to a focus group being held at STAG offices in May 2015 and 2 visits to Traveller sites across Southwark.

In total we spoke with 9 people, and because we have worked with this community over the year, we have built up a good rapport and tried various ways

of engaging with this community. We are currently compiling the report which will be available on our website soon.

Surveys

Transgender community

We wanted to work with the transgender community as they are a group we have not heard from before, but who we know face inconsistent experiences of health and social care.

In December 2015 we published an online survey, asking transgender service users about access to and information about health and social care. As part of this work, we also connected with other local Healthwatches who were working with transgender communities, such as Healthwatch Devon and Healthwatch Bristol.

We will continue to gather responses until July 2016, and then use our findings to write and disseminate a report.

Enter and View

We have a statutory function to carry our Enter and View visits. This is where we visit publicly funded services in order to find out how they are run by talking to service users, carers, relatives and staff.

On these visits, person-centred care and quality of life are our top priority. We don't 'inspect' services but focus on what it is like for people to access services and receive care.

Between November 2015 and March 2016, we carried out visits to A&E departments at King's College Hospital and St Thomas' Hospital. This is because, through our engagement work around GP access, people told us they would use A&E if they couldn't see their GP and because they weren't aware of other services available to them out of hospital.

We carried out 8 Enter and View visits to 2 A&E departments. In total, we spoke with 99 patients and 28 members of staff.

We made 11 recommendations in the King's College Hospital report and 9 recommendations in the St Thomas' Hospital report. Interestingly, not all recommendations are for the Trusts themselves - this piece of work clearly demonstrates how one part of the system impacts on another (for more information see page17).

We also took part in a Healthwatch Lambeth visit to older people's wards at St Thomas' Hospital.

Over the year, we trained 11 Enter and View representatives, 8 of whom were volunteers.

We are very grateful to our volunteers for taking the time to be a part of these visits - their input has been invaluable! They also commented on the draft reports and recommendations we made.

"As a part of the volunteer team who conducts these Enter and Views, I consider my time well spent for an initiative that doesn't just talk about the merits of articulating

patient and staff need and experience, but actually does so and then ladders it up into practical recommendations and solutions.” - Healthwatch Volunteer

Engagement visits

We collected 79 patient stories when visiting health services.

Over 2015/16, we recognised that we did not have much ‘presence’ within the Trusts that provide care to Southwark residents. We therefore approached the Trusts and requested that we make regular visits to different departments to collect patient stories.

“This year, we began a programme of closer working through regular visits to the hospital which began with visits to our Sexual Health Centre in Camberwell where staff and volunteers provided valuable feedback on the service through talking to staff and patients.” - King’s College Hospital NHS Foundation Trust

We visited Burrell Street and Camberwell Green sexual health clinics (as part of our sexual health priority), St Thomas’ Hospital transport lounge and the Evelina Children’s Hospital outpatient department. The stories we collected were then fed back directly to the departments and also submitted to commissioners via quality reports.

Attending events and holding stalls

We find that simply talking to people face to face is a great way to tell them what we do, to raise our profile and to get people involved in making services better for everyone.

We have attended several events over the year where we have offered information to people or signposted them to other services, listened to their stories about using health and social care services, and promoted our volunteering opportunities.

This year, we visited the Southwark Day Centre for Refugees and Asylum Seekers, where we held stalls to capture their experiences of using services. We also delivered an English for Speakers of Other Languages (ESOL) class which included raising awareness of health services.

Giving people advice & information

We provide an independent information and signposting service that aims to support people to access their local health and social care services.

We cannot support people to make a complaint, take on casework or provide an advocacy service. However, we can signpost to local services that provide these services.

Over the year we have received 163 information and signposting queries (raising our total to 224 queries)

Below is a breakdown of the most common queries and issues we heard about:

- 1) GP registration (signposting for GP registration, plus people raising issues e.g. catchment system)
- 2) Inadequate/inappropriate care or prescription
- 3) How to complain or get help to complain
- 4) Patient records access or transfer
- 5) Seeking contact details of a specific service or commissioner

Every quarter we are invited to submit information to be included in NHS Southwark CCG's Quality Report, which is shared with various committees within the organisation. We also submit this information to Healthwatch England so it can inform national intelligence.

Information and signposting sessions

In 2015/16 we were approached by 3 community groups to run an information and signposting session.

We were really pleased that community groups had heard about our information and signposting service! We received good feedback from running these sessions where we talked about current changes in services such as the Pharmacy First scheme. It was really useful for us to understand peoples' awareness of health services and their experiences of using them.

Promoting our information and signposting service

We promote our information and signposting service on our website, our e-newsletter and on social media. Since running some information and signposting sessions, we have developed a flyer (below) to promote this service to Southwark residents and community groups. We will also use Community Southwark's communication channels to do this.



Healthwatch Lambeth and Healthwatch Southwark approached our acute and mental health trusts with a poster (below) to display on digital screens and noticeboards around hospitals and community services.



We used this as an opportunity to encourage people to give us their feedback about their experiences of using such services.

“Healthwatch Southwark has also increased its presence at the Trust through displaying information about its role and how it can help patients and relatives.” - Guys and St Thomas’ NHS Foundation Trust

Information and signposting factsheets

We produced 10 information and signposting factsheets.

At Healthwatch Southwark, we have listened to what people have told us, and noted some of the most common queries that we are asked about. We have now created a list of ‘*Do you know how to...?*’ factsheets that give clear and

concise information about how to find local services, support and advice.

Some examples of these are: [What should I do if I’m unwell?](#), [How to register with a GP](#), [How to get an appointment when your GP is closed](#), and [How do I make a complaint?](#)

We will be adding new factsheets to our online bank of ‘*Do you know how to...?*’ signposting factsheets and we will check and update them regularly.

Our public forums

“We attend all the Healthwatch public forum events in order to discuss our plans and initiatives with a wider range of local people.”
- NHS Southwark CCG

Our public forums are also an excellent way for us to share information with the public about health and social care services, advice and support services. We often invite commissioners and providers to these events, as well as the voluntary and community sector so they can raise awareness about the services they offer and talk about the needs and experiences of people they support.

Information stalls are a great way of people networking and sharing information, so we hope to continue this at our future public forums.

Have we made a difference?

Reports & recommendations

We have published 9 reports: 4 relating to GP access, 3 public forum reports, and 2 community focus group reports.

3 of the reports we have written on GP access and experience included recommendations - 12 in total (for more information see page 16). These reports were published in March 2016 and we will be monitoring progress in 2016/17.

Our Enter and View visits to A&E departments took place between November 2015 and March 2016. The reports will be published in June 2016/17, once the providers have had a chance to respond, and we will monitor progress over the year.

Working with other organisations

NHS Southwark Clinical Commissioning Group (CCG)

We have submitted information that has been included in 4 CCG Quality Reports.

This allows us to inform commissioners of our intelligence on a regular basis. This report is discussed at quality and performance boards within the CCG.

Healthwatch is represented at 8 CCG Boards/Committees.

Healthwatch is represented on many of the CCG's committees and boards - from public decisions making boards (the Governing Body) to sub-committees that allow us develop and contribute to operational plans (for more information see page 14).

“NHS Southwark Clinical Commissioning Group (CCG) continues to develop a closer working relationship with Healthwatch Southwark throughout 2015/2016. Healthwatch continues to have representative places throughout the CCG's governance structures so they can bring valuable insight across our programme and initiatives.” - NHS Southwark CCG

Southwark Council

In 2015/16 we started working with the Council on their plans to improve care at home in Southwark. This has involved developing “I statements” and documents that would allow paid carers to learn more about the people they are caring for (for more information see page 18).

In 2015/16 we established a quarterly joint meeting between the commissioning team at Southwark Council, the Care Quality Commission (CQC) and

Healthwatch. The purpose of these meetings is to exchange information about the quality and performance of social care services in Southwark.

Local services

On a quarterly basis, we meet with the Patient and Public Engagement Teams at 3 trusts; King's College Hospital NHS Foundation Trust, Guy's and St Thomas' NHS Foundation Trust, and South London and the Maudsley NHS Foundation Trust. These meetings allow Healthwatch and the Trusts to exchange information and ideas, allowing us to raise the profile of Healthwatch and giving us the opportunity to be part of discussions about local services so that we can develop our working relationship.

“South London and Maudsley has worked with Southwark Healthwatch in a number of ways over the last year and has always been impressed at the responsiveness of Aarti [Manager] and her helpful and clear way of engaging. Aarti has worked with us at quarterly meetings to review issues of joint concern and specifically supported us with advice and practical support on an urgent issue of consultation. This work is in addition to Healthwatch carrying out its statutory duties.” - South London and the Maudsley NHS Foundation Trust

South East London Healthwatches

We teamed up with local Healthwatch and responded to 3 Trust's Quality Accounts.

We have been invited to comment on the performance and quality of the Trusts over the last year, and also to comment on their priorities for the forthcoming year. Each year, we respond collaboratively with Healthwatch Lambeth, Healthwatch Bromley and Lewisham.

Healthwatch England

In July 2015, Healthwatch England published a [report](#) - 'Safely home: What happens when people leave hospital and care settings.' Healthwatch Southwark was one of the local Healthwatches across England that contributed to this report, which is an example of how we are able to have a national perspective built on local insight.

Care Quality Commission (CQC)

We have submitted evidence for 2 CQC inspections at 2 hospital trusts.

Over the course of the year, we did not make any recommendations to the Care Quality Commission to undertake inspections to Southwark services. However we did submit evidence prior to their planned inspections to the two local trusts - Guys and St Thomas' NHS Foundation Trust and South London and the Maudsley NHS Foundation Trust. We submitted this evidence in collaboration with our neighbouring local

Healthwatches, to inform the inspectors prior to their visits.

Our representation

We are represented on the following health and social care boards and committees where we are given the opportunity to a) share what we see and hear about peoples' experiences and b) contribute to discussions about service performance, design and delivery to people that buy, monitor, plan and health services. These include:

- Health and Wellbeing Board
- CCG Governing Body
- CCG Committees/Programme Boards: Commissioning Strategy, Integrated Governance & Performance, Engagement & Patient Experience, Mental Health & Parity of Esteem, Integrated Care and Neighbourhood Working, Quality & Safety, Equality & Human Rights
- Southwark Council's Older People's Programme Board
- Southwark and Lambeth Integrated Care (SLIC) Citizen's Board and Forum
- Children and Young People's Health Partnership Board

Health and Wellbeing Board

Healthwatch has a seat on the Southwark Health and Wellbeing Board. In October 2015 we submitted an engagement update [report](#) and in January 2016 we contributed to the Health and Wellbeing Board's 'deep dive' on sexual health. This [report](#) highlighted our engagement on sexual health through a range of activities - a public forum, a workshop with young people, and visits to sexual health clinics.

"Healthwatch Southwark has widened and deepened engagement with local residents on health and social care issues in 2015/16. There have been some significant developments over the year and it was essential that the insight, experience and views of local residents were heard and influenced service development. It has been very good to see increasing numbers of Southwark residents participate in Healthwatch Southwark public forums and then to see Healthwatch Southwark represent their views at the Southwark Health and Wellbeing Board. The synchronicity of engagement with key reviews and decision-making by health and social care commissioners and service providers and a focus on priority areas has been a particular strength in 2015/16." - Health and Wellbeing Board Member.

London Borough of Southwark Healthy Communities Scrutiny Sub-committee

We continue to work with Southwark Council's Healthy Communities Scrutiny Sub-committee to monitor published CQC inspection reports and to scrutinise and review services. These reviews were:

- Personalisation: Making Southwark Personal in July 2015. You can see our contribution [online](#).
- Joint Mental Health Strategy: A joined up approach? in March 2016. You can see our contribution [online](#).

Involving local people

Our Advisory Group and Volunteers

We recruited 5 new volunteers to our Advisory Group.

In 2015/16 we committed to recruiting members to our Advisory Group. We now have 6 new members, and their role is to consult and provide support to the staff team. We invite Advisory Group members and volunteers to comment on our draft reports and on the recommendations we make, before they are then signed off and published.

Of our 14 trained Enter and View representatives, 10 are volunteers.

In 2015/16 we knew that we needed to recruit more volunteers trained in Enter and View because we had plans to carry out more visits. In January 2016, we delivered Enter and View training to our new volunteers and many of them helped us with the A&E Enter and View visits (more information on page 22).

2 volunteers represent Healthwatch at meetings.

We are invited to lots of meetings by our stakeholders! It is important that we are kept informed about the local health and social care landscape and that we are able to contribute to these discussions. But we are a small team. With the help of volunteers, we are represented at meetings that we otherwise wouldn't be able to attend. We want to build on this in 2016/17.

Local events, news and consultations

Our monthly e-newsletter is sent to 965 supporters.

We encourage our wider membership to get involved in local events and consultations, through our monthly newsletter and targeted emails. For example, we asked people to contribute to the submissions we made to the Care Quality Commission, ahead of their inspections to local care services.

Patient-led Assessment of the Care Environment (PLACE) visits.

We encourage our volunteers and wider membership to take part in Patient-led Assessment of the Care Environment (PLACE) visits. These provide local people the opportunity to observe care environments and consider how it could be improved. The contribution of Healthwatch is always much appreciated by our local services.

“Healthwatch Southwark has continued to support patient and public engagement at the Trust by promoting opportunities for its wider membership to get involved through its e-newsletter and on occasion by circulating special messages. Recently this helped to recruit patient assessors to the Patient-led Assessment of the Care Environment (PLACE) visits at the Trust. Three of its members attended visits to our hospital and community sites.” - Guys and St Thomas' NHS Foundation Trust

Our work in focus: Access and experience of GPs

We have published 4 reports relating to GP practices in Southwark.

In December 2015, we published a [report](#) based on what 79 Southwark residents told us about GP access and experience. The people we spoke with were from diverse communities living in Southwark. They told us about:

- Difficulties in getting appointments.
- Not knowing what health services are available in the community.
- Not always being offered an interpreter when one is needed.
- Not knowing how to make a complaint if they needed to.

NHS Southwark CCG and NHS England [responded](#) to this report:

“The information in the report from your engagement work with Southwark patients is helpful in understanding our local population’s experience of local GP services and provides qualitative information in addition to the national and local data collected.” - NHS Southwark CCG

Through the CCG’s Primary Care Programme Board, and Engagement and Patient Experience Committee, we will ensure our engagement is noted and acted upon. In March 2016, we published 3 reports that delved deeper into GP access issues that had been highlighted in the initial report.

A review of GP out-of-hours phone messages - what do they tell us?

We recorded all 44 GP out-of-hours phone messages and found they were inconsistent and some gave incorrect information about where to access care when out-of-hours. The [report](#) provides a recommended template of a good out-of-hours answerphone message.

Making a complaint: what online information do Southwark GP surgeries give to their patients?

We checked websites of GPs in Southwark (if they had one), and found the extent of information offered about making a complaint varied. Some did not mention complaints and few offered information about services that could help people to make a complaint. We made 4 recommendations in the [report](#).

Do Southwark GPs offer interpreting services?

We ‘mystery shopped’ all 44 GP surgeries to see if we were offered an interpreter. 35 said they could provide an interpreter for an appointment, although few offered it for registering with a GP. Receptionists often advised bringing in a family member to interpret, which we do not think is appropriate. We made 7 recommendations in the [report](#).

Our work in focus: Why do people go to Accident & Emergency (A&E)?

Through our engagement, particularly [around GP access and experience](#), we are aware that people don't know about all the services available to them. People told us if their GP was closed or they couldn't get an appointment, they would visit A&E. We decided to carry out Enter and View visits to determine:

- ✓ What people's perceptions are of A&E
- ✓ What people know and think of services available to them outside of hospital (GP, pharmacy etc).
- ✓ What the experiences of staff are when working in A&E department and what kind of issues they see and deal with.

The Enter and View visits took place November 2015 - March 2016. The reports will be published in June 2016, and include a response from the provider about actions they will take in respect of the report.

King's College Hospital NHS Foundation Trust - Denmark Hill A&E

Over 4 Enter and View visits, we spoke with 45 patients and 16 staff.

We made 11 recommendations in this report - to the Trust itself, to NHS Southwark CCG and to GP Federations. This emphasises the system-wide impact of peoples' awareness and experiences of services outside the hospital.

"Four visits were carried out over the winter and Healthwatch talked extensively to patients and staff and provided an extremely valuable report and recommendations which the trust will be taking forward. These visits are an excellent way for us to get independent feedback on the service that we provide to local people and we are looking forward to continuing the relationship." - Kings College Hospital NHS Foundation Trust

Guys and St Thomas' NHS Foundation Trust - St Thomas' Hospital A&E

Over 4 Enter and View visits, we spoke with 36 patients and 12 staff.

We made 9 recommendations in this report - again to the Trust itself, to NHS Southwark CCG and to GP Federations.

Next steps...

These Enter and View reports show there is a need to raise awareness about other services available to patients in the community and to ensure A&E is used appropriately. In 2016/17 we will be working with commissioners and providers to ensure our recommendations are acted on.

Our work in focus: Improving care at home in Southwark

Homecare in Southwark supports around 2,000 people, including children, young people, older people and people being supported (“re-abled”) to return to living independently - without planned further support from social care. Homecare is one of the Council’s largest services, at a cost of around £27 million a year. At our public forum in June 2015, “*Your Care, Your Services: Issues to Solutions!*” we invited Southwark Council to speak about home care services in Southwark and how they will be transformed.



We were informed that this transformation will lead to a homecare model that is underpinned by the [Ethical Care Charter](#) and which will work more closely with the NHS so that services are more integrated and coordinated. Healthwatch Southwark was therefore keen to be involved in this procurement.

At the June event, the Council expressed that they wanted to involve local people in shaping these plans, and Healthwatch supporters were invited to be involved.

A care-at-home user forum was formed from Age UK Lewisham and Southwark and Healthwatch Southwark members and supporters. This group has met bi-monthly over the course of 2015/16 and in this time has developed some ‘*I*’ statements and a ‘*Who am I?*’ document, which now form a core part of the home care specification.

This has been a co-designed piece of work where adequate time and thought has been given to ensure that services users and carers are able to shape future home care services. The care at home user group will continue to meet throughout 2016/17 and will form a panel that will be involved in the provider interview process.

“Healthwatch has been a key partner of the council in developing our future service offer for home care (care at home) services. Together with Age UK, Healthwatch members have helped draft “I” statements which help summarise what is most important for people who receive the service. These statements form the bed rock of the new service specification, and we will continue to work with Healthwatch this coming year to select the best possible providers to ensure that the ambitions expressed through these statements become a universal reality for all who use the service.” - Southwark Council

Our work in focus: Discharge from hospital

Healthwatch England

In July 2015, Healthwatch England published a [report](#) - *'Safely home: What happens when people leave hospital and care settings?'* We contributed our local intelligence on discharge to this report, as did 100 other local Healthwatches.



The inquiry found that when discharge goes wrong, it comes at a significant cost - both to the individual and to the health and social care system.

Discharge protocols

Healthwatch Lambeth organised a focus group, which Healthwatch Southwark and Healthwatch Lewisham and Bromley promoted to supporters. Local people from these boroughs came together in June 2015 to discuss the joint discharge protocol for people requiring community-based care, which was to be used by Guy's and St Thomas' Hospital, King's College Hospital, South London and Maudsley Hospital and the Princess Royal Hospital.

Some recommendations to improve the discharge protocol were made, which were mainly around simplifying the discharge documentation so it is more

accessible. We were pleased to see that the discharge letters were revised and now they are much simpler and more reassuring. Each provider is also able to tailor them to suit their patients.

'Going Home' pilot

Healthwatch Lambeth and Southwark have worked together on a pilot we have called 'Going Home.' The pilot involved following a patient and their carer's journey from hospital to home for three months. We spoke with them every week so we could monitor their transition from hospital back to the community. This has produced some really rich data, and we are currently exploring how we can share this with providers and commissioners. NHS Southwark and Lambeth CCG made this story into a film. Together with the CCGs, Healthwatch Southwark and Lambeth will be holding a quality event on discharge, where our Going Home story will be shared and used as a tool for discussion and planning solutions.

Discharge to Assess

Again with Healthwatch Lambeth, we have used the 'Going Home' methodology in a project looking at the 'discharge to assess' process, following the journey of patients in hospital, into extra care housing and then back home. This is a current ongoing piece of work which we will monitor over 2016/17.

Our plans for next year

Young people

We want to hear more from young people. We have developed a youth champion volunteer scheme which we will promote to the voluntary sector, schools and youth centres. We will also work with NHS Southwark CCG and Southwark Council to engage with young people on their Joint Children and Young People Strategic Framework. Through the summer we plan to run workshops with different groups of young people to find out their views and experiences of sexual and mental health.

Sexual health transformation programme

Last year we responded to the Lambeth Southwark and Lewisham Sexual Health Strategy. This was the first time a tri-borough contract and implementation plan has been put together around sexual health services. From March 2016, the sexual health transformation programme will consult the public on how they will implement plans to reduce costs and move to more online-based services. We will continue to be a part of this conversation and monitor patient experience of this in 2016/17.

Mental health crisis

We want to talk to people about their experience of using services when they are in mental health crisis, such as the new Crisis Helpline, A&E and Places of Safety.

'Going Home' stories

We will continue our work with Healthwatch Lambeth to gather stories about discharge from hospital.

Care at home

Healthwatch and some of our members will be part of a service user panel that will be meeting and interviewing shortlisted providers in the home care procurement process.

Local Care Networks (LCNs)

In 2015, Southwark formed two Local Care Networks - one in the North and one in the South of the borough. Healthwatch Southwark is part of both these networks that bring together key representatives from health, social care and the voluntary sector, as a way to improve the coordination of services for local residents.

Monitoring and evaluating impact

We will work with stakeholders to ensure providers and decision-makers are aware of our reports and recommendations to improve local services. We will work with NHS Southwark CCG, GP Federations and Patient Participation Groups on the GP access reports. In addition, we will work with King's College Hospital NHS Foundation Trust and Guys and St Thomas' NHS Foundation Trust on our Enter and View A&E reports.

Our people

Governance

Healthwatch Southwark is part of Community Southwark, which is the umbrella body for voluntary and community organisations in Southwark.

The Advisory Group is a sub-committee of Community Southwark's Board of Trustees. The group consists of volunteers and representatives from voluntary and community organisations as well as local residents. This Board is advisory, and members are non-executive.

All legal and financial responsibility for Healthwatch Southwark lies with the Community Southwark Board of Trustees.

Changes in governance

In 2013, the Board was originally set with the task of setting Healthwatch Southwark up as an organisation. Three years on, members felt that the role of the Board had changed, and therefore we reviewed the governance and terms of reference of the board.

Members felt the role of the Board had changed - from setting up Healthwatch as an organisation, to driving it strategically.

The Board then transformed into an Advisory Group, which is a consultative body, supporting the Healthwatch staff team to deliver local Healthwatch in the borough.

Our Advisory Group

As a consequence of the review of the Board, some members stepped down. The Healthwatch Southwark team would like to thank Andrew Rice (Faces in Focus), Jacky Bourke-White (Age UK Lewisham and Southwark), Sally Causer (Citizens Advice Bureau) and Moh Okrekson (volunteer) for their support and guidance over the years.

Once the governance and terms of reference of the newly formed Advisory Group were approved, we decided to recruit more members.

We recruited 6 new Advisory Group members - 4 of whom are volunteers.

Members of the Advisory Group

- **David Cooper** - Volunteer (Chair)
- **David Stock** - Southwark Disablement Association (SDA)
- **Earl Pennycooke** - Volunteer
- **Gaby Charing** - Southwark LGBT Network
- **Jen Werner** - Age UK Lewisham and Southwark
- **Karin Woodley** - Cambridge House
- **Liz Day** - Volunteer
- **Marcela Vielman** - Creative Therapies
- **Ola Odejayi** - Volunteer
- **Rozi Premji** - Volunteer
- **Verinder Mander** - Southwark Carers

Our volunteers

We have 13 volunteers, 9 of whom joined the Healthwatch Southwark family in 2015/16.

In 2015/16 we made it a priority to recruit volunteers. We have some really engaged volunteers who give so much of their time to support Healthwatch.



We are keen to recruit more volunteers, and will prioritise this in 2016/17. We are especially keen to have young people volunteer with us as youth champions.

Enter and View representatives

We have 14 trained Enter and View representatives.

- Aarti Gandesha
- Alice Goldsmith
- Alison Miles
- Blodwen Jones
- Catherine Negus
- Chithmini De Silva
- David Cooper
- Jane Hopkins
- Leslie Boscheratto
- Liz Day
- Ludovic Lesdalon
- Marcela Vielman
- Ola Odejayi
- Rozi Premji

Student placements

In February 2016, we welcomed two students, Anas Raef Qanaze and Nurdiana Mohammad Hussin, from London Southbank University to do their placement with us as part of their MSc International Health Services and Hospital Management.

Anas and Nurdiana supported the team with the work we were doing on GP access and experience -

- Review of GP out-of-hours answerphone messages
- Review of complaints information on GP websites
- 'Mystery shop' of GPs offering interpreting services

Details of these can be found on page 16.

These projects required a great deal of organisation, attention to detail, and acting! Anas and Nurdiana managed a spreadsheet with details of all 44 practices, for each of these exercises.



These pieces of work helped drive forward our work in this priority area - thank you both!

How we spent our money

INCOME

Funding received from local authority to deliver local Healthwatch statutory activities	£120,000
Additional income	£1,650
Total income	£121,650

EXPENDITURE

Operational costs	£10,937.98
Staffing costs	£102,990.82
Office costs	£11,972.02
Total expenditure	£125,900.82
Balance brought forward	-£4,250.82 *

* Due to maternity cover.

Contact us

Get in touch with Healthwatch Southwark

Address: 1 Addington Square, Camberwell, London, SE5 0HF

Phone number: 020 7358 7005

Email: info@healthwatchsouthwark.co.uk

Website: www.healthwatchsouthwark.co.uk

There are many ways you get involved in the work we do! Join our mailing list - attend our events - volunteer with us - we'd love to hear from you.

Get in touch with Community Southwark

The contract for Healthwatch Southwark is held by Community Southwark.

Address: 1 Addington Square, Camberwell, London, SE5 0HF

Phone number: 0207 358 7020

Email: info@communitysouthwark.org

Website: www.communitysouthwark.org

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee, and our Local Authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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