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Healthwatch Bromley

Annual Report 2017/18



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Message from our Chair and Chief Executive



Folake Segun, Linda Gabriel

Since the launch of Healthwatch five years ago, Healthwatch Bromley has provided the borough with a high quality local service and worked to ensure that as the health and social care

system in Bromley changes and works differently you have had a voice and a place to get involved.

This Annual Report highlights the work Healthwatch Bromley delivered during the year ending March 2018 and covers issues including access to services for people with sensory disabilities, healthy eating for young people, discharge lounges and NHS dentistry.

Our dedicated staff team have worked conscientiously to develop, produce and deliver a high a standard of patient feedback, culminating in positive feedback from all our stakeholders to our well-designed and easily accessible reports and findings to influence services and policy change.

Our Board members have continued to represent the public at key decision making Boards, contributing to meetings such as:

- **Care Services PDS Committee**
- Health Sub Committee
- **Bromley Adult Safeguarding Board**
- Bromley Clinical Commissioning Group (CCG)

Our representation on the Health and Wellbeing Board provided a platform for

sharing formal patient, user and public insights, evidence and intelligence to inform the process of strategic commissioning and improve services for the benefit of the local population.

We have been an integral part of many commissioner and provider meetings, at the CCG, local authority, and at regional and national level, successfully contributing insightful evidence-based patient feedback and reports.

From 1 April 2018 the contract held by Community Waves comes to an end and there is a new Healthwatch arrangement and a new provider, Your Voice in Health and Social Care (YVHSC).

The Healthwatch Bromley journey will continue and we would encourage you all to get involved if you can. This is the time to make your views heard.

We would like to take this opportunity to extend our gratitude to all the stakeholders that worked with us to give local residents a voice in shaping and influencing the local health and social care economy.

We would also like to thank our volunteers who have showed great professionalism, knowledge and commitment to improving the delivery and commissioning of services.

Folake Segun,
Chief Executive,

Healthwatch Bromley

Linda Gabriel
Chair,

Healthwatch Bromley



Highlights from our year

1,902 people follow us on Twitter



31 Bromley residents supported us this year



We carried out 5 Enter and View Visits



Our reports have tackled issues ranging from social care provision and hospital discharge



We've spoken to 2,020 people and gathered 1,241 experiences



We've met hundreds of local people at our community events



Who we are

Healthwatch Bromley is the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England. Healthwatch Bromley is delivered by Community Waves, an engagement, involvement and participation charity focusing on health and social care based in Bromley.



(Healthwatch Bromley staff and volunteers)

Our Vision

To work with service users and providers towards making Bromley health and social care services suitable for the people of Bromley based on strong user evidence and public feedback.

Our Mission

We will enable individuals and community groups to have a say in the planning, purchasing, provision and delivery of all local health and social care services.

During 2017-2018 our priorities, as determined by Bromley residents, were:

- Access to Primary Care Services
- Children and young people's health and wellbeing
- Mental health

Our priorities are based on the views and experiences of local residents and service users, as well as conversations held with service providers.

Due to the extensive nature of projects, some of our work was carried over from the previous reporting year.



(Our volunteer collecting the views and experiences of Bromley residents)

Our Values

-  **Independent** - Healthwatch Bromley is an independent organisation from Bromley Council, Bromley Clinical Commissioning Group, all Health and Social Care Services, Providers and Commissioners.
-  **Caring** - we are committed to serving with empathy and compassion, ensuring that we listen to people's views and experiences.
-  **Respectful** - we respect people, treat everyone with dignity, value diversity, are committed to equality and act with integrity.
-  **Honest** - we are committed to a culture of openness and transparency in all we say and do.
-  **Critical friend** - we will be constructive as well as challenging with service providers, ensuring that we provide evidence to support what we say and do.
-  **Connected** - we will work with others through local and regional cross sector links and partnerships to enhance Health and Social Care provision for Bromley Residents.
-  **Inclusive** -we are representative of all communities.
-  **Integrity** - we will rise above individual and single organisational interests and ensure that all that we do is for the benefit of the public and health and social care service users.
-  **Accountable** - we will be driven by the commitment of local volunteers and the passion of our Board and we will share information about the organisation widely



Status



Healthwatch is talking
#yourvoicerecounts
Check us out at www.communityhealthwatch.org.uk
Now - At this event



Your views
on
health and
care

healthwatch
Bromley

463 likes



Comment



healthwatch
Lewisham

Listening to local people's views

General Engagement

We use a variety of methods to understand people's needs and experiences. General and targeted engagement through outreach activities by our staff and volunteers is key to what we do and how we make sure voices are heard.

Between 1 April and 31 March 2018 we spoke to 2,020 Bromley residents and gathered 1,241 patient stories.

We gather experiences in a variety of ways including emails, local events, meetings, via post, telephone, our website, outreach and national services.

Our main sources of comments we receive are from our direct engagement with the public at Engagement Hubs and our Feedback Centre.

People generally choose to share their experiences and stories anonymously. We log these comments in our database and regularly monitor it for developing trends.

An essential part of influencing decision makers is ensuring that all the patient stories we capture as part of our public engagement are heard by those in charge of health and social care services.

We produce a quarterly intelligence report which analyses the patient stories and signposting enquiries we have received.



(Mandy at Dorset Road Allotments)

We built and maintained relationships with 38 local organisations including service providers, voluntary, community and third sector groups.

We publicise ourselves primarily through our website, a bi-weekly e-Bulletin, social media, press releases, promotional materials and through posters and leaflets located throughout the borough.

Our network continues to grow in number with our e-bulletins and news flashes being viewed a combined total of **7,697 times**.

Our reach through social media platforms has extended with **1,902** people following us on Twitter. All of our tweets combined were viewed a total of **49,590** times.

The Healthwatch Bromley website was visited **4,344** times over the past year and accessed by **3200** people.

Our Hubs

This year we continue to run Engagement Hubs across the borough.

Our hubs give Bromley residents and service users more face to face opportunities to share their experiences of local health and social care services. Hubs are attended on rotation and are advertised at the venues, through our e-bulletin and by our voluntary sector partners.

In an effort to hear more experiences of local social care services we organised several hubs at new locations which house organisations who provide support for residents, such as Citizens Advice Bureau and the Job Centre.

Run by staff and volunteers, residents share their opinions, stories, ask questions and are signposted to other services. This general engagement also offers the opportunity for our organisation to raise awareness and recruit people to our network.

To access our hub calendar and find out where will be in the next few months please visit www.healthwatchbromley.co.uk

We carried out 24 Hubs across the borough where we have heard the views of over 500 residents.



(Peter at the Bromley Dementia Forum)

Feedback Centre

In order to hear even more views and experiences from people who live or access services in the borough we developed an online Feedback Centre.

The Feedback Centre provides an opportunity for anyone to comment about local services. People can easily and anonymously rate the care that they receive in a simple way. There is also the opportunity to rate local services, using a 5-star system. The new online Feedback Centre is accessible on mobile phones, computers and tablets.

This year over 250 residents have shared their experiences of local services through our Feedback Centre.

Analysis of the data helps us to better understand what the public feel about local services and represent their views in our role as patient champion - helping to tailor services to their needs.

If you would like to access the new Feedback Centre and provide feedback about a local health and care service, please visit www.healthwatchbromley.co.uk

The experiences which are collected through hub engagement and the Feedback Centre are then analysed and shared with commissioners and local stakeholders in our quarterly intelligence reports.

Your feedback

healthwatch

With your help we're changing local care for the better

Find your local health and social care services to leave feedback...

Princess Royal University Hospital

Can't find your service? If it's not listed, you can [add your service here](#).

Princess Royal University Hospital
Farnborough Common, Orpington

Leave feedback

Intelligence Reports

We produce an intelligence report at the end of each financial quarter analysing the patient stories we have received. We then share our findings and recommendations with commissioners and service providers in the borough. The aim of our reports is to help improve the quality of local health and social care services.

This year, we saw an increase in the number of positive patient experiences regarding local health and social care services. But opinions of the Princess Royal University Hospital (PRUH) were more varied.

We found that people were happier with their GP practices during the last twelve months. The majority of patients continue to be happy with the treatment and advice they received at their surgeries.

There was a significant reduction in patient stories related to difficulties in accessing GP services, with most people telling us that they could book appointments which were convenient for them. This is extremely positive as access to GP services has previously been a significant issue in the borough.

Service users were extremely impressed with the attitudes of staff across the different community services provided by Bromley Healthcare. Users singled out the Contraception and Reproductive Health Service at the Beckenham Beacon for praise. Although people explained there could be long waiting times, the quality of the treatment was of a high standard. They praised staff for making them feel comfortable and providing clear treatment explanations which helped to reassure them.

Healthwatch has learnt that opinions of the PRUH have continued to improve in the last few months of 2017. The majority of patients felt they received a good standard of care whilst at the hospital.

However, it must be noted, that there was a significant number of people who still experienced negative aspects when at the hospital.

We found that common negative themes were communication and waiting times. People tended to be happy with the care they received but were frustrated with how long they had to wait for their treatment.

Furthermore, our findings showed that residents were having vastly different experiences of specific departments in the hospital.

The full findings from our intelligence reports can be found at www.healthwatchbromley.co.uk



Healthwatch Bromley
Intelligence Report
April - September 2017

Targeted Engagement

One of our key aims is to ensure that everyone has the right to have their voice heard. We regularly listen to the views of underrepresented and seldom heard groups in the borough. Below are just a few examples of our work.

People with sensory disabilities

We maintain a strong relationship with local organisations who provide support for those who are hard of hearing or visually impaired. Over the last year, we have held four sessions with local lip reading classes provided by Deaf Plus. Members of the classes shared their experiences of access to health and social care services. They told us that they often felt socially isolated due to their difficulties with hearing.

Our organisation is always trying to improve our engagement and reach more people. In light of this, our staff and volunteers attended Deaf Awareness Training to learn new communication tools and techniques to improve our engagement with this community.

We also undertook a sight loss awareness training, learning about the different causes for sight loss. We were able to experience the effects of sight loss by wearing glasses that simulate vision loss such as tunnel vision, cataracts and peripheral vision.

The team was put to the test by taking turns being led blind folded by a partner through tricky, narrow spaces. This gave us a first-hand experience of how someone who is partially sighted experiences navigating unfamiliar spaces.



(Staff and volunteers taking part in Deaf Awareness and Sight Loss training)

Young Carers

We supported Bromley CCG by encouraging children and young people to share their experiences of health and care services in Bromley which was fed



into their future strategy. As part of this work, we held a focus group with young carers to find out what they felt were the best ways to help keep children and young people safe from harm and how to support their wellbeing.

Children and Young People

We engaged with the local community and spoke to people of all ages and backgrounds to ask them what they believed should be the priorities for children and young people for us to investigate in the upcoming year.

It was evident from feedback received that young people's understanding of healthy eating was a major concern, for us to shape a piece of work around.

We developed a 1 hour workshop called Food for Thought which focused on six areas:

- 1) **Food is fuel:** This section looked at the importance of food being fuel for our bodies and what happens if we over and under eat.
- 2) **The Food Plate:** The children got into groups and, using plastic food, were asked to separate the food into the different sections of the food plate. These were then explored.
- 3) **Sugar:** The children were shown visual materials such as the measurement of how much free sugar that they should have a day and how much is in a bottle of Coca-Cola.
- 4) **Water:** This section looked at the importance of drinking water, how to tell if you're not getting enough and the recommended daily allowance.
- 5) **Salt:** The children were shown what their daily recommended salt allowance looks like and what the long term effects of too much salt can be.
- 6) **Exercise:** This part of the workshop looked into the importance and benefits of exercise.

In October 2017, we spoke to year 5 and year 6 pupils at Highfield Junior School, a primary school based in Shortlands.

119 responses were gathered during the course of the workshops.

We found that there was a lack of awareness around healthy eating and the importance of exercise amongst the children. For example, most of the children were unaware of how much sugar is contained in fizzy drinks, or that it is recommended that they should exercise 60 minutes a day.

Recommendations

Based on what we learned from the workshops, we feel that there could be a big advantage to educating young children about healthy eating in order to help combat health problems in later life. There was often surprise at the amounts of sugar and salts in foods and many of the children didn't know how to read labels to find nutritional value and the content of fats, salt and sugars.

It could be also worth holding sessions with parents and teaching assistants to help reinforce healthy eating habits, especially in areas of high deprivation.

Therefore we recommend the following:

- All school children to be educated around healthy eating as an ongoing project - not a one off session.
- Schools to allow children to bring in water and fruit to have during lesson times - this would encourage children who may not drink much water or eat much fruit to do so.
- Schools to review their packed lunch and dinner time policies.
- Schools to be encouraged to take part in the Daily Mile initiative.

What we've learnt from visiting services

We have the statutory power to enter and view any health or social care service, to engage people who receive care under that service.

In order to have quality/high level services for residents we will seek to establish best practice and areas for improvements to enhance service provision. These are formally reported back to the service provider.

During 2017/18, we conducted **five** Enter and View visits in the borough.



(Volunteer Barry listening to patients at the PRUH discharge lounge)

We carried out **three** Enter and View visits to assess patients' and carers' experiences of being discharged from hospital. Three separate visits were made to the discharge lounge at the Princess Royal University Hospital (PRUH) where we spoke with staff, patients, carers and family members.

We found that:

- Three quarters of patients with planned admissions were happy with the pre-admission process.

- Patients were impressed by the level of cleanliness in the discharge lounge.
- Patients felt they generally received a good quality of treatment during their stay.
- There is a good dialogue between patients and the nursing staff. The front line staff were praised for being very positive, warm and welcoming towards patients.
- Patients felt there was poor internal communication between the nurses and the consultants and doctors.
- 41% of carers/family members felt that they were not involved in the discharge process.
- Patients and family members told us that the discharge lounge was not situated in a convenient location within the hospital.
- A number of patients told us they had a long wait in the discharge lounge waiting for medication and discharge paperwork to be completed.

We recommended that King's College Hospital NHS Foundation Trust incorporate the following recommendations:

- Provide additional training around internal communication which would help to enhance the patient experience during the discharge process.
- The location of the discharge lounge should be evaluated as many patients felt that the current location at the back of the hospital was inconvenient.
- Further develop staff training around family involvement in the discharge process.
- Ensure medication required by patients is available at the time of discharge. This would help to significantly reduce the length of waiting times in the discharge lounge.

Local impact and outcome

As a result of our findings, King's College Hospital Foundation NHS Trust have produced an action plan based on our recommendations.

A summary of key actions are detailed below:

Involving families in the discharge process

A review of discharge process is currently underway involving Transfer of care colleagues. This includes the support available to patients, carers and the ward staff by other professionals such as social workers and discharge co-ordinators. This will also include teaching/refresher sessions around discharge planning and external services, and will consider the introduction of some potential new roles to support this process.

Communication

Electronic patient records are due to be rolled out in November which will greatly improve access and quality of documentation, thereby supporting communication between multi-disciplinary team members.



(Volunteer Amanda gathering experiences at the PRUH discharge lounge)

Location of discharge lounge

The physical location of the discharge lounge, accessibility for all patients and the appropriateness of the environment are all currently under review and steps have already been taken to move the lounge to a better interim location (the Planned Investigation Unit) which allows stretcher patients to use the lounge. Further work is needed to ensure that the lounge has an appropriate permanent home.

Medication

As part of the electronic patient notes, the timely availability of discharge medications is expected to improve significantly. We have appointed two 'pharmacy runners' whose job is to ensure that dispensed medicines are immediately transported to the discharge lounge.

“We are pleased with the positive response to the recommendations set out in our report. The improvement in hospital discharge processes will have a beneficial impact in reducing re-admissions and improving the experience for service users.”

Peter Todd, Volunteer and Involvement Officer, Healthwatch Bromley

For a copy of the full report please go to: www.healthwatchbromley.co.uk

We also made two announced visits to care homes in the borough.

- **Greenhill Nursing Home**
- **Elmwood Care Home**

Both services were rated as “requires improvement” in their most recent inspections by the CQC. We set out to speak with residents, family members and staff about their experience of the residential care homes.

Greenhill Nursing Home



Background

Greenhill is a purpose-built home, located in north Bromley. They provide care for sixty four older people with physical or elderly frail nursing needs.

Summary of recommendations

1. The home should address an odour issue within the building.
2. We recommend that Greenhill review the opportunities for residents to go out and if possible increase the number of external trips available.
3. Update the activities programme taking into consideration resident’s input.
4. A few residents mentioned that some staff did not always seem happy and this should be addressed through some refresher training or an internal team communication.

Elmwood Care Home



Background

Elmwood is a purpose-built home, located in Bickley, Kent. They provide care for sixty seven older people with physical or elderly frail nursing needs.

Summary of recommendations

1. The carpet in the lounge area is in need of a deep clean/replacement.
2. The home should resolve the odour issue within the main entrance area.
3. New signage is required on the ground floor assisted bathroom door.
4. Providing a large print version of the weekly activities programme to make it easier for residents to read.
5. Create a large print version of the food menu which includes pictures.
6. A review of the items recorded on the activity sheet as the home is delivering more than is published within the programme.

The visits to the care homes were carried out in early 2018 and we are currently waiting upon responses from both service providers to the recommendations in our reports.

To read or download the full reports, please visit

www.healthwatchbromley.co.uk



*Helping
you find the
answers*

How we have helped the community access the care they need

Ask Healthwatch

With all the changes to health and care services it's not always clear where people should go to report an urgent issue, to make a complaint, or for further information.

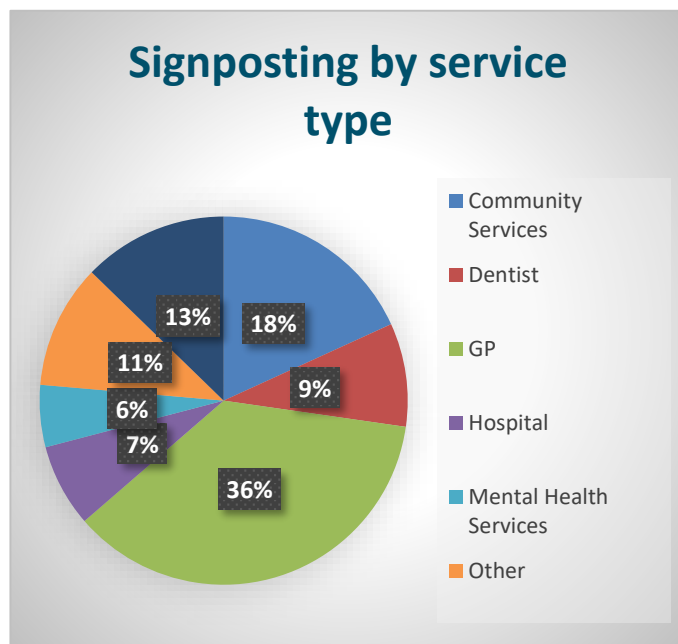
We provide an information and signposting service for members of the public who live or access health and social care services in the borough.

We cannot give advice or make specific recommendations but we can help people make an informed decision in finding the right health and social care service, whether it is provided by the NHS, the Council or by a voluntary or community organisation.

If we are unable to answer an information request using our database of local services, we will endeavour to find a person or organisation who can bring a resolution.

People are able to access our service in a variety of ways:

- Contacting the office phone line
- Through our contact form found on our website
- By email
- By social media
- By speaking to one of our team at regular Engagement Hubs.



During the last year our signposting service primarily supported residents to access local advocacy services or by providing information around the complaints process.

36% of all signposting enquiries received related to local people wanting further information on how to make a complaint.

We signposted all residents who requested support or further information about the complaints process to the relevant advocacy services in the borough, other advice providers and to Bromley My Life as needed.

Two key commissioning developments in the borough also caused local people to access our service.

Numerous people wanted further information about the decision to change the provider of the Health Visiting Team and the subsequent relocation of baby clinics from the Beckenham Beacon.

We also received several enquiries from concerned patients of Charterhouse Surgery which had seen a change in service provider after a recent Care Quality Commission (CQC) inspection had rated the practice as inadequate. We signposted these residents to Bromley Clinical Commission Group (CCG) who could provide more information about why these decisions were taken.

All information gathered is used to identify trends either in service areas or in relation to specific providers. Signposting enquiries are fed into our quarterly intelligence reports which is presented to key stakeholders and service providers in the borough.



Examples of our signposting enquiries

Enquiry:

Ms A contacted our signposting service wanting support as she had recently broken her ankle and was wanting to hire a wheelchair, as the location of her house meant she was suffering mobility issues trying to get in and out of her property.

Response:

We informed Ms A that through the British Red Cross website you can hire a wheelchair for up to 12 weeks, free of charge. Although there are no British Red Cross mobility aids shop based in Bromley, she could fill out an online form and have the wheelchair delivered to her home.

Enquiry:

Mr B called our information line asking whether it's possible to gain the benefit of receiving vitamin D through a double-glazed window. Mr B has been diagnosed with very low vitamin D and would like to find out the best sources and daily requirements.

Response:

We explained that he was unlikely to absorb vitamin D through a double-glazed window but provided a disclaimer that we are not health professionals. We also informed Mr B that he should contact his GP or local pharmacy for further advice about taking vitamin D supplements.

Enquiry:

Ms C was referred to our signposting service by Age Concern. She was calling on behalf of her mum, who is bed-bound and had a couple of loose fillings that required treatment. Ms C wanted information about services who provided domiciliary dental care.

Response:

We provided the contact details for Bromley Healthcare's Community Dental Service. The service supports children, adults and elderly people with special care needs or problems that prevent them getting treatment from a high street dentist.

Supporting residents - Feature Case Study



Our signposting service was contacted by Ms A on behalf of her 94 year old mother who had some months before developed a Urinary Tract Infection and at the same time was experiencing difficulties in cleaning herself after defecating.

She had contacted their GP practice who had referred them for advice on disinfectants, wipes etc. After several months they had heard nothing back and despite asking the practice to chase up the referral still received no contact. After five months and a further enquiry the hygiene issue still remained unresolved.

Her practice had referred Ms A's mother to the Bromley Continence Team, a service provided Bromley Healthcare. During a phone call with them, she was told that due to not answering telephone calls or responding to two letters, they had been removed from their list.

Ms A explained that they had not received any written communications from the service and her mother would not have been able to respond to phone calls due to being profoundly deaf and having vascular dementia. No voicemail messages had been left which is apparently their practice. The Continence Team also claimed that her GP had been sent a letter which was refuted by the practice. Following the phone call, her mother was reinstated on the waiting list, but at the bottom.

Later in the year, Ms A's mother broke her hip. Subsequently this caused her mental capacity to deteriorate dramatically and she became incontinent. The mother spent 3 weeks in a Rehabilitation Unit, during which time they referred her again to the continence team and the daughter chased it up as an emergency twice. Ms A still did not receive any contact.

Following discharge from the rehabilitation ward, Ms A's mother now has a support package including four personal care visits daily but is unable to manage her own personal care.

After visiting the GP and still receiving no response from the Continence Team, Ms A contacted us desperate for any support in contacting the service. We forwarded Ms A's concerns directly to Bromley Healthcare and after only four days Ms A received a very positive visit from the Continence Team.

"I am astonished at how quickly contacting you has helped this issue. Thank you".

(Bromley resident)

Supporting residents - Feature Case Study

During 2017/18 one resident contacted us multiple times through our Feedback Centre frustrated with Bromley Healthcare's podiatry service.

The woman had attended an appointment in February 2017, where she was diagnosed with plantar fasciitis. She was recommended insoles that would help the problem. They did not have any insoles in stock so the doctor offered to post them when they next received them.

Six months later after numerous phone calls and promises, the woman had still not received the insoles. Healthwatch shared her story with Bromley Healthcare giving them the opportunity to respond.



Less than 24 hours later, the insoles had been delivered personally to her doorstep.

The woman told Healthwatch that the organisation had made an official apology and made procedural changes around the front line system to ensure such delays would not occur in the future.





*Making a
difference
together*

Have you
visited
Care Home
Rel
What was it like?

How your experiences are helping influence change

An essential part of influencing decision makers is ensuring that all the views, stories and experiences we capture are heard by those in charge of health and social care services.

Our primary method of doing this is by producing reports and submitting them to the relevant providers and commissioners.

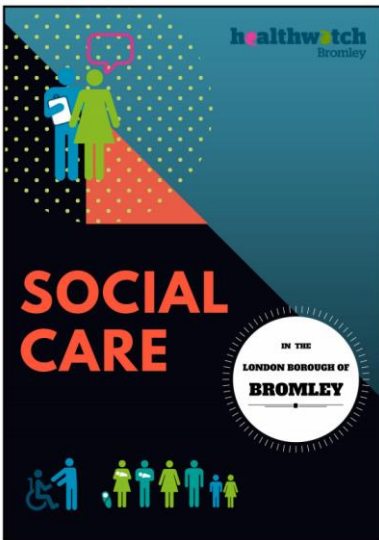
During 2017/2018, we produced **seven** reports.

- **Healthy Eating/ Food for Thought report**
- **Hospital Discharge Report**
- **Elmwood Care Home report**
- **Greenhill Care Home report**
- **Social Care report**
- **Dentistry report**
- **GP Patient Information Audit report**



(A selection of our reports)

Social Care in the London Borough of Bromley



This year we carried out a research project across the London Borough of Bromley considering the social care needs and experiences of the population. The project focused on accessibility

issues, social care assessments, care package provision and quality of care.

We organised two focus groups to engage communities across Bromley. Engagement sessions enabled meaningful interaction with individuals and groups to gather both positive and negative experiences. Our engagement involved detailed conversations and listening.

Key themes that were identified included:

Access

Access to social care services was reported as an issue. This consisted of difficulties in contacting services, being kept on hold for long time on the phone, and not hearing back from services following initial contact.

Assessments

It was felt those in receipt of social care required a more meaningful input into their own assessment. The involvement of family and carers in decisions was also noted as an issue. Participants felt that the assessment process should be done in a respectful way using clear and accessible language. Participants often mentioned the “snapshot” element to assessments, and felt a clearer picture of individual need and capability needed to be established over time.

Coordination and consultation with other services during the assessment process would also be beneficial.

Activities

Being able to engage in a variety of activities in day centres was a key issue. However, there is a need for more variety both in and outside day centres. It was commented that often care workers played an important role in ensuring people had access to these activities and resources.

Consistency

Consistency of care was an important aspect of service satisfaction. All participants valued familiarity of a carer or support worker, as this created a sense of safety and empowerment. As a result, the use of agency staff was a concern for many.

Quality of care at home

Satisfaction levels were often determined by the quality of service provided by paid carers who support people in their homes. The views were mixed with some people reporting to have excellent carers, whereas others questioned the quality of care. Issues highlighted included: a lack of caring attitude, punctuality, disrespectful tone and treatment, and a lack of sensitivity around issues of mental health.

Quantity and quality of support

Recipients often had to wait long periods of time for their care packages to become effective after their assessment. Also in some instances, recipients felt that after their assessment they were provided with less care than required. It was felt that limited provision put heavy strains on unpaid carers and family members.

Our Recommendations

Based on our engagement, we suggested the following recommendations for local social care provision:

1. Individual experience and knowledge to be valued in the development of a care plan to suit individual's needs, as well as meaningful involvement of carers during the assessment process.
2. Clear information and explanation of care options to be made available to people prior to receiving care. Individuals should be consulted on their needs and expectations regarding available support.
3. Further assurance that individuals and carers will receive a hard copy of their care plan would be welcomed.
4. Coordination of health and social care services needs to be improved, especially during the assessment process for determining the level of support needed by an individual.
5. Process and paperwork for securing respite for carers to be streamlined, with more opportunities being made available.
6. Improved access to social care services via telephone, and reduced waiting times would benefit both recipients and their families. Providing a name point of contact would also be beneficial.
7. Additional training for social care staff and care workers to ensure people receive consistent and high quality care.
8. Ensure care workers have enough time to carry out all tasks as per the individual's care plan. Commute times and regular traffic patterns to be incorporated into care worker's rotas to enable staff to be punctual and allow sufficient time to deliver care packages.
9. Improved consistency of care, especially when relying on agency workers, ensuring there are processes in place to arrange good quality cover for any absence.

For the full report please visit our website www.healthwatchbromley.co.uk



GP Patient Audit Information

We conducted a project to assess the consistency and accuracy of GP out-of-hours answerphone messages, website information and complaint procedures across Bromley.

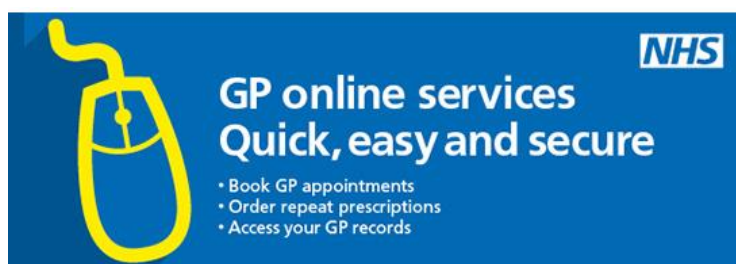
We carried out a comprehensive review of all public facing information provided by the borough's 45 GP practices.

We found that:

- A high number of patients had not used out of hours services as they were unable to navigate the system or unaware of what was available.
- There was a lack of consistency in services and telephone and website information.
- Those who had used out of hours were generally satisfied with the service provided locally.
- 45% of respondents indicated that they had never accessed their GP website for out of hours information.
- GP telephone messages were often recorded with a significant amount of background noise which affected the clarity and audibility of the public facing messages.
- There was good provision for people for whom English is a second language, with the availability of over 140 languages on many GP websites.
- There was limited use of online services for either booking appointments or signposting information in the sampled population.
- Most people were unsure how to make a complaint, whether in person or online via the practice website

We set out to:

- investigate patient experience of using both online and telephone information
- identify how comprehensive and accessible online information is
- identify if complaints procedures are clear and supportive of patients.



Recommendations

We recommended that all GP practices within Bromley should incorporate the following recommendations:

- All information on GP answer machines should be recorded in one message, without patient's having to press buttons for further information.
- Further work is needed to increase awareness of the GP out-of-hours services within Bromley to improve patient experience and patient outcomes.
- We also recommend that Bromley GP practices update their website information regularly to enable patient access to accurate information and the appropriate out-of-hours service.
- GPs practices that have the facilities in place should allow patients full access to view their medical records online.
- GP practices should ensure that sufficient details regarding complaints procedures are made available online and displayed in all reception and waiting areas.
- All information should be made available in additional languages on GP practice websites, as per the Accessible Information Standard.
- NHS symptom checker would be a valuable addition to GP practice website.
- To support self-management, the provision of self-care information on websites is a useful tool to empower people to take greater control of their health.

Your story has the power to
make change happen.
Share your experience of
local care with us
#ItStartsWithYou



Impact

The findings and recommendations from our report were sent to Bromley Clinical Commissioning Group. In order to address the issues raised in our report, they have developed the following action plan.

1. Share this report with the GP membership via the GP e-Bulletin newsletter and GP intranet, and with the Bromley LMC and Bromley GP Alliance for their consideration
2. Continue working with local PPGs, patients and the public on improving access to GP appointments (in and out of hours), encouraging uptake of online services and raising awareness about self-care options, and removing the barriers to these for different patient groups
3. Continue working with Bromley GP practices to promote good patient access and utilisation of online services
4. Scope and commence a new project to improve the standards of GP practice websites, led by an experienced commissioning lead within the CCG primary care team and aiming to complete by April 2018
5. Continue ongoing work with out-of-hours services, NHS 111, Urgent Care Centres, GP access hubs, pharmacies and other care providers within Bromley to ensure patients have good quality information and are directed to the right care setting in an effective and timely manner

Bromley CCG congratulates Healthwatch Bromley on a succinct and well-written report that highlights some of the key challenges and opportunities for improvement with regards to patient access to information.

We look forward to developing this work with Healthwatch Bromley for the benefit of Bromley patients and improved quality and efficiency within the local health system.

Jessica Arnold, Associate Director of Primary Care, NHS Bromley Clinical Commissioning Group

How we've worked with our community

A core value of our organisation is to involve local people in our work.

By helping to raise awareness at local events as well as sharing our intelligence at stakeholder meetings, their dedication enables us to further our reach.

Our volunteers are heavily involved in all aspects of our engagement projects enabling local people to influence our direction.

Access to Services - Dental Services

A project that started in 2016/17 but carried over to this year was our dental services project. Our volunteers supported us by helping to gather views and experiences from **294** residents relating to dental services in the borough, in order to understand the provision of dental services within Bromley and how residents access them.

We extended this project to encourage more dentists to upload their service details onto the NHS Choices websites.

Our key findings were:

- Practices need to ensure that information regarding treatment costs be readily available before the start of dental procedures, with alternatives options clearly explained.

- The need for complaints information to be more visible in reception areas.
- More positive promotional messages are needed to encourage young children to access dentists

Recommendations

- 1) Dentists should update their services on the NHS website as there are a number who have not entered data.
- 2) All dental practices should clearly display a list of NHS charges for patient information or have a leaflet available to hand to patients.
- 3) The complaints procedure should be clearly displayed and available to patients.
- 4) Dentists should make all patients aware that written dental plans are available to them on request.
- 5) Practices should provide training for receptionists on the Accessible Information Standards to improve the patient experience.

Impact

Since we started our dental review we have already seen **nine** practices update their records on NHS Choices. This allows residents to have more information available to them when choosing a dentist.

Helping residents shape local services

We regularly work with local service providers to ensure public and patient involvement is at the heart of their services and business functions.

Bromley Healthcare Patient Reference Group

Since 2016/17, in partnership with Bromley Healthcare CIC we have established a group which consists of local people who help inform the delivery and development of Adult community health services.

We continue to support the recruitment of people, and contribute to the regular meetings.

The Patient Reference Group allows local residents and service users to share their experiences, and offer support and advice on a variety of topics and issues, relevant to local community health services and provision.

OTC Consultation

During the last year, Bromley CCG sought the views of the public on proposed changes to what is available on prescription in Bromley. They were proposing to no longer support the routine prescribing of health supplements and self-care medications for short term minor illnesses and injuries that will get better over time.

Four of our volunteers helped support this project and our evidence was shared with the CCG. The work helped ensure that residents were able to have their say on the prescription consultation.

Quality Accounts

We respond annually to the Quality Accounts of the NHS trusts and providers delivering services across the London Borough of Bromley.

These are:

- Kings College Hospital NHS Foundation Trust,
- Oxleas NHS Foundation Trust,
- Bromley Healthcare CIC,
- St. Christopher's Hospice.

Impact:

Our evidenced based feedback allows us to directly respond to the providers' performance and delivery over the last financial year, and to ensure patient experience and engagement is at the heart of their work. We regularly meet with the NHS Trusts and submit relevant intelligence and insight from our engagement.



What do you think of health and social care services in your area?

We're Healthwatch. We're here to help make care better. We listen to your experiences of services, and share them with those with the power to make change happen.

Join the hundreds of people in your community who share their stories with Healthwatch. No matter how big or small the issue, we want to hear about it. Together we can help make care better for everyone

#ItStartsWithYou

www.healthwatchbromley.co.uk
t: 020 8315 1916
e: admin@healthwatchbromley.co.uk
@HWBromley

it starts with **YOU**

healthwatch
Bromley

Working with other organisations

Communications and Engagement Network Group

We are an established member of the Bromley Engagement and Communications Network which is made up of communications and engagement representatives from health and care organisations within Bromley.

The Network was set up by the London Borough of Bromley and Bromley CCG and is chaired by the Director of Healthwatch Bromley. The group meets every two months to discuss opportunities to work together on shared priorities. Good practice and approaches to effective engagement are shared.

Through the Bromley Engagement and Communications network, we ensure that the patient's voice is shared across various social media and online channels.



(OHSEL STP Bromley event)

Sustainability and Transformation Partnership

We continue to be involved with the development of the Our Healthier South East London (OHSEL) programme.

In 2016/17, OHSEL transformed into the NHS Sustainability and Transformation Partnership (STP) for south east London. Each STP exists to ensure that health and care services are based upon the needs of local populations.

We continue to feed local intelligence directly into the programme.

Last summer, OHSEL organised six public events across south east London which were designed to raise overall awareness of the STP to a wider audience. The events aimed to explain different parts of the programme and allow public feedback to shape local services. We supported the Bromley event by listening, gathering, and supporting people articulate their questions for a panel of experts.

“We would like to thank Healthwatch for their outstanding help in this public engagement. Ahead of the events they promoted the engagement programme through their contacts; at the events they had stands giving information and, importantly, helping people to frame the questions they wished to ask in the Q&A sessions.”

Clive Caseley for Verve Communications Ltd

6SEL



(SEL Healthwatch at the Healthwatch Network Awards)

Our collaborative working with our five-neighbouring south east London Healthwatch colleagues was recognised by being highly commended at the Healthwatch Network Awards 2017.

Our partnership work evaluating the NHS England's winter communications across the six boroughs was shortlisted for the 'Local Healthwatch working together' award.

Through our engagement, we found that Awareness of NHS 111 and the GP Access Hubs is highest amongst people aged over 65.

There also did not appear to be a correlation between awareness of services and the digital campaigns.

We discovered that information provided at GP practices in leaflet, poster and verbal form was the most effective way to communicate with people who used these services rather than digitally.

Local Healthwatch was also found to be popular source of information and a positive means of spreading awareness to the general public.

For the full report, please visit www.healthwatchbromley.co.uk

Care Quality Commission

The relationship between our organisation and the Care Quality Commission (CQC) remains positive.

All of our reports continue to be shared with the CQC to help offer local insight for their work.

We ensured that all of our findings from our Enter and View visits to the PRUH Discharge Lounge and local care homes were fed into the CQC's intelligence.

We promote every consultation and the CQC rating of local services through our primary communication methods which include e-Bulletin, website and social media.

We did not feel it necessary to make any direct recommendations to the CQC in the last year.



Health and Wellbeing Centre Project Boards for Bromley and Orpington

In the last year, we have worked in partnership with Bromley CCG and the local authority to work towards the development of health and wellbeing centres in both central Bromley and Orpington. We represent Bromley residents on project boards to ensure that patients are included in the decisions around service provision and that the needs of the local population are met.

Homeless Health Needs Audit

We have worked in conjunction with public health and housing to support a homeless family health needs audit. The group has looked at the wellbeing, service use and overall experiences of those who are placed in temporary accommodation inside and outside the borough.

Dementia Action Alliance

We continue to support the local Dementia Action Alliance work in the borough through our signposting service and at local dementia events.

All of our staff have received dementia training and we have delivered two Dementia Friend's sessions over the last 12 months.

Bromley CCG

We maintain a strong working relationship with the Bromley Clinical Commissioning Group (CCG) and continue to represent local residents on many of their committees and boards. We meet regularly with the communications and engagement team to ensure our work priorities and outreach efforts are co-ordinated.

We have supported them with various campaigns such as OTC consultation, winter resilience, service pathway development and public engagement initiatives.



(Some of our engagement during 2017/18)

King's College Hospital

“King’s College Hospital NHS Trust provides services for residents across Bromley and at Orpington and Beckenham Beacon through our hospitals and clinics.

During 2017-18 we have forged a much stronger relationship between Healthwatch Bromley and the new senior management team for our south sites, including Princess Royal University Hospital, Bromley.

We have benefited greatly from the new feedback centre through which Healthwatch has provided extremely useful data on patients’ experiences of our services. The pop-up sessions Healthwatch has held at our sites have given greater visibility both to Healthwatch and to King’s commitment to engaging with local people.

Healthwatch Bromley’s enter and view report into the discharge lounge at the PRUH has been shared Trust wide and with nursing and other staff across the PRUH. It has informed work to relocate the discharge lounge and also helped provide evidence to shape a large programme of work on our discharge processes. We have valued Healthwatch Bromley’s contribution to our Trust patient experience committee.”

Lucy Hamer, Patient engagement and experience manager, King’s College Hospital NHS Foundation Trust

Do health and care services know what you really think?



Preventing Social Isolation

Self-Care event

For the last three years we have organised a public event to raise awareness of Self-Care Week. This year, we hosted an isolation prevention event at Community House, Bromley, on Saturday 18th November.



The aims of the event were to:

- To engage with vulnerable people who could potentially be isolated, establish their needs and offer a solution.
- To facilitate an opportunity for voluntary organisations to share information and support each other and their clients.
- Improve local signposting by increasing knowledge of services available

Findings

Organisations and attendees were asked to share reasons for isolation. The top five comments included:

- Lack of confidence
- Lack of funds
- Mobility and access issues
- Lack of transport
- Lack of knowledge “Where is the support?”

We also asked the attendees what would help them to engage and the reasons mentioned above were cited. However, befrienders were mentioned as an important link to combat isolation.

All the attendees said that they were unaware of the level of support, groups and facilities that were available in the borough.

Local impact and outcome

The success of this event included:

- All of the people who came to the event were given advice on where to get relevant support.
- All attendees were given the opportunity to voice their personal requirements and support that they needed to engage.
- The service providers shared information about their organisations and groups which they run. This has led to improved signposting in the borough.
- We were made aware of a number of services that are available “free of charge”. Where applicable, attendees were directed to these services.

Examples of signposting included:

A woman was looking to get herself involved in activities and is now in contact with Bromley Well, the local University of the third age and Contact the Elderly.

A daughter wanted to help her father who needs some motivation to get out of his flat. She was signposted to Bertha James and the Dementia Hub for social interaction and Bromley Library for research.

Our event was praised for helping to raise awareness of the services that are available in the Borough to support residents who are socially isolated. However, through talking with local organisations and attendees it was made very apparent that social isolation continues to be a major issue in Bromley.

Partnership and Representation

We are part of many strategic and operational meetings, groups and networks, and where we provide feedback on experiences of health and social care. Our staff and volunteers represent us on various key partnership groups and meetings in the borough, which enables us to voice the public's views directly to commissioners and service providers.

Partnership Groups and Meetings	
Meeting	Host Organisation
Health and Wellbeing Board	Bromley Council
Care Services PDS Committee	Bromley Council
Health Scrutiny Sub Committee	Bromley Council
Adult Safeguarding Board	Bromley Council
Joint Strategic Needs Assessment - Working Group	Bromley Council
Joint Strategic Needs Assessment - Steering Group	Bromley Council
Homeless Health Needs Audit	Bromley Council
Community Engagement Subgroup	Bromley Council
Clinical Commissioning Group - Governing Body in public	Bromley CCG
Joint meeting with Bromley CCG and LBB	Bromley CCG
Quality Action Subcommittee	Bromley CCG
End of Life Strategy Group	Bromley CCG
Bromley Urgent Care Working Group	Bromley CCG
Bromley Children and Young People Working Group	Bromley CCG
Equality and Diversity Working Group	Bromley CCG
Joint Bromley Healthcare Meeting	Bromley Healthcare CIC
Primary Care Programme Board	Bromley CCG
Primary Care Commissioning Committee	Bromley CCG
Oxleas Older People's Mental Health Service Reconfiguration	Oxleas
Joint Oxleas and Healthwatch BBG meeting	Oxleas
South London Quality Surveillance Group	NHS England
SEL CCG Stakeholder Reference Group	South London CSU
SEL Area Prescribing Committee	NHS in SEL i.e. Acute Trusts & 6 CCGs
OXLEAS CQRG	BBG CCG
OHSEL Equality Group	OHSEL
Bromley Healthcare Patient Experience Group	Bromley Healthcare CIC
Planned Care Reference Group	OHSEL/ SL CSU
South East London Committee in Common	OHSEL/ SL CSU
Bromley Well Programme Board	Bromley Council
Safeguarding Adult Service User Group	Bromley Council

We continue to maintain an active representative on the Bromley Health and Wellbeing Board.

Our Chair is supported in this role through the provision of regular work updates at Board Meetings and discussing issues that have been found through our engagement at Work Plan Committee Meetings. This enables our representative to raise concerns and highlight issues on behalf of local residents.

*Our plans
for next
year*



healthwatch
East

**voice
counts**

Post your comments to us at:
Healthwatch East
Healthwatch House
Chaucery Rd
TVE3 1PD

Call us on our Freephone Helpline:
0800 401 1052

Visit our website:
www.healthwatcheast.co.uk

Email us:
info@healthwatcheast.co.uk

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

What next?

Change in service provider for Healthwatch Bromley

We would like to inform you that from the 1st April 2018 onwards, Community Waves will no longer hold the contract for Healthwatch services in Bromley.

Healthwatch in Bromley will be delivered by a new provider, Your Voice in Health and Social Care (YVHSC). Based in Hounslow, West London they are a registered charity who are extremely familiar with local Healthwatch, as they currently deliver Healthwatch in the London Boroughs of Ealing, Hounslow and Waltham Forest. YVHSC has a wealth of experience in patient engagement and involvement, social research and in depth work across the health and social care sector.

We would like to take this opportunity, to thank every Bromley resident who has shared their experiences of health and social care services over the last five years. It has been a pleasure representing you and making your voice count, which has influenced commissioning activity, and made positive changes to local services in Bromley.

Healthwatch Bromley will continue to be a visible and active service in the borough. To contact Healthwatch Bromley after the 1st April 2018, please call **0203 886 0752** or email: info@healthwatchbromley.co.uk

The digital feedback centre and the Healthwatch website will remain the same and we would like to encourage you to continue to share your experiences and feedback online.

To do so please visit www.healthwatchbromley.co.uk





Our people

Decision Making

Community Waves Trustee Board

Community Waves Ltd has held the Healthwatch contract for the London Borough of Bromley since April 2013.

Community Waves specialises in effective engagement and involvement that impacts on community wellbeing and development.

Our Trustee Board has been responsible for making sure that we have met our statutory obligations and set strategic objectives during 2017-18.

Trustees, who are all volunteers, abide by a clear set of policies and procedures including guidelines on conflicts, interest, equality and diversity and a code of conduct.



(Our Trustees and Chief Executive discussing our next steps as an organisation)

Our Trustees

Linda Gabriel (Chair), Leslie Marks (Vice-Chair), Dr Magna Aidoo, Nigel Bowness, Dr Brian Fisher (Left April 2017), Geraldine Richards, Bev Tanner (Treasurer), Margaret Whittington

Healthwatch Bromley Work Plan Committee

The committee plays an important role in overseeing Healthwatch Bromley's strategic direction, monitoring, and advising the progress of Healthwatch Bromley against its work plan.

We have a diverse range of members, who embody a variety of different backgrounds and experiences, reflecting the different communities in the London Borough of Bromley.



This year our committee has grown, welcoming members with expertise in community care, nursing and mental health provision.

The committee, formed of members and trustees, uses their expertise to inform and influence the projects and work we do at a grassroots level.

The Work Plan Committee met 4 times during this year, with all minutes being published on our website.

“This year the committee has covered a wide range of topics, ranging from social care provision, hospital discharge, and healthy eating, to the development of key health pathways.

The committee has welcomed various guest speakers to our meetings, including Graham Taylor, the Director of the Transfer of Care Bureau at the Princess Royal University Hospital, and Lynn Sellwood, Chair of the Bromley Adult Safeguarding Board. The committee continues to work closely with local organisations and providers to ensure local residents receive the best health and social care services possible.”

Leslie Marks, Chair of Bromley Work Plan Committee

We would like to thank the Work Plan Committee Members who have given many hours to help us achieve our goals. We wish them all the best in the future in helping to support the direction of Healthwatch in the London Borough of Bromley.

Work Plan Committee Members

Leslie Marks (Chair), Margaret Cunningham, Linda Gabriel, Bev Tanner, Pat Wade, Barbara Wall, Frances Westerman, Susan White, Margaret Whittington

Volunteers

We would not be able to hear as many views on health and social care services without the help of our amazing team of volunteers.

31 Bromley residents have supported us in 2017/2018.

Our volunteers have contributed over **1,000** hours during the last year, which is the same as **142** working days.

Providing help in so many different ways, our volunteers bring valuable skills and knowledge from a variety of backgrounds, that we can draw upon to make a real difference.

We value their incredible contribution and strive to support them by giving something back.

A key focus of ours was to develop an in-depth training programme for volunteers. We ran **14** individual sessions throughout the year which provided an opportunity to develop new skills or build on existing experience and knowledge.

We offered the following training:

- Enter and View training
- Engagement Hub training
- Vision impairment training
- Deaf awareness training
- Public Speaking
- Aiming to succeed (time management introduction)
- Dementia Friend's training
- Planning and how to make an impact through your work

Our volunteers have either led or supported us on a number of projects, have provided high level representation, visited services and reached out to communities and neighbours to share our message.

We understand that some of our volunteers join us to help improve their employment prospects. That is why we are happy to announce that **seven** of our volunteers have either secured employment or gone back to further education.

Recognition



The hard work and dedication of our volunteers was recognised at the Bromley Volunteer Awards 2017.

Two of our volunteers, Barbara Wall and Shaana Stewart won awards for 'Outstanding Commitment' in acknowledgement of their exceptional service and contribution as volunteers.

The awards ceremony also saw our Volunteer and Involvement Officer, Peter Todd, talk about the importance of volunteer management. Whilst our volunteers Arlette Meli and Simba Phiri shared their different experiences of volunteering with the audience.

We would like to take this opportunity to thank all of our volunteers over the last five years who have give their time to support our cause. Our achievements would have not been possible without you!

For more information on volunteering with Healthwatch Bromley, please visit www.healthwatchbromley.co.uk

Meeting our volunteers



Name: Sue Fielder

Volunteer Role at HW: Authorised Enter and View Representative

What does your role involve?

Talking to people about their experiences of health and social care services. Understanding the standards of care in care homes, hospitals, GP surgeries etc. Spreading the word about Healthwatch and how it can be helpful.

Why did you choose to volunteer with HW?

I chose to volunteer after my retirement from the NHS as a nurse. I thought it might be useful and interesting, also I could use my local knowledge of various services to provide insight.

What has been your favourite moment at HWB?

My best moment was when I was listening to people's experiences of the phlebotomy clinic at the Princess Royal University Hospital. I asked them to fill out a survey whilst they were waiting for an appointment, they thought it was a great way of passing the time, and it led to quite a jokey afternoon, with loads of questions answered and some laughter!

What has been your best personal achievement while volunteering?

Talking to patients about HWB at a GP surgery where no one had heard about us. It always helps to have a captive audience! I enjoy listening to people with both problems and praise for the NHS and being able to help them in a small way, and to point them in the right direction where necessary.



Name: Lauren Downie

Volunteer Role at HW: Social Research and Administration Volunteer

My experience:

Volunteering with Healthwatch Bromley has been an enlightening experience and it is good to know that there is an independent organisation monitoring the delivery of health care services in the borough.

Attending patient hubs and asking people about their experiences has been interesting and I have also enjoyed working in the office with the team as everyone is so positive and enthusiastic about their work.

If I can contribute towards improving patient experience and care then I feel I am doing something worthwhile.



Name: Jen Wellard

Role: Social Research and Administration Volunteer

My experience:

I have been volunteering with Healthwatch for just over a year. Over the past months I have participated in hub engagement in and around Bromley and recently participated in the dentistry access project.

It has been fascinating for me to see the other side of the NHS. We have all read in the papers about the things that go wrong, but I have also learnt that lots of things go right.

During my time with Healthwatch I have met some very interesting people amongst the volunteers and my visits to the office have been a real pleasure as the atmosphere is of relaxed professionalism



Name: Mary Gifford

Volunteer Role at HW: Social research volunteer

What does your role involve?

My role is to tell people about Healthwatch and how they can influence the provision of local health and social care services. I gather their feedback and stories and this information is used to identify areas that are successful and those that can be improved.

Why did you choose to volunteer with HWB?

I had retired from a very interesting and rewarding job and was looking for a volunteering opportunity which would enable me to continue to meet people from different backgrounds and to make use of the skills I had acquired during my career.

Health and social care is of the utmost importance to all of us, at every stage of our lives. Local people know about local services. They should have a voice and should be able to influence how those services are developed. I was pleased to be able to join an organisation which gives them that voice.

What has been your favourite moment at HWB?

A favourite moment for me was talking about Healthwatch to a room full of young mothers with babies on their laps, patiently waiting for the weighing clinic to begin. Listening to them later I realised that they had all had different experiences of local maternity care. It was heart-warming to hear all the positive stories but for some people things did not work out as they had expected. They did not want to complain but were pleased to have the opportunity to tell me about their experience and to know that this information was going to be used and could be of benefit to other women in the future.

Do you have an idea that could help improve health and social care for you or a loved one?

#SpeakUp

healthwatch
Bromley



Name: Simbarashe Phiri

Volunteer Role at HW: Media and Communications Support

What does your role involve?

Supporting the media and profile function within Healthwatch to promote the brand, as well as support creative projects to showcase our work.

Why did you choose to volunteer with HW?

Having viewed the role description it was ideal for me. The role allows me to learn and develop my skills in design and communication.

What has been your favourite moment at HWB?

My favourite moment was able to see the video I created be shown at the Healthwatch Annual Showcase in April 2017. With it being the first time I have ever done something like this it was extremely uplifting to hear such positive comments about the video.

What has been your best personal achievement while volunteers?

Speaking at the Bromley Volunteer awards was a big step for me. I have never previously done any public speaking so it was a big deal to talk about my experiences of volunteering in front of a room of over 100 people.





Our finances

www.healthwatch

Healthwatch

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	85,000
Additional income	
Total income	85,000
Expenditure	
Operational costs	12,999
Staffing costs	64,103
Office costs	7,898
Total expenditure	85,000
Balance brought forward	0



(Healthwatch Bromley staff and volunteers)

What they said

Bromley Clinical Commissioning Group

On behalf of our Governing Body and Executive Team, I would like to thank you and all the Healthwatch staff for the work you have done over the last few years to improve the health of the people of Bromley.



You personally have made a valuable contribution to Bromley CCG's Governing Body and other committees and I know your staff have worked closely on many projects with colleagues here. Please do extend my thanks in particular to Folake and Stephanie who have worked so closely with us and made such an impact on Bromley services.

Bromley Council

Bromley Council would like to take this opportunity to thank all of Community Waves' staff and volunteers for their hard work and achievements over the past three years of service. Community Waves is widely recognised as an organisation with a strong working ethos that has had a positive impact in the borough through its delivery of Healthwatch Bromley.

We appreciate the work you have carried out in the local community. This has provided Bromley residents with a voice in their health and social care services. Community Waves has helped drive change and has influenced and informed commissioning activity in Bromley. The strong Healthwatch Bromley brand will continue to be an attribute to the service going forward.

We wish your members of staff and volunteers every success in the future and again thank you for the service you have delivered. We would also like to thank you in advance for your assistance in the transition to the new provider.





Contact us

Tell us your experiences of health and social care

We want to hear from as many of you as possible about your experiences of health and social care services in Bromley.

The more we hear from you the more effective we can be in representing you and helping to improve services.

You can contact us by:

- Sharing your experiences in the Feedback Centre on our website:
www.healthwatchbromley.co.uk
- Email: info@healthwatchbromley.co.uk
- Telephone: **020 3886 0752**
- Write to us:

Healthwatch Bromley,
Community House,
South Street,
Bromley,
Kent, BR1 1RH

Sign up to our mailing list

If you want to keep up with the work of Healthwatch Bromley, then contact us and tell us that you want to join our mailing list.

Alternatively, you can sign up by visiting www.healthwatchbromley.co.uk and entering your email address at the bottom of the homepage in the 'subscribe to our mailing list' box.

We will send you our bi-weekly e-bulletin and you will also hear about our latest reports and opportunities to get involved.

Healthwatch Bromley Volunteers

Volunteers are central to the work of Healthwatch Bromley. We already have a fantastic team of volunteers who help to capture views and experiences of health and social care and who represent patients and service users in meetings across the county.

Please get in touch if you are interested in finding out more about volunteering for Healthwatch Bromley.

Events

We take part in a large number of events across Bromley. When you see us, please come up and say hello and tell us about your experiences of health and social care.

If you are organising an event and would like us to be involved, then we would love to hear from you.

Please see here for our events:

www.healthwatchbromley.co.uk/events

Online

You can also keep in touch with our work and download our latest reports and newsletters at:

www.healthwatchbromley.co.uk

Also, keep in touch through social media at:



Healthwatch.Bromley



@HWBromle

We will be making this annual report publicly available on 30th June 2018 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Bromley Clinical Commissioning Group, Bromley Care Services Policy Development and Scrutiny Committee, Bromley Health Scrutiny Sub-Committee and Bromley Council.

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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