

Our Annual Report 2015/16

In this annual report summary, you will see what we have achieved over the year and what our plans are for 2016/17.

Who we are

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.

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 strategic priorities...

- 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 are:

- GP access and experience
- Mental health
- Sexual health
- Social care

Our year at a glance...

965 supporters
who received our
monthly newsletter



14 volunteers
10 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



Listening to people who use 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 as possible. The more people we speak to, the more impact we can have.

Public forum events

We aim to have a public forum every 3 months, and in 2015/16 we had 3 which were attended by 229 people. Southwark residents and representatives from the voluntary and community sector largely attend to hear about their local health and care services from people who plan, fund and monitor them.

Community focus groups

We have held 5 focus groups over the year with different communities living in Southwark:

- Bengali
- Vietnamese
- Gypsy and Traveller x3

Online surveys

To hear views and experiences of the Trans community, we launched a survey online. This will be active until July 2016.

Visiting health services

We often visit health services and hold stalls where we can collect patient stories. In 2015/16 we collected 79 stories from 5 health settings. Feedback was sent directly to the services.

Enter and View

We have a statutory function to carry out 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.

This year we carried out 8 Enter and View visits to 2 A&E departments (King's College Hospital A&E and St Thomas' Hospital A&E). In total, we spoke with 99 patients and 28 members of staff. Reports will be published in 2016/17. These will have recommendations for the Hospital Trusts, GP Federations and for NHS Clinical Commissioning Groups in Southwark and Lambeth.

Information and signposting

Over the year we have received 163 information and signposting queries (raising the total to 224 queries). The top three queries are around GP registration, inadequate care or prescription, and complaints processes.

We've also published 10 factsheets giving clear and concise information about how to find local services, support and advice.

We've delivered 3 information and signposting sessions to local community groups. We also give local people information about services at our public forums.

Our work in focus - GP access and experience

In Dec 2015, we published a [report](#) based on what 79 Southwark residents told us about GP access and experience. Themes were:

- It is difficult to get an appointment.
- People aren't aware of community health services available to them.
- People aren't always offered an interpreter when needed.
- People don't know how to make a complaint.

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

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 phone messages and found they were inconsistent and some gave incorrect information about where to access care. The [report](#) provides a recommended template for an answerphone message.

Making a complaint: what online information do Southwark GP surgeries give to their patients? We checked GP websites and found that 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. Read the full [report](#) to see what recommendations we made.

Do Southwark GPs offer interpreting services? We 'mystery shopped' all GP surgeries to ask if we could be offered an interpreter. Not all offered an interpreter for an appointment and few offered it for registration. Read the full [report](#) to see what recommendations we made.

Our work in focus - Improving home care in Southwark

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. 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 led by Southwark Council 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.

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.

Our work in focus - Discharge from hospital

Healthwatch England

In July 2015, Healthwatch England published a [report](#) called *'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.

'Going Home' pilot

Healthwatch Lambeth and Southwark have worked together on a pilot we have called 'Going Home.' We followed 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 insight, and we are 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 in July, where our Going Home story and the film will be launched.

'Discharge to Assess'

Again with Healthwatch Lambeth, we are now using the 'Going Home' methodology to look at the 'discharge to assess' process, following the journey of patients from hospital, into extra care housing and then back home. In the same way we are following their journey over three months to capture what works and doesn't work for them during the transfer of care.

Working with other organisations

NHS Southwark Clinical Commissioning Group (CCG)

We are represented at 8 CCG Committees and 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.

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.

South East London Healthwatches

We teamed up with other Healthwatches and responded to 3 Trusts' Quality Accounts, commenting on the performance and quality of the Trusts over the last year, and on their priorities for the forthcoming year. With our neighbouring Healthwatches, we also submitted evidence for 2 CQC inspections at 2 hospital trusts.

Healthwatch England

As stated earlier, we contributed to Healthwatch England's [report](#) - *'Safely home: What happens when people leave hospital and care settings?'*

Involving local people

Our Advisory Group and Volunteers

We have 14 volunteers...

- 10 of whom joined us in 2015/16.
- 2 volunteers represent Healthwatch at meetings.
- 4 new volunteers joined our Advisory Group.
- We carried out Enter and View training in January 2016, bringing our total to 14 Enter and View representatives. This includes the staff team, volunteers and voluntary sector representatives:

Staff team: Aarti Gandesha, Chithmini De Silva, Catherine Negus, Alice Goldsmith

Volunteers: Alison Miles, Blodwen Jones, David Cooper, Jane Hopkins, Leslie Boscheratto, Liz Day, Ludovic Lesdalon, Ola Odejayi, Rozi Premji

Voluntary sector representative: Marcela Vielman

Local events, news and consultations

Our monthly e-newsletter is sent to 965 supporters. Through this we encourage our wider membership to get involved in local events and consultations. We encourage our volunteers and wider membership to take part in Patient-led Assessment of the Care Environment (PLACE) visits, and this contribution is always much appreciated by our local services.

Our governance

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

In 2015/16 we reviewed the governance and terms of reference of our board, which transformed into an Advisory Group. The Advisory Group is a sub-committee of Community Southwark's Board of Trustees. It is a consultative body, supporting the Healthwatch staff team to deliver local Healthwatch in the borough.

We recruited 6 new Advisory Group members. We now have 11 members, some who are volunteers (including our Chair) and some who are voluntary and community sector representatives.

- **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 plans for 2016/17

- We want to hear from young people more, particularly around sexual health and mental health.
- We will be involved in the Sexual Health Transformation Programme taking place across Lambeth, Southwark and Lewisham.
- We want to talk to people about their experiences of using services when they are in mental health crisis.
- We will continue working with Healthwatch Lambeth to collect 'Going Home' discharge stories.
- We will evaluate the impact of our work by monitoring how services are meeting our recommendations.
- We will be working with Southwark Council on their home care procurement.
- We are part of Southwark's Local Care Networks which will improve the coordination of care for local residents.

The Healthwatch Southwark Team!



From left to right:
Catherine Negus - Research & Intelligence Officer, **Chithmini De Silva** - Engagement Officer (part time with Healthwatch), **Alice Goldsmith** - Engagement Intern, **Aarti Gandesha** - Manager, **Jo Palmer** - Communications Officer (part time with Healthwatch)

How we spend 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!

Want to find out more about Healthwatch Southwark?
 Be a Supporter, volunteer and / or offer your health story...Your Voice Counts!

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The full annual report can be downloaded on our [website](#).