



Healthwatch Bromley

Annual Report 2018-19



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Message from YVHSC CEO Tim Spilsbury

On April 1st 2018, YVHSC took over the contract to deliver Healthwatch Bromley from Community Waves and have worked hard to deliver a high quality local service 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. To this end, Healthwatch Bromley agreed targets and outcomes for the year that ensured the service was more responsive to the needs of local people, identifying feedback, themes and trends in health and social care provision that could support service improvement and highlight positive trends. To achieve this the patient experience voice has been expanded with 200 patient experiences recorded every month to provide an annual number of 2,400 experiences of health and social care provision that in itself is substantive enough to identify clear themes in provision.

The service has undertaken 2 enter and view visits every quarter, directed through feedback from the community and in negotiation with our local authority partners to ensure a reflective service that is committed to improving service delivery.

In addition to this, Healthwatch Bromley have completed two deep dive studies on Faith, access to services and the communities experience of access to social care services.

The service has held engagement events across the borough and has specifically targeted hard to reach and emerging communities to widen the feedback we receive from the whole community. Our representation on the Health and Wellbeing Board has 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. Special recognition must be made for our volunteers without whom the service would not be able to operate as successfully as it does.

This year 32 volunteers have regularly contributed their time, dedicating 890 hours to the Healthwatch service, contributing on average 17 hours per week. On behalf of YVHSC I would like to say thank you to our volunteers for their time.



'This year, 32 volunteers have regularly contributed their time, dedicating 890 hours, contributing an average of 12 hours per week.'

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)

Healthwatch Bromley will continue to improve and grow 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.



Tim Spilsbury
Healthwatch Bromley CEO

Changes you want to see

Last year we gathered 2,413 comments from people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + Reduce waiting times and improve access to making an appointment with your GP surgery on the telephone or online.



- + Healthcare professionals to be empathetic and have a positive attitude.



- + Improve communication between staff and patients where patient's views are to be heard and listened to.



- + Better coordination of services between health and social care providers locally.

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Ealing, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our committee

The Healthwatch Bromley committee is made up of local people who play a vital role in helping to guide our work and projects. They meet on a quarterly basis, providing strategic direction, closely reviewing our patient experience reports and quality checking our work plans, research reports and other materials. The committee represents and the organisation at a number of external committees and meeting including: the Health and Wellbeing Board; Bromley CCG Governing Body; Safeguarding Adults Board and End of Life Strategy Group to name but a few.

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 membership has changed and we have welcoming members with expertise in healthcare, consumer rights and policy. The committee, utilises their expertise to inform and influence the projects and work we do at a grassroots level.

The Work Plan Committee is currently made up of 5 members and have met 4 times during the year. We have 2 new additional members joining in the new financial year.

Work Plan Committee Members are:

Pat Wade, Barbara Wall, Frances Westerman, Amanda Biley and Helen Norris.

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.

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role in bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





Highlights from our year



Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



2,413 comments on health and social care services shared with us



We had 32 volunteers helping to carry out our work this year. In total, they gave up 890 hours or 127 days!

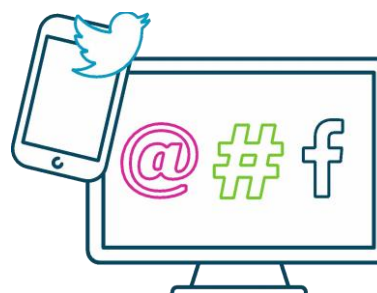


63 people accessed Healthwatch advice and information through contacting the office.



We visited over 100 services, across health and social care including community and voluntary sector groups and events to understand people's experiences of care.

6 Enter & View visits were made to Care Homes across Bromley. 23 recommendations were made for improvements.



We posted and published 11 reports including Social care report and Faith and health report. Our website has also helped us in creating a new local complaints information page and news items on our local health and social care news for Bromley residents.



How we've made

a difference

Changes made to your community

Find out how sharing your views with Healthwatch Bromley has led to positive changes to health and social care services in the borough. We show that when people speak up about what's important, and services listen, care is improved for all.

Impact of Enter & View visits in improving care in Care Homes

This year Healthwatch Bromley carried out six Enter & View visits to Care Homes in the borough. These were recommended from Bromley Council contract compliance team. The aim is to evaluate the impact of recommendations made as a result of previous CQC visits of the homes rated below "Good", Additionally evidence from council's internal Quality Assurance visits and reports and from any concerns raised by health or other professionals. Authorised Representatives were warmly received by all homes.

Examples of improvements made in response to our recommendations, include:

- + Improved communication and engagement with family and friends.
- + Additional employment and training of staff
- + Increasing client activities.
- + Increasing visitor parking spaces

Whilst there was only one activity coordinator in one of the homes, our recommendations and the homes internal service review supported the recruitment of additional volunteers and an activities coordinator.

To see the reports from these visits and all our Enter & View reports, please visit our website.

Talking to relatives at Care Home visit



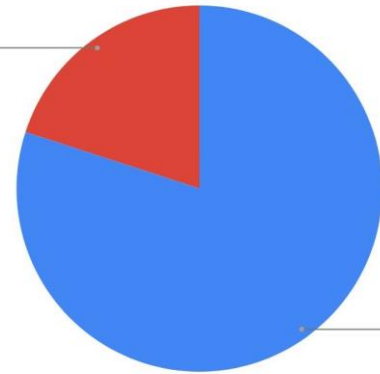
Patient Experience Report

Healthwatch Bromley visits health and social care services to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Their experiences are collected via local events, meetings, email post, telephone, our website, outreach and national services. This year, we received 2,413 comments from local Bromley residents.

Overall, GP and hospital services were positively received as 79% of GPs' reviews and 73% hospital's reviews were a minimum of 4 stars! Social care services were generally seen as positive with many citing the quality of care and supportive staff as highlights.

Overall feedback

Negative
20.0%



Positive
80.0%

Trends in Patient experience

Negative trends identified

Waiting times at hospitals and GPs, access to services e.g. community health services, GPs and hospitals (especially regarding opening times)

Positive trends identified

Quality of treatment and care at hospital services, GP, social care services and pharmacies; staff attitudes at hospital services, community health, pharmacies and, good uptake of the GP extended access service (GP Alliance)



"The staff are always meticulous and ready to listen to my worries." Cardiology, Princess Royal University Hospital and Orpington Hospital

"Recent visit to outpatients was a good experience. I was seen on time and the whole experience was not as arduous as I had anticipated. Well done, you got it right." Outpatient, Princess Royal University Hospital, Kings College Foundation NHS Trust



Faith as a recovery tool

The story of our Faith and Health Study.

In September 2018 Healthwatch Bromley launched the Faith and Health Research Project in order to gain feedback from seldom heard faith groups in the London Borough of Bromley and to engage with communities that may not be regular service users.

Over a 4-month period, we carried out semi-structured questionnaires during meetings with different faith groups with over 100 Bromley residents from the Christian, Jewish and Muslim communities.

The feedback highlighted how the impact of personal faith aided recovery from long term conditions or from negative health experiences.

- + “My prayer and faith often help me to feel better rather than depending on medication”
- + “My faith helps keep me positive”.

Participants also identified how their faith supported their healing and offered relief from certain symptoms and conditions. For most participants their faith was not recognized as a problem or barrier when accessing health or social care services.

Whilst, there was overall satisfaction of the care received, the need to reduce waiting times for routine operations and to have appropriate staffing levels at the PRUH A&E are still prevalent. Overall there was also poor awareness of triage service provision of NHS 111 and urgent care as all of the participants had only utilised the GP or Hospitals.

This highlights the urgent need for increasing the awareness of the triage service provision to local populations to reduce dependency on GP’s and hospital provision.

“I accept services/treatments which do not conflict with my beliefs”



Have your say

Share your ideas and experiences and help services hear what works, what doesn’t, and what you want from care in the future.

w: www.healthwatchbromley.co.uk

t: 0203 3886 0752

e: info@healthwatchbromley.co.uk

Stats:

- Most participants are accessing local health services twice or quarterly a year.
- The most frequently accessed service are GPs followed by pharmacies and dentists.
- Over half of the participants of the faith and health study are suffering from long-term conditions, such as: type 2 diabetes, high blood pressure and high cholesterol.
- Most participants are satisfied with the care received from local health services.
- 25% of the participants reported that their faith influences the way they use services and medicine.
- Most participants describes their GPs as understanding of religious and cultural needs.



Key Themes

1. Access

Some participants that reported barriers in access to services reported issues with access to primary care services. This was associated with consistent difficulties in contacting services and getting an appointment at a convenient time. Participants highlighted the difficulty of getting through on the phone in the morning for a same day appointment and waiting long to get an appointment.

2. Faith

As a recovery tool, personal faith and access to faith led community contact have been described to aid the recovery process of negative health experiences through prayer and social support that help individuals keep positive. Some participants reported how their reliance and faith in God supported their healing and relief from certain symptoms and conditions.

3. Religious

The cultural and religious needs of some participants have been incorporated in the competency of health professionals such as GPs. Some Christians have reported that they are accessing a Christian GP practice giving them more confidence that their religious needs will be considered. For most participants religion doesn't negatively affect their ability to access health and social care services.

4. Satisfaction with health services

There was a general consensus that local health services meet all health needs. The Chartwell Unit and the orthopaedic unit at the PRUH have been highlighted as offering brilliant care. But some participants also commented on the long waiting times for certain operations and the fact that the A&E Service at the PRUH is understaffed which affects the quality of care received.



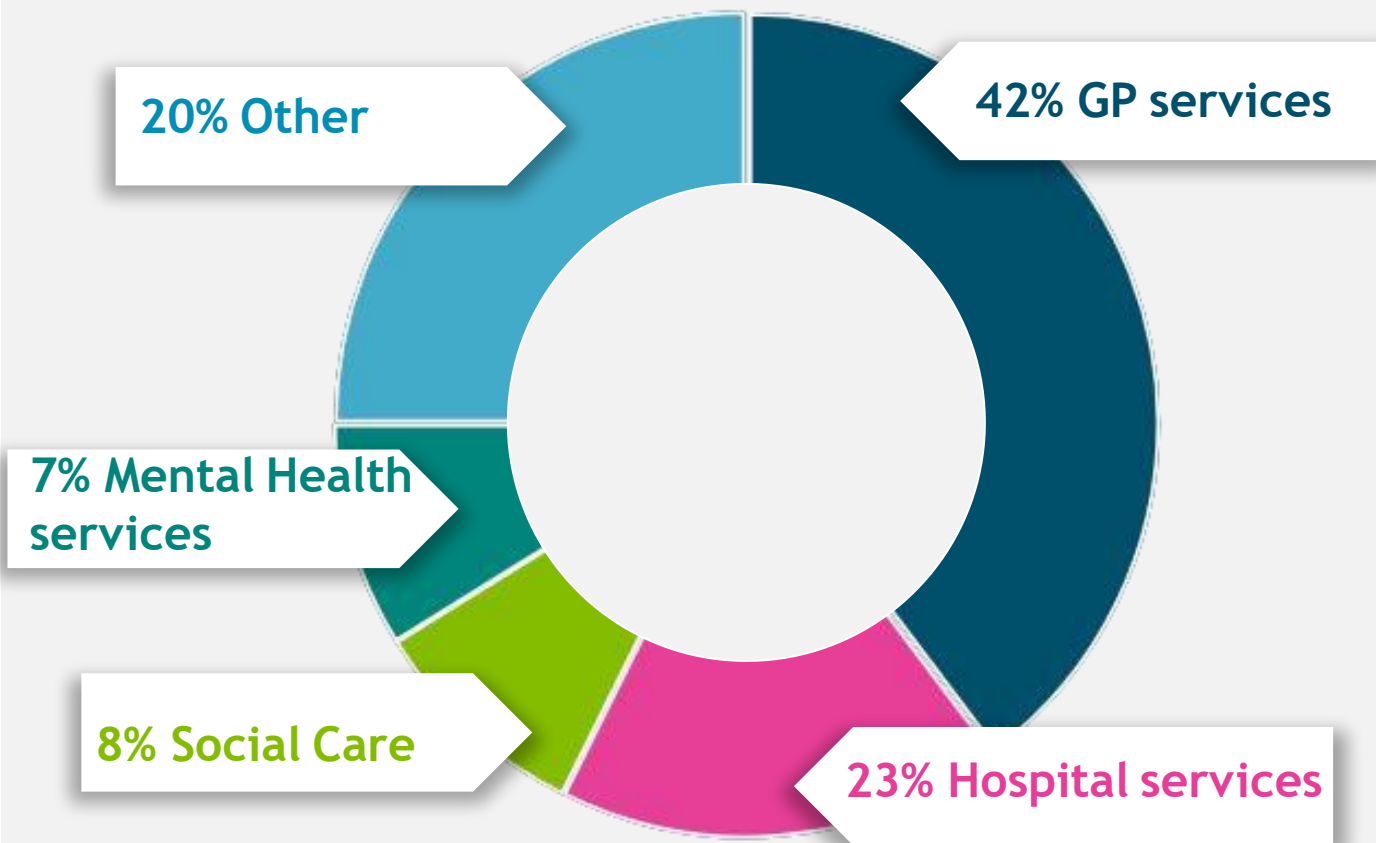
Helping you find

the answers

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 63 people access the advice and information they need through one-on-one guidance and signposting.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information online
- + Our contact form
- + At community events and information stalls
- + Promoting helpful services across our social media channels
- + Over the phone



Case study:

I contacted Healthwatch after my niece was in a car accident whilst travelling to Orpington hospital for appointment in a car arranged by the hospital 6 months prior. My niece is now left with long term nerve damage and impaired mobility. PALS told me that they were not able to help in our case as it had nothing to do with them. And so, I contacted Healthwatch to find out about the benefits and care she could receive.

'Thanks to their help, I am now clear on where to go and how to make complaint against the Hospital .

Case study:

As a wheelchair user I had difficulties arranging a smear test at home because I need a hoist to help me. My GP surgery was not able to support me in arranging for someone to help me carry out the test at home. Instead the test was arranged at the gynaecology department at hospital. This is very frustrating as I have to wait a very long time, often up to half a day, to be seen and then I have to return home to rearrange the appointment as the appoints are arranged during your mid cycles.





Listening and giving advice

Providing a friendly ear and making sure that people are supported to make their own decisions about what to do

The health and social care landscape is complex and confusing with lots of different organisations involved. When people have received poor care or just have a feeling that something is not quite right, they often don't know where to turn. When health and ongoing care is at stake, people are often also wary of making formal complaints, and don't have confidence that the system works properly.

This is where Healthwatch Bromley Information & Signposting Service steps in.

We are at the end of the phone to provide a friendly ear and listen to your story. Often people just need to talk things through and this process in itself can be therapeutic and allow people to think clearly about what they want to do next.

The majority of our Information & Signposting calls are of this nature. It's simple; we take the time to listen and make sure that people know their rights and where to go if they want to take things further.

'Feeding back to health and social care services can help them understand where things have gone wrong and how to improve services for everybody'



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatchbromley.co.uk

t: 0203 3886 0752

e: info@healthwatchbromley.co.uk



Our volunteers



How do our volunteers help us?

At Healthwatch Bromley we couldn't make all of these improvements without the support of our 32 volunteers that work with us to help make care better for their communities.



- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports

Volunteers ensure the voices of all communities are heard

Thanks to our diverse range of volunteers, fluent in additional languages such as: French, Polish, German and Urdu, we have been able to reach and interact with people from all communities in Bromley

Our volunteers visit health and social care services every day to talk to and hear from patients, service users, carers and relatives about their experiences of local services. During the year our volunteers helped gather 2,400 patient experience comments.

The themes and trends of these voices are highlighted in Quarterly Patient Experience Reports. We use this report to work with our partners - both those that buy services and those that deliver services for the people of Bromley - to share your views and push for change where it is most needed. Throughout the course of this year we saw some strong recurring trends around access and administration issues for both GP and hospital outpatient and A&E services.

For more information and to see our reports visit the reports section on our website.

'I am part of a team of volunteers fluent in other languages. Without us, the voices of those with limited understanding of the English Language would go unheard'

Meet our volunteers

Here is a small group of our fantastic volunteers who demonstrate how volunteering can positively impact the lives of people living in Bromley.



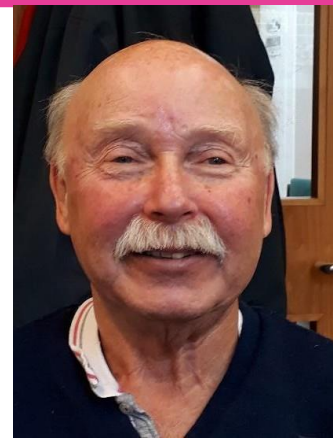
Gerda, Enter and View volunteer



Umme, Admin support volunteer



Beryl, Enter and View volunteer



Michael, Enter and View volunteer



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: www.healthwatchbromley.co.uk

t: 020 388 60752

e: info@healthwatchbromley.co.uk

‘The views and stories you share with us, are helping to make care better for our local community’





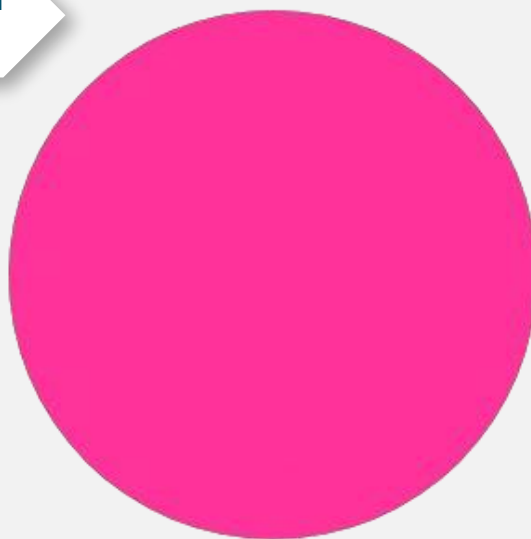
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £80,181.

100% Funding received from local authority



15% operational costs

27% Central costs/Contingency

£80,181
Total
expenditure

58% How much we pay our staff





**Our plans for
next year**

Message from Our Operations Manager

Message from our Operations Manager

Thank you for taking the time to read Healthwatch Bromley annual report. I joined Healthwatch Bromley in January 2019 and it has been both a busy and rewarding 6 months. We are a small team of two and we receive amazing support from our dedicated and committed core group of volunteers and committee members.

This year we gathered over 2,400 comments on health and social care services, visited over 100 different services, carried out 6 Enter & View visits and worked with a wide range of community and voluntary sector organisations.

I look forward to building on this picture, forging new relationships and hearing from more and more people in the coming year.

During 2019-20 our priorities include:

- Developing our engagement program with focuses on social care, young people, dementia and families across Bromley.
- Reaching out to people to find out about their experiences domiciliary care.
- Working with commissioning and provider partners to realise improvements based on the recurring themes and trends found in our Quarterly Patient Experience Reports.
- Working in partnership with Bromley council to support the developed of the autism care pathway by gathering feedback on experiences from adults with Autism.

In a climate of changing and challenging times for communities and the health and social care sector. We will make sure, amongst all the change and uncertainty, the voices of the most vulnerable can be heard and that by working together, opportunities for improvement can be realised.

In addition to the thousands of you who have shared your experiences with us I would like to say a big thank you and to my colleague Peter Todd, our Patient Engagement Lead and to our committee members and volunteers for all their time, energy and commitment in ensuring that the residents of Bromley who access health and social care services have a strong voice.



Mina Kakaiya
Healthwatch Bromley Operations
Manager



Peter Todd
Patient Engagement Lead

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Our commissioning partners at Bromley CCG and Bromley Council who have supported us and opened doors for us to have your voices heard at the right places
- + Our provider partners who have given access to their services for our staff and volunteers, enabling us to reach patients and hear their experiences

'Our service users really felt listened to and understood by Healthwatch staff. We are excited for what lies ahead and how our voices will impact'.



Contact us



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Your Voice in Health and Social Care are the contract holding organisation for Healthwatch Bromley as of 01/04/2018

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- + info@yvhsc.org.uk
- + Company Number - 08397315
- + Reg Charity Number - 1154672

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 need this in an alternative format please contact us.



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