

Our Annual Report 2016/17 Summary

In this annual report summary, you will see what we have achieved over the year and what our plans are for 2017/18. See our website for our full [annual report](#).

Who we are

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

The Healthwatch Southwark (HWS) remit is huge - we cover both health and social care for children and adults - and therefore we identified priority areas to help channel resources. Over the last few years, our four priority areas have remained broadly the same, with different projects within each one:

1. GP access and experience
2. Mental health
3. Sexual health
4. Social care

We have also been involved in projects outside of these priority areas, which are detailed elsewhere in this report. In October 2016, we also launched our #NewPriorities engagement exercise to inform and focus our work plan for 2017/18.

Highlights from our year

1,052 supporters receive our monthly newsletter.



32 volunteers supported our work.



362 people have attended 5 of our events.



397 local people helped decide our 2017/18 priorities.



152 local people have used our information and signposting service.



21 visits to health and care services.



480 likes on our Facebook page.



1435 twitter followers.



23 reports were published, with 112 recommendations.



Your view on health and social care

Young voices

We held a joint event with Southwark Clinical Commissioning Group (CCG) - My Voice Counts - which was attended by 23 young people. Here, we explored mental health and sexual health through the use of issue-based theatre. The HWS team then launched the engagement project *Young Voices*, to further hear from young people about mental health and sexual health.

We spoke to 114 young people on mental health and 105 young people on sexual health.

We published two reports - '[Young Voices on Mental Health](#)' and '[Young Voices on Sexual Health](#)', which detailed the findings from our work.

These reports were launched at a public event, and was shared with Children and Young People Health Partnership, Southwark CCG, Southwark Council, and other organisations. These findings have also informed the Children and Young People Local Transformation Plan (LTP).

Going home

In July 2016, Healthwatch Southwark, Healthwatch Lambeth, Southwark CCG and Lambeth CCG organised a joint event - Going Home - which was attended by over 140 people.

Healthwatch Southwark and Lambeth had followed the journey of a patient, and their family carer, who were discharged from St Thomas' Hospital. We met them every week for three months following their recovery. A [short film](#) of this story was shown at the event.

From May - September 2016, we were involved in speaking to patients in short stay 'step-down' flats in an extra care scheme after leaving hospital. Step-down is for patients who need support when they are well enough to leave hospital but not yet able to return home. We followed the journey of four patients in this scheme to understand their perspective of using the service, we also made notes on what we saw and heard during our visits.

In February 2017, we published a [report](#) which included over 30 recommendations for commissioners (Southwark Council and Southwark CCG) and the provider Lime Tree House. Recommendations included:

- Better preparing patients and families for the step-down facility
- Making arrangements for patients (e.g. equipment) before they arrive at the facility.
- Involving the voluntary and community sector so patients are not isolated.
- Patient's homes should be checked to make sure it is okay for them to return home e.g. electricity working.

An action plan is currently being produced, based on the recommendations made in our report. This will allow us to monitor progress of the scheme throughout 2017/18.

People with 3 or more Long Term Conditions (LTCs)

HWS is a member of Southwark's Local Care Networks (LCNs) which bring together a range of health care professionals working as a team in the community to help a patient to achieve the goals that are important to them.

LCNs across Lambeth and Southwark this year are prioritising the delivery of co-ordinated care for people with complex needs; i.e. those with three or more long term conditions, such as diabetes, asthma etc. We carried out ethnographic interviews with people to find out about their lives, their wellbeing, the experiences of using services, and their plans for the future.

In January 2017, Southwark LCNs organised a 'care coordination event' which over 150 people attended. 26 of these people had three or more long-term conditions, and other attendees were carers and health & social care professionals. At this event we explored what is important to people with long-term conditions, what barriers and enablers exist, and what can be done to support a person-centred care planning process.

This has been summarised in a [report](#) by Southwark's LCNs, which detail interviews with people and the discussions that took place at the event.

Setting new priorities

This year the HWS Advisory Group agreed an approach to engage with Southwark residents and key stakeholders on what our priorities should be for 2017/18. We collected information from:

- Engaging with Southwark residents and with voluntary and community sector organisations that support local people
- Requesting information from statutory organisations about their 2017/18 priorities and where they felt HWS could have the most impact
- Reviewing the information and signposting database to see what queries we were receiving.

Over the year we heard from 397 local people and 12 statutory organisations.

In light of this, 5 priority areas were chosen for 2017/18:

- 1) Timely access to GPs
- 2) Help in a mental health crisis
- 3) Southwark's nursing homes
- 4) Going home from hospital
- 5) Impact on caring on carers

See full [report](#) on our website.

What we learnt from visiting services

What is 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 4 Enter and View visits (Burgess Park Care Home - twice, Brook Sexual Health Clinic and Camberwell Sexual Health Clinic). In total, we spoke with 34 patients, 7 relatives and 15 members of staff. We also trained 6 Healthwatch Southwark youth volunteers to visit 17 Southwark pharmacies.

In 2016/17, we had 25 trained Enter and View representatives, formed from the staff team, Healthwatch Southwark Volunteers and Healthwatch Youth Volunteers.

Enter and View to Burgess Park Care Home

To follow up on some concerns raised by the Care Quality Commission (CQC), we visited Burgess Park Care Home. They had raised concerns regarding residents' experience, based on their inspection, and rated it 'Inadequate', saying it 'Requires Improvement'.

We visited on a week day and weekend during the same week, so we were able to speak to relatives who were visiting loved ones. Over the two visits we also spoke with 12 residents and 7 members of staff.

We raised some of the concerns we had with the CQC, Southwark CCG and Southwark Council. These were mainly around:

- The home not meeting the needs of residents with quite complex needs
- Under-staffing and low morale, which concerned both staff and relatives
- Some activities were inappropriate or not accessible for some residents; more could be done to ensure they were stimulated

The CQC had sight of our [report](#), before they re-inspected the service unannounced in September 2016. We continue to keep an eye on CQC reports on this care home, and meet commissioners and CQC inspectors on a quarterly basis.

Enter and View to sexual health clinics

We were aware that changes were going to be made to sexual health services in the borough - a consequence of funding cuts. Southwark has high rates of poor sexual health including high rates of sexually transmitted infections (STIs).

We trained 11 young people in Enter and View and we visited Brook Sexual Health Clinic and Camberwell Sexual Health Clinic in 2016.

Across the two services, we spoke to 22 patients in the waiting areas and 8 members of staff. We asked about their knowledge and experience of using the online SH:24 service, and talked to them about the proposed changes to local sexual health services. The information we gathered informed Guys and St Thomas' consultation process. The Camberwell Sexual Health Clinic [report](#) was

published and Brook welcomed their [report](#) and wanted to explore further ways of engaging with young volunteers to capture patient experience.

Visits to Southwark's pharmacies

As pharmacies can provide sexual health advice and support for young people (under 25s), we wanted to understand what training pharmacists receive to work with this age group, what information they offer about sexual health services, and what is kept confidential when supporting a young person around their sexual health.

We trained 6 Healthwatch Southwark Youth volunteers to visit 17 pharmacies in July and August 2016.

We contacted the community pharmacy team to ask that they inform local pharmacists that young volunteers would be visiting their service to talk to the staff. We published a [report](#) with 8 recommendations and captured a response from the Lambeth, Southwark and Lewisham Pharmaceutical Committee.

Helping you find the answers

Our information and signposting role

Over the year we have received 162 information and signposting queries.

The top three queries are around GP registration, communication and the complaints process. This differs from last year, where the top three queries were GP registration, inadequate care or prescription, and complaints processes.

Keeping a detailed record of what people tell us helps us to stay familiar with people's concerns. As a result, we are able to provide themes and issues to the Care Quality Commission (CQC) about services, and contribute to discussions being held by decision makers. We also used the information from signposting to inform our new priorities from April 2017.

Making a difference

In 2016/17, we published 23 reports, 11 of which included clear recommendations - 112 in total.

Enter and View visits to A&E

In May 2016, we published reports on our Enter and View visits to A&E during the winter, having received responses from the hospital trusts.

Care of people with mental health problems in A&E

One of the issues we highlighted in our A&E reports was the care of people presenting with mental health problems. King's College Hospital are currently refurbishing their A&E department and will be using insights from our [report](#). King's College Hospital are inviting Healthwatch staff and volunteers to visit the new department, once it is ready. We are part of a working group has been set up between our three local trusts to review the mental health crisis pathway.

Awareness of the Extended Primary Care Service (EPCS)

From our visits to A&E, we found the public's awareness of the EPCS, which might help reduce pressure on A&E, was low. We therefore made a recommendation in our reports that this service should be promoted more. This will involve commenting on draft communications and materials, and testing them with our volunteers and wider networks.

How patients are streamed (directed) in A&E

In our reports, we recommended that King's College Hospital improve triage and redirection of patients. We noted that it was important for

staff to feel confident to re-direct patients to other services, that messaging is consistent and that information is clearly shared with patients. In January 2017, we were approached by Southwark CCG who are working with two GP Fellows. They have asked Healthwatch to support them to speak to patients in King's A&E during a pilot of a new way of 'streaming' patients.

Informing Southwark's mental health and wellbeing strategy

In autumn 2016, Southwark CCG and Council started to develop a new Mental Health and Wellbeing Strategy for the borough, outlining a vision, key themes and priorities for future work. We have attended the strategy's Reference Group since it started in September. In December we refreshed our summary of evidence on mental health written in February 2016, published a [report](#) and presented this to the consultant drafting the Strategy. In January 2017, we responded to the first draft of the Strategy at the Overview and Scrutiny Healthy Communities Subcommittee, highlighting areas we felt needed more attention.

Patient's perspective on the step-down scheme at Lime Tree

Healthwatch Southwark followed the journey of four patients in short stay 'step-down' flats in an extra care scheme after leaving hospital. The [report](#) we published had over 30 recommendations on how we thought the scheme could be improved - from the patient perspective.

We developed a Welcome Pack to be given to patients so they would have more information before they arrived at Lime Tree, as we quickly realised people didn't fully understand the scheme.

Working together

Working with commissioners

Healthwatch Southwark are well represented on a number of boards and committees across the commissioning organisations. These include CCG Engagement and Patient Experience Committee, and CCG Primary Care Commissioning Committee. At these meetings, we are able to contribute to discussions about our local services.

Working with our hospital trusts

We have three world leading hospitals in or close to the borough of Southwark - King's College Hospital NHS Foundation Trust, South London and Maudsley NHS Foundation Trust and Guys & St Thomas' NHS Foundation Trust.

We have worked with these hospitals in the following ways:

- Publishing joint responses with our neighbouring Healthwatch colleagues on all three Trusts' Quality Accounts.
- Attending quarterly meetings with each Trust and neighbouring Healthwatch.
- Publicising and taking part in Patient Led Assessment of the Care Environment (PLACE) visits at the Trusts.
- Promoting our organisations by displaying a joint Healthwatch Southwark and Lambeth poster in the Trusts.
- Stalls in public areas of the hospitals so we can raise the profile of Healthwatch and encourage people to give feedback.

Working with Overview and Scrutiny Committee

We have contributed to the following Overview and Scrutiny Committees:

- Roundtable on HIV and Sexual Health (July 2016)
- Review of children and young people's sexual health (September 2016)
- Mental Health and Wellbeing Strategy (January 2017)
- Quality of GP surgeries and the pressures on local GP provision (February 2017)
- Joint borough (Southwark, Lambeth, Croydon and Lewisham) Committee - SLaM's Centralised Place of Safety (PoS)

Working with Local Healthwatch

The South East London Healthwatch include Bexley, Bromley, Greenwich, Lewisham, Lambeth and Southwark. Over the years, we have strengthened our collaborative approach. Examples of this are:

- Joint Healthwatch responses to each of our three trusts' annual quality accounts.
- Responding to the South East London Sustainability and Transformation Plan (STP).
- Joint Healthwatch Southwark and Lambeth posters in each of our three hospital foundation trusts.
- Healthwatch Southwark and Lambeth's joint engagement following the journey of people leaving hospital and moving to a temporary step-down facility. This then led to a joint 'Going Home' event with Healthwatch Lambeth and Southwark and Lambeth CCG in July 2016. Healthwatch engagement was the main focus of the event.

What next?

In April 2016, we published a [report](#) which shared our priority areas for 2017/18 with statutory stakeholders and members of the public. The report also gives background information about how we came to choose our new priorities. We identified 5 priority areas for 2017/18, which are detailed below.

1. Timely access to GPs

With a spotlight on:

- Choice/equality of access to GPs
- GP appointment systems
- Impact on other services. We know that problems with GP access can impact on the way people use other services, such as A&E.

2. Going home

With a spotlight on:

- Step-down beds at Lime House Tree facility (where people can stay after the transfer of care from hospital - known as discharge - but before they are able to go home).
- On-the-ground experiences of transfer of care - from staff, patients and carers.

3. Southwark's nursing homes

- Continue correspondence with Southwark Council and Southwark CCG regarding nursing care provision in Southwark.
- Engagement may be necessary if there are changes to provision.

4. Impact of caring on carers

- Engaging with unpaid carers to find out more about their awareness of their rights and the support available, experience of assessments and respite, and the impact of caring on their own life/wellbeing.

5. Help in a mental health crisis

With a spotlight on:

- Mapping the mental health crisis care pathway.
- On-the-ground experiences of mental health crisis care and ongoing changes - from staff, patients and carers.

Other work

As well as working on these 5 priority areas, we are also committed to working with commissioners and providers to hear the voice of patients and ensure the best outcomes for them, if significant changes are likely to be affecting local people.

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.

The Board is advisory, and members are non-executive. All legal and financial responsibility for Healthwatch Southwark lies with the Community Southwark Board of Trustees.

Advisory Group

We now have 11 members of the Advisory Group.

- Stephen Whittle - Volunteer (Chair)
- David Stock - Southwark Disablement Association (SDA)
- Earl Pennycooke - Volunteer
- Gaby Charing - Southwark LGBT Network
- Rachel Henry - Age UK Lewisham and Southwark
- Karin Woodley - Cambridge House
- Liz Day - Volunteer
- Marcela Vielman - Pembroke House
- Ola Odejayi - Volunteer
- Rozi Premji - Volunteer
- Verinder Mander - Southwark Carers

Volunteers

We have 21 volunteers, 13 of whom joined us in 2016/17.

In 2016/17 we developed our work with young people by collaborating with The Challenge Charity's Headstart Programme. This gives 15-17 year olds the chance to give back to their local community by volunteering with a charity, with the guarantee of a job interview with a local business.

Over the summer of 2016, we also had 19 young volunteers placed with Healthwatch Southwark, who supported us with our sexual health priority. One of these volunteers has continued to volunteer with us and support the team with Enter & Views and other volunteer activities.

Student Interns

This year, we launched our #NewPriorities engagement. We wanted to be ambitious and speak to as many local people as possible that were representative of our local population. This led us to collaborate with Wake Forest University (North Carolina, USA) and Queen Mary University (London, UK) by hosting two American students. Each student volunteered 20 hours per week with us for a 3-month period. These students both supported our engagement project, and as a result, we were able to speak to 397 local people.

Supporters

We have 1052 Healthwatch supporters.

- 716 of which are individuals.
- 204 of which are voluntary and community organisations (including Healthwatch and Patient Participation Groups).
- 109 of which are statutory providers or politicians.

Our supporters receive a monthly e-newsletter so they can keep up-to-date with our projects, opportunities to get involved in our work, and information on local services and events.

Decision-making

We call upon the Healthwatch Advisory Group, volunteers and Healthwatch Supporters to help us make decisions.

An example of this is the process of choosing priorities for 2017/18 which was mainly decided upon by response we received from local people.

Our finances

Income

Income	£
Funding received from the London Borough of Southwark to deliver local Healthwatch statutory activities	£120,000
Additional income	£1,227
Total income	£121,227

Expenditure

Expenditure	£
Operational costs	£8,246
Staffing costs	£100,128
Office costs	£10,744
Total expenditure	£118,122
Balance brought forward	£2,109

Meet the team!



From left to right:

Chip De Silva: Engagement
Officer

Aarti Gandesha: Manager

Jo Palmer: Communications
Officer

Catherine Negus: Research &
Intelligence Officer

Contact the team

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

T: 020 7358 7005

E: info@healthwatchsouthwark.co.uk

W: www.healthwatchsouthwark.co.uk

Twitter: [@HWSouthwark](https://twitter.com/HWSouthwark)

Facebook: [@healthwatch.southwark](https://www.facebook.com/healthwatch.southwark)