



**Healthwatch Bromley**  
Annual Report 2016/17



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# Message from our Chair



## Welcome to the Healthwatch Bromley 2016/2017 Annual Report.

This report provides an overview of our work this year.

There have been important achievements and demonstrable impact across all areas of health and social care throughout the year. We continue to be a strong and effective Healthwatch, building on all our work, connections and experience developed in our years of providing Healthwatch services in Bromley. We have continued to be a vital part of the health and social care landscape, working independently to fulfil our statutory responsibilities.

Throughout the year we continued to focus on the priorities identified by the public and on meeting regularly with communities. We also increased the range of ways in which we could hear from people, for example through our Engagement Hubs. Our Trustees, staff and volunteers regularly attend commissioning and provider organisation steering and project groups to improve care.

This was our second year of delivering Healthwatch Bromley as an autonomous organisation. We were also successful in our bid to continue delivering Healthwatch Lewisham.

In looking to the future, the Trustees agreed to change the name of the Charitable

Company to Community Waves. We feel that this will allow us to build a sustainable organisation with a strong focus on engaging and involving communities, always remaining committed to our Healthwatch responsibilities and values.

The year ahead will see new challenges to health and care for Bromley residents with increased pressures on Council and NHS finances. Healthwatch Bromley is not immune to this but will continue to champion the involvement of people in service change.

Our staff team have yet again delivered an exceptional service to and on behalf of the public and I would like to thank them for this. My thanks also go to our volunteers who give up their time freely and without whom we could not deliver our extensive work plan. I would also like to thank my fellow Trustees for their commitment and leadership over the year.

Finally, I would like to thank all service users, members of the public and carers who have spoken to us, completed surveys or taken part in focus groups this year. These contributions are vital to the success of our work in raising the issues which matter most to people.

Linda Gabriel,  
Chair

# Message from our Director

This has been a very good year for Healthwatch Bromley and our report highlights the very real impact on local health and care services as a result of our activity in 2016-2017...

We reached more people than ever this year, an increase of 25% and listened to their experiences of how services are meeting or failing to meet their needs. These insights have been shared with commissioners and providers regularly to influence service specifications and delivery.

Our active volunteer base continues to grow and this year our 24 wonderful volunteers, spread the word about Healthwatch Bromley, carried out PLACE inspections and Enter and View visits to care homes across the borough and to the discharge lounge of the Princess Royal Hospital.

Our recommendations have been acted upon and has led to an increase in the activities available to residents at Sundridge Court Care Home and Burrows House Care Home and improvements to staff training at Foxbridge House Care Home and Sundridge Court Care Home.



To ensure that Bromley residents have a voice in regional developments, we remain involved with the Sustainability and Transformation Partnership for South East London, we delivered training on patient insight to GPs in partnership with the General Medical Council and did the same for Pharmacy Technicians with the Centre for Pharmacy Postgraduate Education.

My colleagues and I continue to work hard, juggling a busy schedule of engagement, partnership work, representation and reporting to ensure maximum impact for the experiences people share with us.

I would like to thank our Board, our volunteers, our stakeholders and local people for working with us.

**Folake Segun,**  
**Director**



# Highlights from our year

*We've spoken to 2,867 local residents face to face*



*Our volunteers have contributed over 1,150 hours this year which equates to 165 working days*



*We've worked with 35 local services in our role as patient champion*



*Our reports have tackled issues ranging from health inequalities to sexting amongst young people*



*This year we've reached 1,668 people on Twitter*



*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.

## **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**

Healthwatch Bromley 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

## **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

During 2016-2017 our priorities, as determined by Bromley residents, were:

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

These categories were identified based on local residents and service users' opinions and conversations held with service providers.

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

Similarly, a few projects have begun this year but will not be concluded until next year.

These issues are further explored throughout this annual report.



*Our Healthwatch Team (from left to right): Fay Russell-Clark; Alexandra Dust; Mathew Shaw; Folake Segun; Marzena Zoladz; Stephanie Wood; Peter Todd*

We can  
help you...

*Your views on  
health and care*





## Listening to local people's views

### General Engagement

Healthwatch Bromley uses 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 2016 and 31 March 2017 we engaged with 2867 residents and heard the views and experiences of 1331 users of health and social care services in the borough.

Healthwatch spoke to 25% more people this year than in the previous year.

We gather experiences in a variety of ways including emails, local events, meetings, via post, telephone, our website, outreach and national services. The two main sources of comments we receive are from our direct engagement with the public and through the Patient Opinion website.

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 patient stories we capture as part of our public engagement is heard by those in charge of health and social care services.



(Chislehurst Rocks 2016)

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

We found that Bromley residents were more positive than negative when sharing their patient stories. Service users tended to be happy with the overall quality of treatment/care/service they received.

However, they were frustrated at being unable to access local health services when they wanted, whilst others felt there was a lack of communication between different services.

A summary of our findings can be found in this report.

We built and maintained relationships with 35 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 with the number of e-Bulletin subscribers increasing by 20.48% during the last 12 months. Furthermore, our e-bulletins and news flashes were viewed a combined total of 7,465 times.

Our reach through social media platforms has extended with 1,688 people following us on Twitter. This represents an increase of just over 26%.

Healthwatch Bromley's website was visited 4,957 times over the past year and accessed by 3500 people.

All of these figures show that the reach of our organisation continues to expand, with our message being heard by more people than ever.



## Our Engagement Hubs

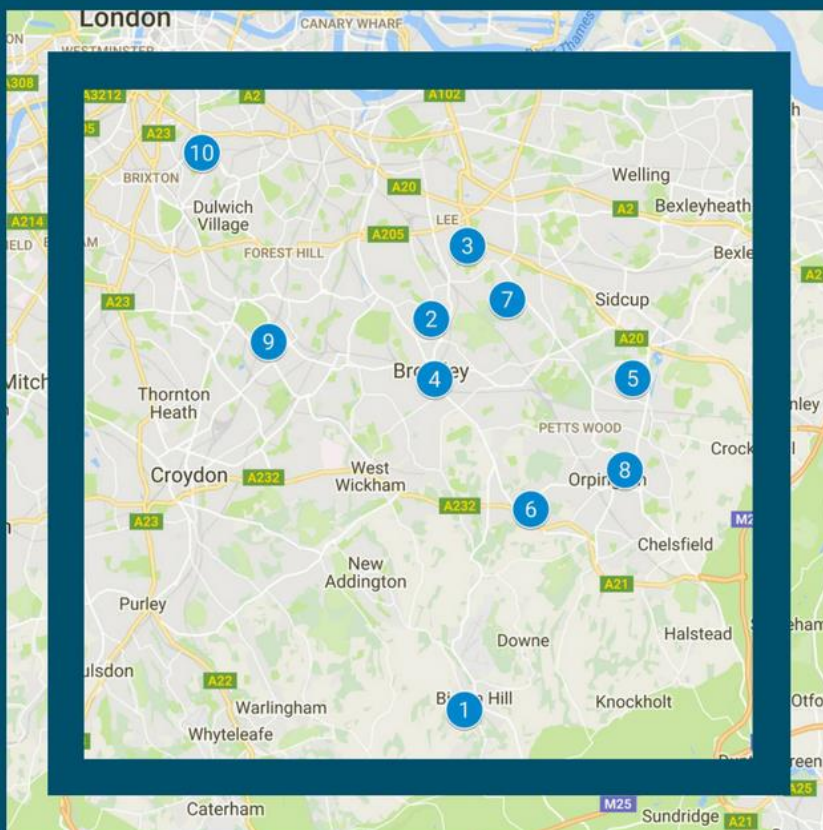
In September 2016, we set up a number of Engagement Hubs where we provide signposting, cascade information and listen to people's stories.

Hubs are attended on rotation and are advertised at the venues, through our bulletin and by our voluntary sector partners. These local key hotspots have varied from churches to Children and Family Centres.

At present, we have 10 Hubs across the borough where we have heard the views of over 400 residents.

## Engagement Hubs |

**healthwatch**  
Bromley



1. Biggin Hill Children & Family Centre
2. Burnt Ash Children & Family Centre
3. Castlecombe Children & Family Centre
4. Central Library, Bromley
5. Cotmandene Children & Family Centre
6. Princess Royal University Hospital
7. St. Edwards Church Hall
8. The Walnuts Shopping Centre, Orpington
9. Community Vision Children & Family Centre
10. King's College University Hospital

## Feedback Centre

We are always looking for ways that we can hear from more people.

To do this we have developed an online Feedback Centre which is accessed through our website and will help residents share their experience of health and social care services. It will be launched on the 1<sup>st</sup> April 2017.

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.

All you need to do is visit our website [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)

Healthwatch Bromley believes that by helping people to easily express their views, we can improve health and social care. We will also continue to use our regular engagement methods of capturing patient stories, such as telephone, paper-based questionnaire and public events.

Analysis of all the data will help us to better understand what the public feel about local services and represent their views in our role as patient champion - helping to make the services shaped the way they want.

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](http://www.healthwatchbromley.co.uk)

The screenshot displays the Healthwatch Bromley website interface. At the top, the logo 'healthwatch Bromley' is on the left, and 'Your spotlight on local services Call Us 020 8315 1916' is on the right. A navigation bar includes links for Home, About Us, What we do, News, Local Information, Volunteer, Contact us, and a 'Share your experiences' button. Below this is a search bar with the text 'Find your service by name or location' and a search icon. The main content area is titled 'Review a service' and features a 'Sort by' dropdown menu set to 'Last Reviewed'. Three service cards are listed: 'Bromley Dental Studio' (5 stars, 2 reviews), 'Princess Royal University Hospital' (5 stars, 6 reviews), and 'Cator Medical Centre' (5 stars, 2 reviews). On the right side, there is a 'Browse' menu with 'View All' and a list of service categories: Hospital, GP, Dentist, Social Care, Urgent Care, Emergency Services, Community Health, and Other.

## Targeted Engagement

In order to get a broad and diverse range of views throughout the year we engaged with a range of people including seldom heard groups.

### Children and Young People

The experiences of children and young people in relation to health and care services continues to be a key priority for us.

From previous engagement carried out with young people, we identified a gap in the knowledge around young people's views regarding healthy relationships and of their experiences of sexual health clinics.

Young people in Bromley, between the ages of 15 and 24 years, continue to have the highest rates of new STIs in the borough.

In addition, although teenage conception rates are falling, repeat abortions are higher than the London and England average for under 25 year olds.

### (Bromley JSNA 2016)

395 young people took part in the workshops and we explored their attitudes and experiences toward sexual health and healthy relationships, the laws around sexual activity and healthy teenage relationships. We were also able to raise awareness and signpost to the services that are available.

For this work - "Let's Talk About Sex" we ran interactive workshops with young people in schools, collected opinions from users of sexual health clinics and shared an online survey.

Many young people told us that they are not aware of the laws around sexting and pornography, the potential consequences, and what services are available to them locally.

However, young people who did access sexual health clinics found their experiences to be extremely positive; waiting rooms were considered clean and welcoming which helped them to feel comfortable.

Staff attitudes were considered excellent with nurses being described as "informative", "friendly", "trustworthy" and "helpful." Young people felt respected by staff who offered clear explanations and guidance.

A recent article published by the BBC reported that Plan International UK claims 75% of people think the impact of porn should be a compulsory part of the curriculum.

Our findings support this and not necessarily just for the older age groups. It is important to educate young people about the repercussions of sexting, pornography and healthy relationships before they reach the age where they are likely to be sexually active.

Young people also recognise the need for specialised under 25's sexual health services in the borough.

"The report gives us a good insight into what we need to continue to offer as part of our tutorial programme".

### (Harris Academy Beckenham)

Our report on this work can be found on our website:

<http://www.healthwatchbromley.co.uk>



CYP Officer Fay holding an assembly at Harris Academy Beckenham

## Health Inequalities

In line with our priorities, Healthwatch's routine engagement often includes feedback around patient registration and access to health and social care.

This year, we worked in partnership with Public Health to carry out a local Homeless Health Needs Audit. This included a visit to the Living Well Project in Penge, an initiative that supports the growing number of people in Penge seeking support and help. The project offers a food bank, drop in lunches and a community garden, amongst other services.

Struck by the huge numbers in attendance and the feedback received from vulnerable residents we decided to carry out further qualitative research, together with Healthwatch Lewisham, focusing on the health needs of those who are at risk economically or identify as vulnerable, as well as any particular challenges they may face in accessing health and social care services.

We visited food banks across both boroughs and people were informally interviewed about their experiences of accessing health and social care services. Those in attendance also shared the circumstances which has caused them to access these community services. The community providers of food banks were also engaged, regarding information around numbers and their front-line experiences.

The 'Banking on a Meal' report highlighted the areas of success in the current community and clinical services offered and identified areas for improvement in service access for those who are most vulnerable.

We found out that:

- Those suffering from financial hardship are more likely to suffer from lower standards of physical health and mental wellbeing.
- Zero hour contracts and unsecure employment often leaves people without sufficient resources to support themselves and their families, and thus become dependent on local support, such as food banks.
- Lack of communication between services means people are susceptible to falling through the gaps. This was most evident with benefit processing and a delay in payments, often for reasons unknown to the claimant.
- GP registration and access to primary care was severely restricted by a lack of permanent address, despite legislation stating that it is not a necessary requirement.

The impact of 'Banking on a Meal' is explored later in this annual report.

The full report can be found at [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)

## Vulnerable Adults

Healthwatch Bromley worked in partnership with Bromley CCG around the pre-consultation work for planned orthopaedic care across south east London. The engagement had a particular focus on those who are most vulnerable in the community, including older people, people with dementia and people with physical difficulties.

## What we've learnt from visiting services

### Enter and View

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

During 2016/17, five Enter and View visits were carried out, four were to care homes in the borough.

These were:

- Ashglade Care Home
- Burrows House Care Home
- Foxbridge House Care Home
- Sundridge Court Care Home

We first visited these homes in 2015 and revisited them to understand if there had been any changes/improvements in service delivery or provision since then.

Following each visit, we offered suggestions and recommendations to help improve the experience of residents.

### Impact:

As a result of our reports, three of the four care homes are sending further communications to the residents regarding their rights to influence and change the support that they receive, with the goal of improving their quality of daily living.

Sundridge Court Care Home and Foxbridge House Care Home are increasing and improving their staff training programme.

Burrows House Care Home has organised community transport allowing residents to have more opportunities to leave the care home for summer trips.

Sundridge Court Care Home and Burrows House Care Home are looking to increase the level and variety of activities provided within the care home by increasing volunteer support.

The reports can be found on our website [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)



## Mental Health Enter and View

We conducted an Enter and View visit at Green Parks House, Oxleas NHS Foundation Trust as part of a tri-borough programme with Healthwatch Bexley and Healthwatch Greenwich.

Green Parks House is an acute psychiatric unit that provides in-patient mental health assessment and treatment for residents of Bromley.

We identified that some patients were not able to spend as much time with staff as they felt was necessary and shared this finding with Oxleas NHS Foundation Trust.

### Impact:

The Trust has reviewed staffing levels on their acute wards, and from July 2016 increased nursing staff levels on days including weekends from four staff to five staff per shift. This change will allow a better staff to patient ratio.

“The recommendations made in the report offer helpful areas for the Trust to consider and it is reassuring to hear directly from patients and front-line staff”.









*(Naidoo Armoordon, Clinical Unit Manager, Green Parks House)*

Our report can be read or downloaded on our website

[www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)

Every Enter and View report is shared with relevant providers and commissioners in the London Borough of Bromley.

Our Enter and View Authorised Representatives this year were:


-  Beryl Bloomfield
-  Sue Fielder
-  Gerda Loosemore- Reppen
-  Leslie Marks
-  Barry Simner
-  Sian Stickings
-  Barbara Wall
-  Anne Taylor
-  Susan White
-  Manijeh Wishart

“I have particularly enjoyed talking to people and finding out how they feel about the services they receive, from clinics to Doctor’s surgeries and residential homes.

I am pleased to say many were very positive. I also enjoyed observing how a large hospital runs and having a voice when it comes to concerns.”

*(Beryl Bloomfield, Enter and View Authorised Representative)*





*Helping  
you find the  
answers*

## How we have helped the community access the care they need

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

We respond quickly, efficiently and effectively to any signposting queries we receive. 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

The setting up of publicised Engagement Hubs during the year has enabled Healthwatch Bromley to provide more face to face signposting support.

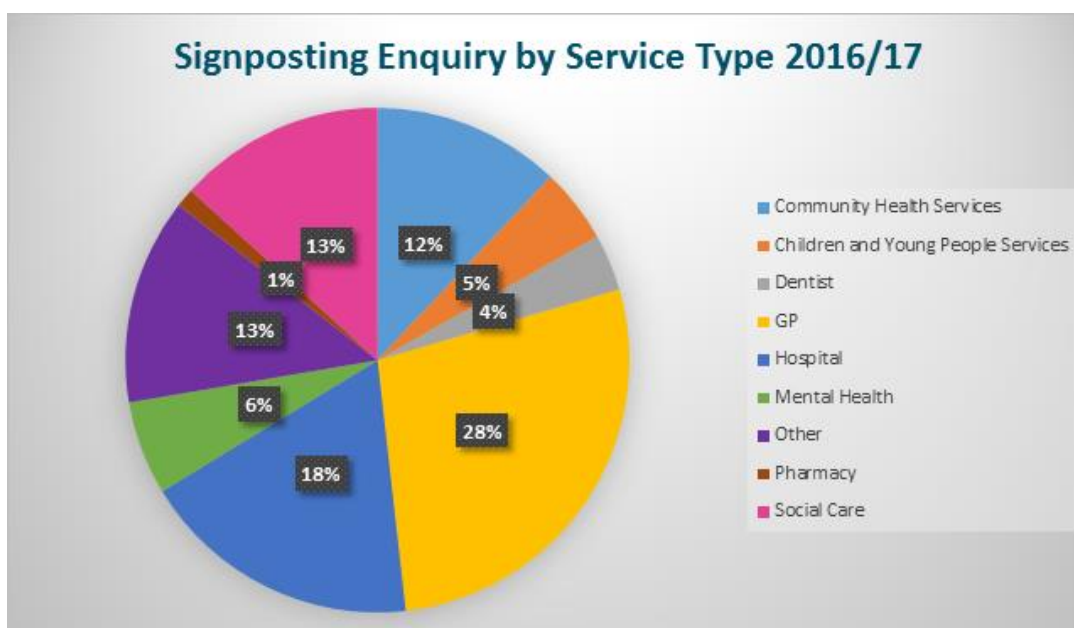
120 people contacted the Healthwatch Bromley signposting service during April 2016 to March 2017.

These enquiries covered a range of different health and social care issues; from GP registration requests to support options for people with dementia.

The highest number of signposting enquiries received related to GP services.

We saw a rise of 6% in the number of queries involving hospital services in the borough. This is a result of more users contacting our signposting service wanting to understand how to make a complaint against local hospitals.

All information gathered is used to identify trends either in service areas 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 signposting enquiries during 2016/2017

### Enquiry:

Mr A contacted us because he wasn't happy with his current GP Practice and wanted to change to The Family Surgery, Orpington. When he tried to register, he was told that he couldn't because he was already registered with another practice in the borough.

### Response:

Healthwatch Bromley phoned The Family Surgery practice and were informed that the only reason a patient couldn't register with their practice is if they didn't come under their catchment area. The practice confirmed that it accepts patients who are already registered with another practice in the borough. This information was passed on to Mr A, who was then able to register with the practice.

### Enquiry:

Ms B rang up on behalf of her daughter who is no longer of school age but had the 1st HPV vaccination at her GP surgery. She is now due to have the second injection, but her appointment has been cancelled as there is a shortage of the vaccination. Mother is concerned as she has received no time frame for when the injection will be administered - if it will be at all, as she feels the surgery are "fobbing her off."

### Response:

We called the surgery on behalf of the patient to confirm that the HPV vaccination is currently out of stock and then reassured the caller that the surgery would be in touch as soon as they could provide a time frame for vaccinations.

**Enquiry:**

Mr C contacted us to find out where he could receive an NHS Health Check for 40-74 year olds in the borough.

**Response:**

We explained that the gentleman should be able to book a health check at his local practice.

Mr C replied that he had already asked his GP who informed him that the surgery did not offer this service.

Healthwatch provided Mr C with contact details for Bromley CCG who commission this locally.

**Enquiry:**

Ms D contacted us to find out how to complain about a problem which she feels is the result of receiving the wrong treatment for Ocular Hypertension (high eye pressure). She explained that the doctor had diagnosed glaucoma and provided her with drops. However, this didn't help with the problem. So, after a couple of months she went back to her GP and the doctor applied a yellow substance in her eye, shortly after she started to experience regular headaches and intermittent eye pain. She believes that the substance applied to her eye has damaged her sight as she can no longer see colours in the same way and has trouble focusing her eyes.

**Response:**

We explained to Ms D that the first step is to try and achieve a local resolution. This would involve raising her concerns in writing or verbally to the practice manager. We provided links to the NHS Complaints guide and the contact details for VoiceAbility if she needed advocacy support.

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*“The fact that you give an opportunity for people to express their views is excellent practice. Bless you. Keep it up!”*

**Signposting Caller**

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*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 2016/2017, we produced nine reports.

- Let's Talk About Sex
- Ashglade Care Home report
- Burrows House Care Home report
- Foxbridge House Care Home report
- Sundridge Court Care Home report
- Self Care Matters 2016 report
- Green Parks House Enter and View
- Extra Care Units report
- Banking on a Meal



## Access to Services: Health Inequalities - Banking on a Meal

We carried out a project focusing on the health needs of those who are at risk economically or identify as vulnerable, as well as any particular challenges they may face in accessing health and social care services.

The report highlighted the areas of success in the current services offered and identified areas for improvement in service access for those who are most vulnerable.

Banking on a Meal was a high quality, evidence based report with key local recommendations, and advocated the importance of local work on prevention and early intervention.

The comparative nature of the report also offered the opportunity for the sharing of best practice between local authorities and health providers, and encouraged a more joined up method of working.

The report was presented to Bromley Health and Wellbeing Board, and informed thinking at Bromley Clinical Commissioning Group around registration guidance for those without a permanent address, as well as training and support for clinical staff in dealing with patients with complex or additional needs.

**Impact:** Bromley CCG communicated to all Bromley GP practices about their obligations to register homeless patients, how they would do this and what support is available in managing complex patients.

This work and the report has also been used to inform wider regional thinking, such as the Our Healthier South East London programme, and has inspired similar initiatives in other local Healthwatch.

# BANKING ON A MEAL

Healthwatch's Community Engagement Officer visited 5 food banks across the boroughs of Bromley and Lewisham - they found that:

- Zero hour contracts and insecure employment often leaves people without sufficient resources to support themselves and their families, and thus become dependent on local support, such as food banks.
- Lack of communication between services means people are susceptible to falling through the gaps. This was most evident with benefit processing and a delay in payments, often for reasons unknown to the claimant.

*It is evident in this case that poor communication between social care and health services, resulted in a local resident being left isolated and without support at his time of need. If local services are allowed to continue to operate disjointedly and in silo, it is likely that there will be an increased chance of growing health inequalities.*

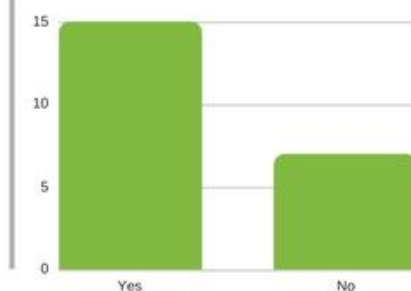
- **57%** of those spoken to had suffered some form of sexual, physical or domestic violence prior to becoming homeless.
- **16** people had slept rough.
- **15** participants had not used the homeless healthcare services.

## Homeless Health

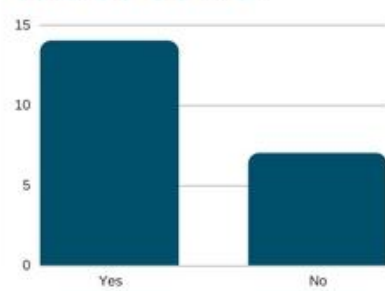
### VISITED A GP



### VISITED A&E



### ADMITTED TO HOSPITAL



Of those surveyed, only **39%** had been able to access a GP service.

**Over half** had been admitted to hospital in the last 12 months.

**61%** had visited A&E recently.

## HEALTH INEQUALITIES IN BROMLEY AND LEWISHAM

"Housing is a fundamental need for good health and wellbeing, and inequalities in a range of health issues can be tracked back to the quality of housing" - The Joint Strategic Needs Assessment for Bromley (2015)

## Children and Young People's Engagement - Community Health Services

Bromley CCG has undertaken a procurement exercise for Adult and Children's Community Health Services:

We spoke to **263** young people, their families and carers from a range of communities about the services currently in existence to find out; what worked well, what needed to improve and how they accessed the services.

### Impact:

Bromley CCG reported that Healthwatch Bromley's engagement offered additional insight to inform the procurement for children's community services and that the data "offered a broad range of data broken down across four of the protected characteristics; 'age' 'sex' 'race' and 'gender reassignment' (September 2016).

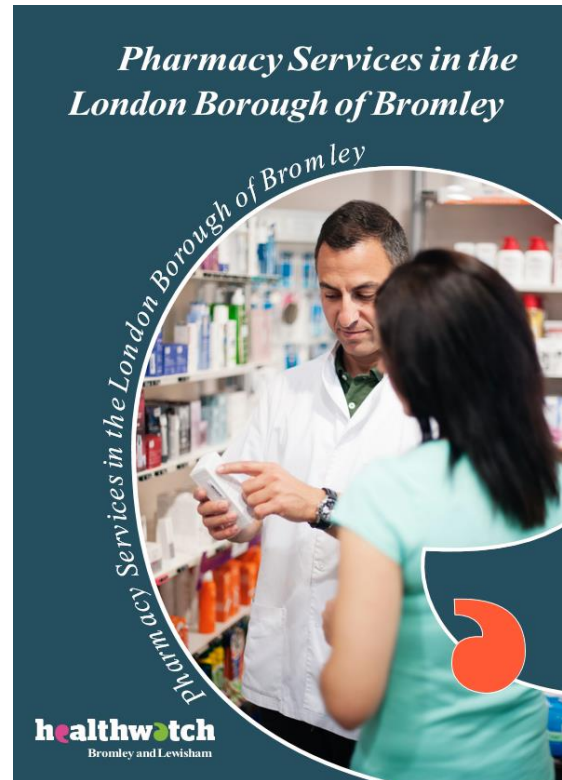


*CYP Officer Fay with a local youth club*

The nature of Healthwatch involvement with providers and commissioners can mean that the impact of our work is not always immediately evident. Below is an example of an earlier piece of work where the impact is just becoming evident.

## Access to Pharmacy Services

During 2015-16 we spoke to residents about access to pharmacy services in the London Borough of Bromley.



### Impact:

The findings of which were fed into the development of the National Pharmaceutical Standards, with an emphasis on the importance of religion, personal values and beliefs in patient/clinician interaction.

In addition, the findings and recommendations have been incorporated into the written plans for the development of the transformation of pharmacy services across the South East London STP transformation of pharmacy services across SE London.



## Working with other organisations

Reporting is just one of the ways that we ensure the patient voice and experience is at the heart of service design and implementation.

The relationships we have built with commissioners and providers have allowed patients, service users and the public to influence changes in health and social care services.

### Bromley CCG

Healthwatch Bromley continues to maintain a strong working relationship with Bromley Clinical Commissioning Group.

We bring people's views to Governing Body meetings, the Quality Action Subcommittee, the Bromley Children and Young People Working Group and the Primary Care Programme Board to name a few.

We collected experiences of local people to feed into the service specification for the diabetes service, children's community services and the extended hours GP service.

We also helped support the recruitment of residents to the CCG's Patient Advisory Group allowing local people to play an active part in the decisions made about their healthcare in Bromley and have the opportunity to be a driving force behind improvement and change.

### What they said:

“ The role of Healthwatch Bromley is very important and is respected by all of the CCG. Not only do they speak up for local people and the patients that we serve but also provide an independent view on the effective delivery of the health services we commission. They share our organisational commitment to putting patients first and ensuring everyone has an equal voice both in their own care and in the development and improvement of local services.

As the local leaders of the NHS in Bromley, our relationship with Healthwatch is critical to our success. We work very closely together right from grass roots engagement with patients, to managing the quality and performance of local services through to decision making at our Governing Body.

Over the last year, their continued involvement in a number of our programmes of work has been invaluable in helping us reach our patients and especially those communities who are seldom heard. This has included, working with children, young people, families and carers on the development of a more integrated model of community based care that will be delivered through the procurement of our community health services; collecting feedback and experience from patients on service areas such as diabetes and extended primary care services; and encouraging people to join our Patient Advisory Group which enables members to directly influence the development of health services in Bromley. We look forward to continuing our work together over the next year.”

Angela Bhan, Chief Officer of NHS Bromley CCG

## Centre for Pharmacy Postgraduate Education

In March 2017, we participated in the Professionalism for Pharmacy Technicians Design Day to bring a patient/ service user focus to the development of the learning package and assessment.

### Impact:

“The Centre for Pharmacy Postgraduate Education (CPPE) is most grateful for the patient and public perspective provided via Healthwatch. Working together to develop learning material for pharmacy technicians enabled real life situations to be taken into account and genuine experiences of people who access pharmacy services to be included.

Scenarios were constructed to help pharmacy technicians explore how they might handle different situations they may face when delivering pharmacy services. By having Healthwatch involvement, the focus shifted to the service user’s needs and moved away from a “one size fits all” method of solving problems. Having participants consider how their actions are viewed from a member of the public’s perspective resulted in a more patient-centred approach.

Healthwatch’s presence highlights the importance of going the extra mile in order to benefit the patient. Hearing about the impact that healthcare professionals’ actions have on service-users’ outcomes is powerful. Having Healthwatch support in developing learning material for healthcare professionals is hugely beneficial”.

Samantha Quaye, Centre for Pharmacy Postgraduate Education



*Healthwatch at Pharmacy Technician Design Day*

## General Medical Council

For the last two years, Healthwatch Bromley has delivered training to GPs in the borough in partnership with the General Medical Council. We led sessions with a focus on local patient feedback and the importance of patient focused care.

The training sessions offered a chance for Healthwatch to answer questions around local patient experience and for GPs to become familiar with Healthwatch’s signposting service in the borough.

“Great session yesterday. They loved having you there (so did !!).

Beforehand none of them knew what Healthwatch did and now I feel they will refer patients to you and understand how you can support them. They are the future GP workforce, so it is brilliant.

I was very pleased with the way it went and you should be too. Well done and thank you for giving up your time”.

.....  
*Kim Tolley, Regional Liaison Adviser for South London, General Medical Council*

## Care Quality Commission

The relationship between Healthwatch Bromley and the Care Quality Commission (CQC) has strengthened over the last 12 months.

During 2016/2017 we fed our intelligence into the CQC's focused inspection of Oxleas NHS Foundation Trust's mental health services.

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

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

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



## OHSEL

Healthwatch Bromley has been involved with the development of the Our Healthier South East London programme.

Over the last year, OHSEL has 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.



After the publication of our STP plan, the six south east London Healthwatch produced a joint response. We stressed the importance of ongoing engagement

around the implementation of the STP. We also highlighted the need to address health inequalities, provide reassurance to local people about concerns over privatisation of services, and the significance of joining up health and social care services.

We have fed local intelligence directly into the programme, with a specific focus on planned care and equalities.

Our network is informed of any developments with the STP through our e-Bulletin, website and social media.

## Public Health England

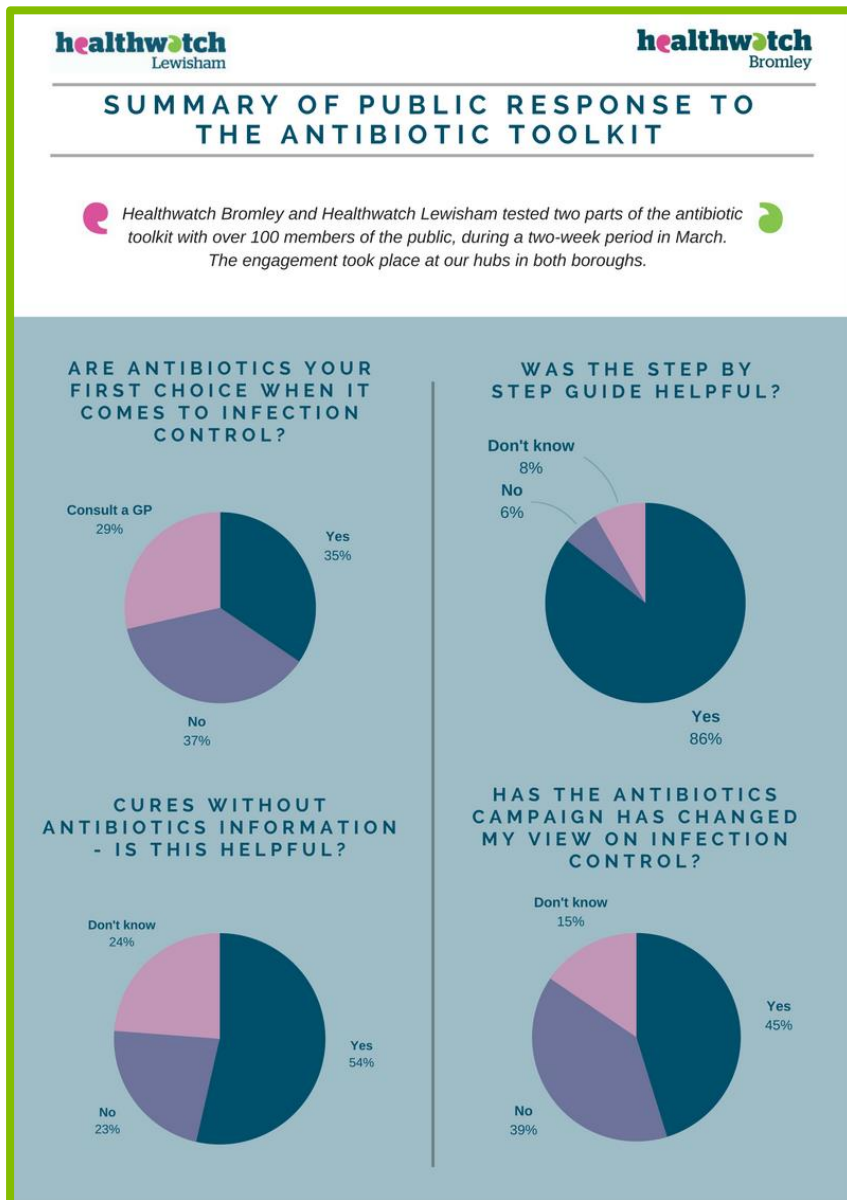
We continue to give the opportunity for Bromley residents to influence changes in the health and social care sectors both locally and **nationally**.

During the last year, we supported Public Health England with a pilot of their new Antimicrobial Resistance Public Engagement Toolkit.

The aim of the toolkit is to provide Public Health England and voluntary organisations with a compilation of resources to improve public engagement on antimicrobial resistance (AMR).

We asked local people to evaluate the effectiveness of the toolkit. Initially we asked them whether antibiotics would be their first choice when treating a minor infection. The survey revealed that 34.52% would choose antibiotics as a first option.

We then presented them with the AMR toolkit resources. After reading the documents, we asked the same participants whether they still would. 45.24% of the public said that they would now change their minds and not choose antibiotics for minor infections in the future.



## Quality Accounts

Healthwatch Bromley responds 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.

## Communications and Engagement Network Group

Healthwatch is 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 initiated 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.



## Self Care Matters 2016

Following the success of last year's event, we organised a second informative event on self care during Self Care Week in November 2016 to raise awareness about the importance of self care and the self-management of long term health conditions.

Self Care Matters began with a market stall, with a variety of themed tables to allow participants to access information easily. Each table focused on a particular area, such as long-term conditions, minor illnesses, sexual health, mental health and activities to promote wellbeing.

Speakers from Bromley and Lewisham Mind, SELVIS, Bromley Working for Wellbeing and Diabetes UK provided workshops.

Self Care Matters 2016 helped bring local organisations together for the benefit of the public.



## How we've worked with our community

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

Without the support of fantastic volunteers, we would not be able to capture anywhere near as many views and experiences from the public.

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.

Below are a couple of examples of how volunteers have supported projects.

### Access to Services - NHS Dental Practices

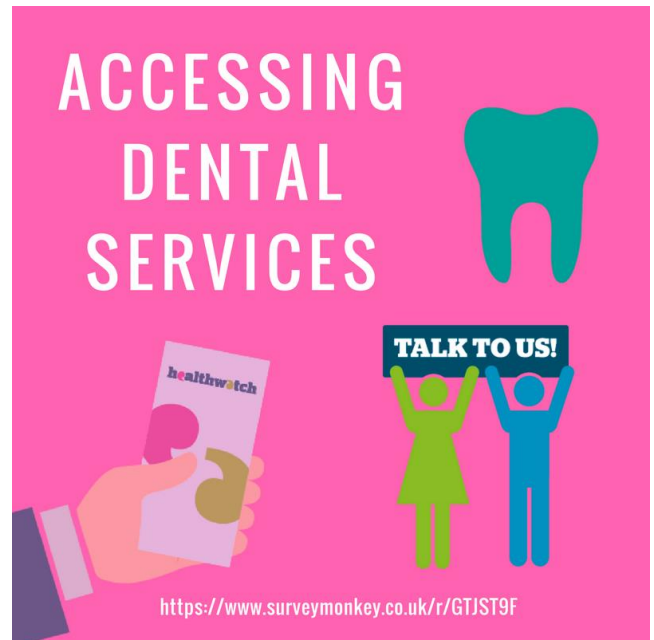
Our volunteers supported us by helping to gather views and experiences from **294** residents relating to dental services in the borough in order to understand the provision of dental services within Bromley and how residents access them.

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 message are needed to encourage young children to access dentists

### Impact:

Healthwatch is waiting upon responses to our report from key stakeholders and service providers.



### Access to Services - Diabetes Review

With the help of volunteers, we spoke to **111** people who use the diabetic eye clinic service in the borough to ensure that local experiences were fed into the new specification for the diabetes service provision.



## Helping local people influence change

Healthwatch Bromley regularly works 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

Healthwatch Bromley and Bromley Healthcare CIC worked in partnership to establish a pool of local people to inform the delivery and development of Adult community health services.

We supported the recruitment of people, and facilitate the regular meetings.

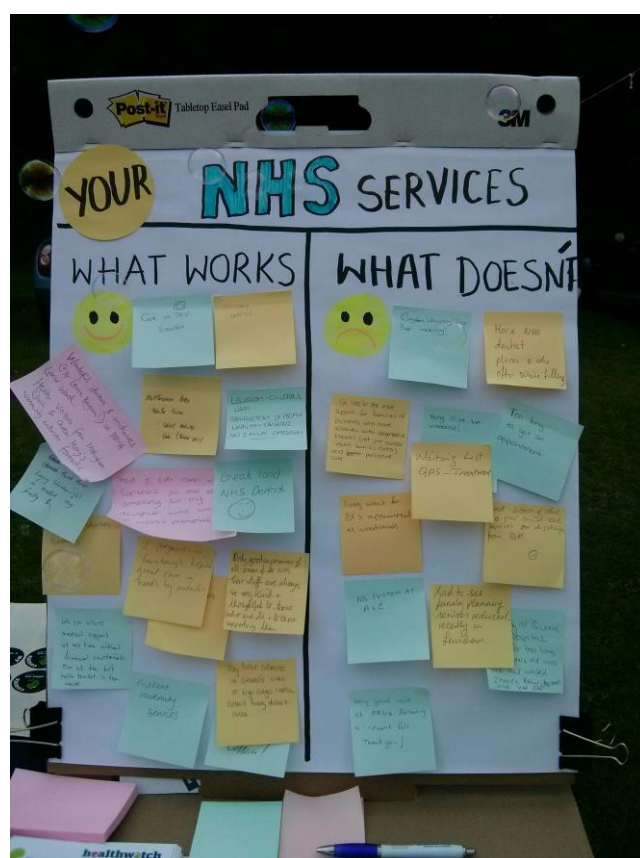
The Patient Reference Group allows local residents and service users to share their experiences, and offer support and advice on a variety of topics and issues, relevant to local community health services and provision.

### Patient Led Assessment of the Care Environment (PLACE)

A number of our volunteers provided help to healthcare providers by providing patient perspective when carrying out the mandatory Patient Led Assessment of the Care Environment visits (PLACE).



Volunteer Barbara Wall at the PRUH



Collecting your views at Dorset Road Allotments



## Partnership and Representation

Healthwatch Bromley is part of many strategic and operational meetings, groups and networks and provides 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

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.

For the second consecutive year, we were invited to present our annual report at the Health and Wellbeing Board. The report was well received by the Board, who continue to be supportive of our work.

*It starts  
with you*

healthwatch  
healthwatch.co.uk

## #ItStartsWithYou

### Jim's Story



Jim, a homeless person, spoke to Healthwatch while attending a food bank in the borough.

He told us that he had previously

visited a local drop in clinic for a prescription.

Jim had been recommended a certain course of treatment, yet had been unable to ultimately access the treatment as he was not registered with a GP.

He had previously been turned down by a local GP as he did not have a permanent address, despite this not being a legal requirement for registration.

We supported Jim but were met with the same response by the GP. It was later agreed that a local food bank at a church could act as a temporary address for Jim.

However, this was not accepted initially by the practice and we had to escalate the query to both Bromley CCG and NHS England before the situation was finally resolved.

Jim's story was a catalyst for us to carry out a research project 'Banking on a Meal' which focused on the health needs of those who are at risk economically or identify as vulnerable, as well as any particular challenges they may face while accessing health and social care services.

A direct result of our report was that Bromley CCG sent out communications to all Bromley GP practices about their obligations to register homeless people, how to do so and what support is available for managing complex patients.

Jim was able to influence change and help those who are homeless have better access to GP practices in the London Borough of Bromley.

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



## Victoria's Voice



Victoria, aged 7, was born profoundly deaf, and was identified as a cause for concern through the Newborn Hearing Screening programme.

The health visitor initially identified an issue and

referred her to the local acute hospital for an audiology test. There were long delays between the initial assessment and the onward referral to a specialist centre at a central London hospital. Victoria and her family had an unpleasant five months before they could see a specialist and they felt that they missed out on important information and development in this time.

Victoria received some assistance and home visits, and her parents felt that they were very lucky and that the support given was invaluable, although it was noted that it was dependant on the individual that attended.

Furthermore, a social worker greatly supported the family in the initial stages and helped them apply for Disability Living Allowance, completing all the necessary paperwork on their behalf.

Victoria's parents felt that the combined efforts of both the social worker and staff from community services was integral in offering tailored and individual support to their daughter.

Victoria also suffers from a condition which meant she needed additional Speech and Language Therapy. Her family was very satisfied with the support given locally and requested additional hours and help due to the severity of Victoria's condition. This request was turned down and they were told there was no space or further capacity.

Victoria experienced a good transition from nursery to play group, and then into education. She now attends a local school, which specialises in supporting those who are deaf or hard of hearing. It was felt that Victoria's place at a good mainstream school and good communication with health services, had allowed her to thrive. Good communication and delivery across health care, social care and education meant that she had been able to succeed.

Healthwatch Bromley was commissioned by NHS Bromley CCG to carry out engagement around children and young people's community health provision, prior to the new procurement of services in September 2017.

This engagement was commissioned to support future models of delivering integrated community based care, which are organised around the needs of patients and local populations.

Victoria's experience was one of five in-depth case studies with local services users and their families, who had extensive experience of CYP community health services and complex health needs.

By sharing her story, Victoria was able to offer us additional insight which informed the procurement for future children's community health services, specifically for those with additional needs and vulnerable children and young people.

*Our plans  
for next  
year*



## What next?

Our work doesn't sit neatly within the year and so many of the priority projects which are currently being carried out and worked on will be mentioned in this report but will be detailed in the 2017/2018 Annual Report.

Our priorities for 2017/2018 remain:

- 🌱 Mental Health
- 🌱 Access to Primary Care Services
- 🌱 Children and Young People's wellbeing

In the year ahead we will face a significant reduction in funding but will continue to meet our statutory functions and speak on behalf of the public.

We will ensure that people from all backgrounds and communities have a say on their health and social care services.

We will continue to inform people about the changes affecting health and social care services across Bromley and the surrounding areas - particularly those changes that will affect the whole of south east London.

We have the following projects which will be conducted in 2017-2018:

- 🌱 Access to Social care services
- 🌱 Out-of-hours access in primary care
- 🌱 Enter and Views to Bromley Care Homes

- 🌱 Further development of Engagement Hubs
- 🌱 Men's Health

## Feedback Centre

We will be launching a new and updated website in April 2017. This will include a full directory of local health and social care services, with a feedback facility to enable the public to rate local services and leave comments.

This will enable more people and more residents to be reached, allowing us to build a better picture of health and social care services in the London Borough of Bromley.

## STP

The next year will see change through the Sustainability and Transformation Plan for south east London.

We will continue to monitor the development and implementation of the STP, ensuring that the patient experience and improving patient outcomes are kept at the forefront of any and all future service delivery changes.

## Local Care Networks

We will continue to be involved in the ongoing development of the integrated care networks in the borough and the wider strategy to join up care, in and out of hospital for patients.



*Our people*

## Decision making

### Community Waves Trustee Board

Community Waves Ltd holds the Healthwatch contract for the London Borough of Bromley. Community Waves specialises in effective engagement and involvement that impacts on community wellbeing and development.

Our Trustee Board was responsible for making sure that Healthwatch Bromley met its statutory obligations and set strategic objectives during 2016-17.

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

The Bromley Work Plan Committee works hard to support the work and direction of Healthwatch in the London Borough of Bromley. The committee, formed of members and trustees, uses their expertise to inform and influence the projects and work we do at a grassroots level. This year has covered a wide range of topics, ranging from children's health services, to the work of the Transfer of Care Bureau in facilitating the discharge of patients from the PRUH, to supporting the local Clinical Commissioning Group around recruitment to their Patient Advisory Group and the development of key health pathways.

*Leslie Marks, Chair of Bromley Work Plan Committee*

### Healthwatch Bromley Work plan Committee

The subcommittee 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 enabling our Board to reflect the different communities in the London Borough of Bromley.

Members of the committee review issues relating to Healthwatch in detail and make recommendations regarding this. The Chair of the work plan committee provides updates at the quarterly Trustee Board meetings.

All members of the Bromley Work plan Committee are lay volunteers and a mixture of the trustees and non-trustees.

The Work Plan Committee met 5 times during the last year. All minutes of these meetings can be accessed on our website.

Key policies and procedures are published on the Healthwatch Bromley website once they have been agreed.





### Our Trustees

Linda Gabriel (Chair)

Leslie Marks (Vice-Chair)

Dr Magna Aidoo

Nigel Bowness

Dr Brian Fisher

Geraldine Richards

Bev Tanner (Treasurer)

Margaret Whittington

### Our Work Plan Committee

Leslie Marks (Chair)

Linda Gabriel

Margaret Cunningham

Bev Tanner (Treasurer)

Susan White

Margaret Whittington



## How we involve the public and volunteers

Volunteers and lay people are at the heart of decisions that we make. Our Board members are volunteers as are the lay volunteers on the Work Plan Committee.

Our priorities were identified after consulting with the public. We then use a prioritisation matrix to decide which areas of work to focus on.

We seek to add value and bring evidence based information with our work.

Volunteers are a vital part of Healthwatch Bromley's activities. Our volunteers bring valuable skills and knowledge to Healthwatch Bromley that we can draw upon to make a real difference.

Some people have experience of services as a patient or a service user and some have useful knowledge of health and social care services from previous professional roles.

Much of our strength is rooted in the passion of the people who choose to become involved with us and we are very much aware of this.

Last year 24 volunteers supported Healthwatch Bromley's work.

Volunteers play a crucial role in enabling us to reach as many people as possible.

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.

In total, volunteers have contributed over 1150 hours this year, which equates to 165 working days.

We would like to take this opportunity to thank all of our volunteers for their hard work and dedication throughout 2016/17.

### Join our Healthwatch family

Providing help in so many different ways, volunteering for Healthwatch allows you to gain new experiences and skills as well as help out your local community.

Opportunities currently being offered include:

- **Outreach Volunteers** - This role involves the volunteers being our eyes and ears in the community as well as raising awareness of Healthwatch and how we can help the public.
- **Communications and Social Media Volunteer** - This role involves supporting the Communications Officer to develop our network and help boost our reach on social media.
- **Enter & View Authorised Representatives** - These volunteers have the opportunity to visit local health and social care services as well as undertake PLACE visits.
- **Admin Volunteers** - These volunteers' help with a variety of office based tasks which enables the organisation to work effectively.

If you are interested in volunteering with us, please contact Volunteer and Involvement Officer Peter Todd on **020 8315 1927** or email [petert@healthwatchbromley.co.uk](mailto:petert@healthwatchbromley.co.uk)

## What our volunteers said



'I have really enjoyed Volunteering for Healthwatch over the last 9 months as it has helped me feel more confident again. The interaction with the Healthwatch team,

other volunteers and the general public makes me feel better mentally. I have also learnt new skills and it gives me structure to my week.'

*Amanda, Volunteer*

“Volunteering allows me to interact with both professionals and patients and to see at first hand, the issues affecting them. At the same time in some small way to help. Healthwatch is a respected organisation and we only get involved with the full agreement of all concerned.”



*Barry, Volunteer*

“When volunteering with Healthwatch Bromley, it’s satisfying to know that one is contributing to

improvements in the health service being reviewed - recently that’s included dental services, diabetic services and hospital discharge services. What’s more, the other volunteers make for a wonderful team, turning serious activity into something that’s really enjoyable.”

*Nicolas, Volunteer*

“I have enjoyed my volunteering because I could help increase knowledge about services to the benefit of Healthwatch users,

the general public. In participating with HW I have met many other pleasant people.”

*Gerda, Volunteer*





*Our finances*

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	113,150
Funding to deliver NHS Complaints Advocacy	0.00
Brought Forward from 2015-2016	25,244
Total income	138,394.00
<b>Expenditure</b>	
Operational costs	8,312.00
Staffing costs	107,026.00
Office costs	24,128.00
Total expenditure	139,466.00
Balance brought forward	-1072.00



Healthwatch Bromley river wading at Beckenham Place Park



# 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](http://www.healthwatchbromley.co.uk)
- Email:  
[admin@healthwatchbromley.co.uk](mailto:admin@healthwatchbromley.co.uk)
- Telephone: 020 8315 1916
- Completing the Talk to Us form on our website:
- 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](http://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](http://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](http://www.healthwatchbromley.co.uk)

Also, keep in touch through social media at:



Healthwatch.Bromley



@HWBromley

We will be making this annual report publicly available on 30 June 2017 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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