



Healthwatch Bromley

Annual Report 2015/16

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Message from our Chair



The year 2015-2016 has been a third year of considerable growth and development for Healthwatch Bromley, building on the contribution we have made in our previous two years.

Trustees, staff and volunteers have continued to have a seat on influential local boards and committees, including the Health and Wellbeing Board, the Care Services Policy Development Scrutiny Committee, the Health Scrutiny Sub-Committee, the Adult Safeguarding Board, the JSNA Steering Group and Working Group, as well as the Governing Body of NHS Bromley Clinical Commissioning Group and other committees of the CCG.

The impact of our regular and varied engagement with local communities remains the mainstay of our work and there has been increasing involvement with both commissioners and providers in shaping the local health and social care agenda.

This year we welcomed Peter Todd as our Volunteer and Outreach Officer, Fay Russell-Clark as Community Engagement Officer for Children and Young People and Mathew Shaw as Communication and Information Officer. We have been able to welcome new volunteers as well as additional enter and view representatives. The fantastic support which our dedicated volunteers give enables our small staff team to really punch above its weight.

Our collaborative work with our five neighbouring local Healthwatch has grown increasingly important as Our Healthier South East London and other joint initiatives take place. Our joint working has enabled us to be truly effective in bringing the views of the public into this arena.

I would like to thank my fellow trustees, our wonderful staff team and all our marvellous volunteers for all their hard work, enthusiasm and dedication in making this another successful year for Healthwatch Bromley.

Finally, I would like to thank all the service users, carers and members of the public who have taken the time to talk to us, participated in focus groups or completed surveys this year. These contributions are vital to the success of our work. We are here to raise the issues that matter most to local people. If you have any concerns, questions or compliments about local services then please do get in touch.

Linda Gabriel, Chair

“Our local Healthwatch are the organisation that we go to when we need advice on how to reach seldom heard from groups. They have excellent links and connections and understand what true engagement is.”

Bromley CCG

Message from our Director



This year we have worked hard to ensure that everything we do is for the benefit of local residents and those who use local health and social care services.

Much of our work over the year has focused on amplifying those whose voices are seldom heard, such as people with poor mental health, children and young people, people with sensory disabilities, those who are homeless and people who live in Extra Care Units.

Our ethos remains that of an organisation that participates in problem solving and supports health and social care services to make improvements based on our recommendations. We ensured that local people's views were fed into service reviews for phlebotomy, improving access to mental health services (IAPT) and podiatry to name a few.

Our community engagement officer spoke to over 400 young people in the borough to feed in their views to the transformation of services provided for them.

We engaged with over 2000 people in Bromley this year and through our information and signposting service, helped over 120 people to make informed choices about services.

During this year we also continued to play our part in regional services through the Our Healthier South East London programme and will continue to do as the plans develop.

This report describes what we have worked on over the last year and what the impact of that work has been.

My thanks to the Board, Staff and Volunteers for their hard work over the last 12 months. Their hard work and commitment has enabled us to have a very successful year and has put us on a strong footing for the coming year. None of our work could have taken place without the contribution of patients, service users, family carers and the public.

There will no doubt be challenges for us as an organisation in the coming year, but I am certain that with the skills of the staff and of our volunteers we will achieve everything we set out to accomplish.

“None of our work could have taken place without the contribution of patients, service users, family cares and the public”

Folake Segun,
Director

Our year at a glance

This year we've increased our reach on social media by 23% to 1783 people



We received over 120 enquiries which required signposting



Our Volunteers have contributed over 1300 hours this year which equates to 185 working days.



We've worked with 54 local services in our role of patient champion.



Our reports have tackled issues ranging from Mental Health to Self-Care



We've met hundreds of local people at community events



Who we are

Healthwatch Bromley is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012, to be the independent champion for service users, and to hold commissioners and providers to account for how well it engages with the public.

Healthwatch Bromley expects patients and service users to receive safe, dignified and good quality Health and Social Care services. We work to ensure that adults, children and young people, be they patients, service users or carers, have a voice, and are able to influence the planning, delivery, monitoring and review of services.

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 people 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.

- **Mental Health**
- **Children and Young People**
- **Access to Primary Care Services**

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

These issues are further explored throughout this annual report.

Of course, not all our work can fit into the neat package of our reporting year. Some of what follows has begun this year but will not be concluded until next year.

Our priorities

Throughout May and June 2015 Healthwatch Bromley embarked on extensive community engagement activities to establish new priorities for our work during 2015-2016.

As a result of our engagement, three broad areas of work were identified:

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



Listening to people who use health and care services



Gathering experiences and understanding people's needs

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 1st April 2015 and 31st March 2016 we engaged with 2286 members of the public who used health and social care services in the London Borough of Bromley.

We talked with the public at local events and collected views through the feedback centre on our website, through online and offline surveys, focus groups, workshops, social media and information received by our partners.

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

We are also contacted by organisations on behalf of individuals or groups that they serve.

We built and maintained relationships with 60 local organisations including service providers, voluntary, community and third sector groups.

Healthwatch Bromley engaged with 2286 people in the last 12 months

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

Our network has continued to grow over the last 12 months with the number of subscribers to our e-bulletin increasing by over 25%.

Furthermore, our reach through social media platforms has extended with over 1750 people following us on Twitter and Facebook. These figures show that our message is being heard by more people than ever.

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.

Just to say how interested I was to receive your latest email and reports.

Being well over 80 myself it is so gratifying to read all you are doing to look after our interests locally.

I, myself, have always had terrific sympathetic support from your organisation when I have needed it.

Jean Finlay, Bromley resident

Targeted engagement

Young People

In our engagement carried out with young people in previous years, they told us that mental health was an area that gave them concern. Using drama workshops as a tool, Healthwatch Bromley engaged with 350 young people and young carers, aged between 10 and 17, in schools, youth clubs and voluntary sector organisations to build a picture of their understanding of mental health, mental wellbeing and their experience of services that support their mental health.



A group of girls acting out their mental health themed play.

In order to get a true understanding of the young people's views around mental health. We gave them a questionnaire which covered themes discussed during the mental health workshop.

The data collected suggested a mixed response when the young people were asked if they believed they had experienced poor mental health. A high volume stated that they have suffered with stress at some point in their lives.

It was also very evident that prior to the workshop many of the young people who took part were unaware of what mental health means, with over half stating they

would not associate with someone who suffers with poor mental health and that such people were "crazy" or "nutters".

According to feedback given, 95% of the children were also unaware that they could help keep their mental health well and none of them had heard of the Five Ways to Wellbeing.

Despite only a small number of the people involved in the workshops having used counselling services, either formal or informal, the data suggests that the young service user's views of counselling services within the London Borough of Bromley are mixed. We found that there was a variety of positive and negative feedback towards these services.

On a large scale it appears that children need to be given information and an insight into mental health at a younger age than it appears that they are currently receiving - especially as half of all lifetime cases of mental illness begin by age 14.

"We know as a school we need to work on how to develop health and wellbeing in our students and this couldn't have happened at a more appropriate time."

Alan Blount, Deputy Headmaster at Newstead Wood School

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

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

Deaf Community Engagement

Healthwatch Bromley engaged a variety of community groups around the topics of community care and urgent and emergency care.

We held a focus group in partnership with local charity Deaf Access to ask their members opinion on the care they currently receive and any improvements they would wish to see in future services.

We learnt of their concerns when accessing urgent and emergency care, with staff often unaware how to deal with those hard of hearing and a lack of awareness of their additional needs.

Deaf service users felt there was a need for improved awareness and understanding of the communication needs of their community when accessing services. Further training for frontline staff and improved communication methods would be beneficial.

As part of the engagement we recorded the views and experiences of the group. One gentleman told his story about communication barriers he has experienced. His account can be heard below.



Blind Community Engagement

In January 2016, we visited the Kent Association for the Blind (KAB) at one of their weekly service user meetings at Bromley Town Church.

We heard their concerns around local podiatry provision, waiting times between GP referrals and hospital appointments, and physiotherapy treatment.

Case Study

One lady in particular was concerned about the deteriorating vision in her eye and had already lost sight in the other. She had previously visited her GP and discussed her concerns and it was agreed she would be referred to a consultant ophthalmologist at her local hospital. However, after an almost six month wait she had not received confirmation of her appointment, so returned to her GP. Upon further investigation, it became apparent that the letter of referral had not been sent as discussed and had to be reissued. As a result, the lady was left waiting for an unnecessarily long period of time before receiving a consult. It was particularly distressing as her vision loss was progressing at an accelerating rate and as a single, older woman, loss of vision would mean losing her independence and ability to support herself. Healthwatch Bromley raised this issue with the Ophthalmology lead at Bromley CCG who liaised directly with the patient.

Robin shared his views and experiences of using local health and social care services with Healthwatch.

BAME Communities Engagement

What we've learnt from visiting services

Enter & View

Healthwatch Bromley has the statutory power to Enter and View any health or social care services to access people who receive care under that service.

Our Enter and Views are used as both a stand-alone piece of work and to add value to other Healthwatch Bromley projects.

Healthwatch Bromley conducted Enter & View visits to the six Extra Care Units in the borough during 2015/2016.

These were:

- Apsley Court
- Crown Meadow Court
- Durham House
- Norton Court
- Regency Court
- Sutherland Court

Extra Care Housing is housing designed with the needs of older people in mind and with varying levels of care and support available on site. People who live in Extra Care Housing have their own self-contained homes, their own front doors and a legal right to occupy the property.

As a result of our visits we made recommendations covering issues such as greater engagement with residents, activities inside the facilities, wheelchair access, interior décor improvements,

pricing policies and defined guidelines around patient need.

To present our findings effectively we have written individual reports for each Extra Care Unit, as well as an overall report which encompasses the research collated from our visits.

All of our Enter and View reports are submitted to the relevant providers and the information is shared with commissioners at Bromley Council, Bromley Clinical Commissioning Group, Overview and Scrutiny and the Care Quality Commission.

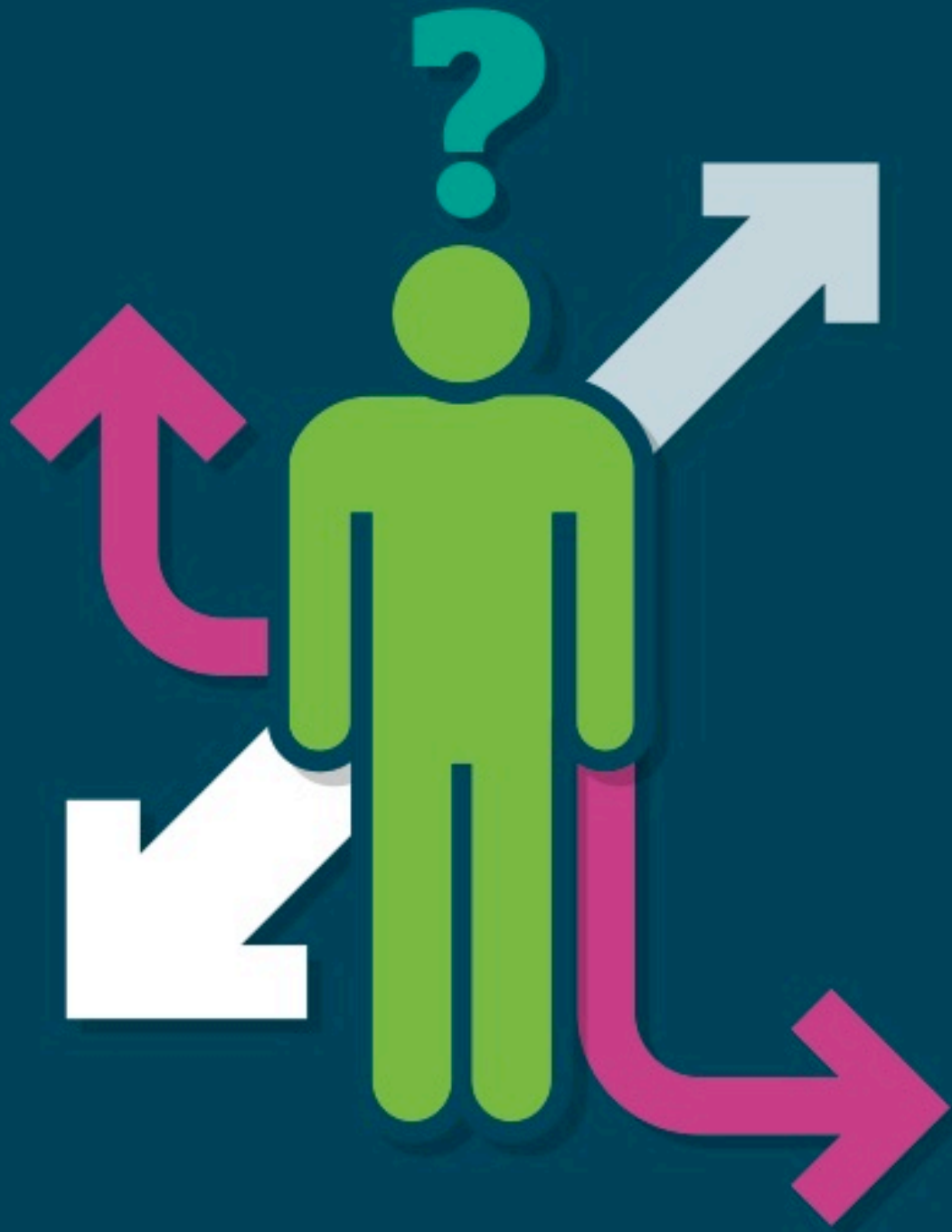
Our report can be read or downloaded on our website

www.healthwatchbromley.co.uk

Our Enter and View Authorised Representatives this year were:

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

Giving people advice and information



Helping people get what they need from local health and care services

Healthwatch Bromley continues to provide an information and signposting service throughout the borough, 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 online contact form found on our website.
- Email
- Through our social media
- By speaking to one of our team at our regular engagement locations.

In the last 12 months, Healthwatch Bromley received and completed 121 direct enquiries from the public. These enquiries would cover a multitude of different issues ranging from GP registration requests to initial support for someone wanting to make a complaint.

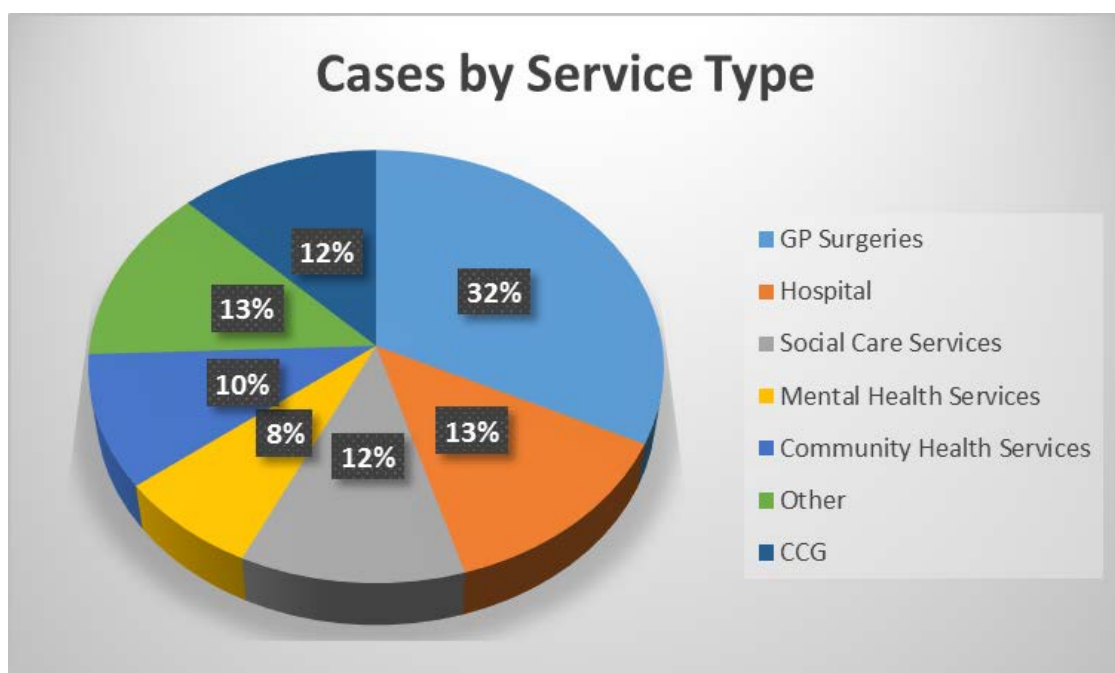
Just under a third of all signposting enquiries during the year related to GP surgeries.

13% of comments/queries involved hospital services in the borough, as well as 12% in relation to social care services.

16% of all enquires related to people wanting to make a complaint.

An unusual outlier in our signposting analysis is that 12% of all enquiries were in relation to contacting the NHS Bromley Clinical Commissioning Group (CCG) because of a short-term search engine difficulty, which the CCG resolved when informed by Healthwatch Bromley.

The figure below provides a breakdown of the cases by service type.



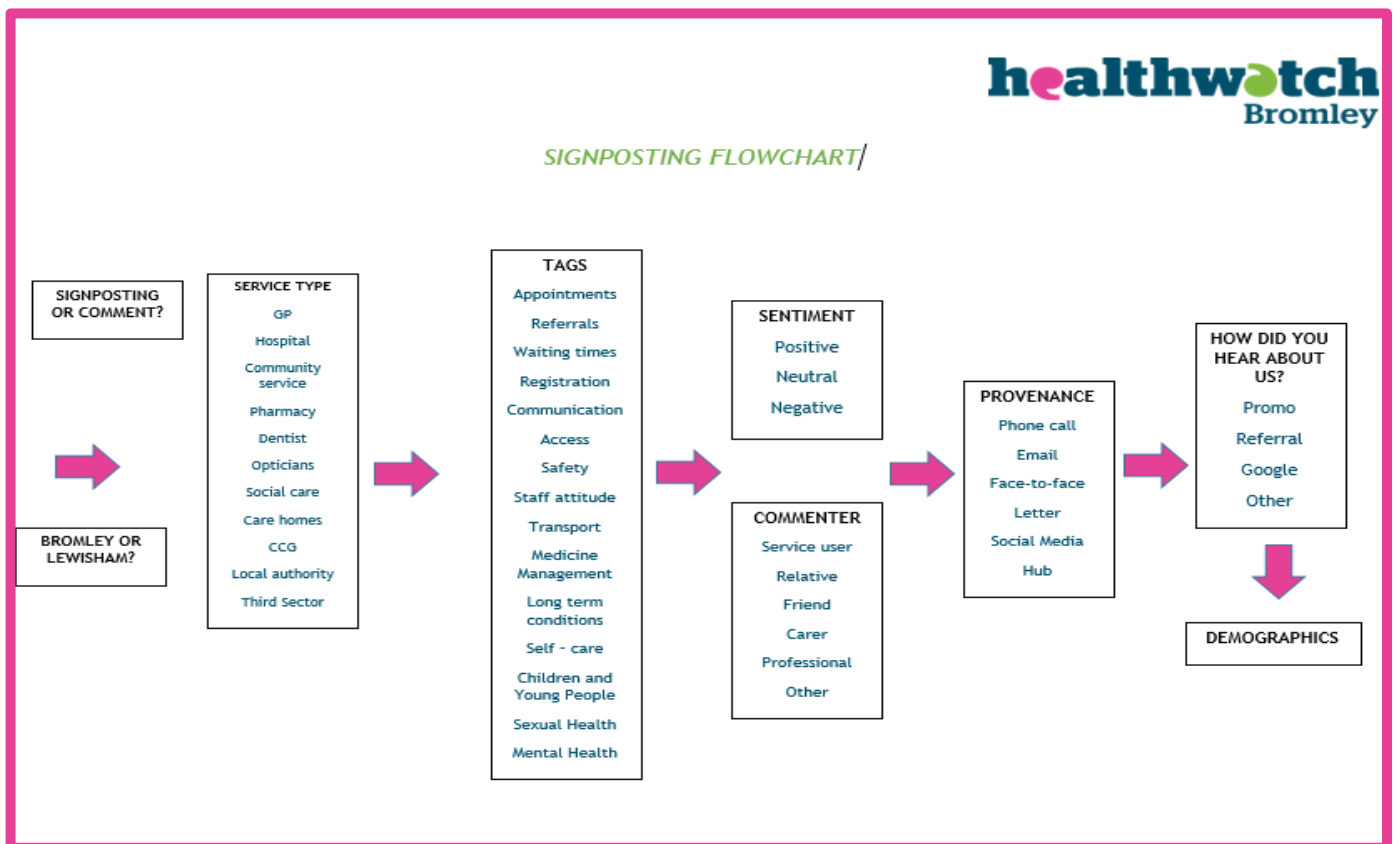
We record the nature of signposting enquiries that we received highlight where people are experiencing difficulties accessing the support and services that they needed. All information gathered by Healthwatch is used to identify trends either in service areas or in relation to specific providers. This information is regularly fed back to service providers, in addition to being used to shape our future work.

During 2014/15, to increase resident's access to information and signposting service, we published a Health and Social Care Signposting Directory. We continued to distribute the brochure throughout 2015 to reach as many of the people of Bromley as possible.

Building on this, our future plans involve: providing a quarterly intelligence report, creating a social prescribing directory to complement our signposting service; and offering a comprehensive resource of community services.



Volunteer and Involvement Officer Peter Todd providing signposting at a local event.



A flowchart which Healthwatch Bromley staff use when responding to a signposting enquiry.

Signposting Case Studies

A manager from a local care home contacted the signposting service concerned that the norovirus had broken out inside the facility. The lady wanted reassurance that she had followed the correct protocols for dealing with a suspected outbreak. Healthwatch Bromley provided her with the contact details for the Health Protection / Infection Prevention Lead at Public Health Bromley.

An elderly woman called us needing information about local nail cutting services as her feet were causing her discomfort and she was no longer able to self manage her condition. We signposted her to Age UK's 'Clip it service' and gave her a full breakdown of the price details for the service.

A woman contacted our service on behalf of her mother who was suffering with tooth problems and in desperate need of dental care but was unable to leave her home. Healthwatch Bromley provided the contact details for Bromley Healthcare Special Care Dental Service.

A gentleman seeking medical treatment abroad (within the EU) enquired about his legal entitlement to a hip replacement outside the UK. We provided NHS information regarding EU legislation and the authorisation process for seeking medical treatment abroad.

A woman raised concerns about caring for her husband. She felt the strain had become too much, despite having support from local carers. We signposted the lady to Carers Bromley who would be able to provide emotional and practical support.

'Thanks to Healthwatch Bromley I was directed to the service I required.

They were polite, professional and understanding.'

Bromley resident, aged 64.

How we have made a difference



Our reports and recommendations

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

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

In 2015/2016 Healthwatch Bromley published five reports which focused on our priorities of access to services, mental health and children and young people.

Healthwatch Bromley 2015/2016 Reports

- . Making sense of Mental Health (Children and Young People)
- . Exploring Mental Health (Adults)
- . Pharmacy Services in Bromley
 - . 'Self Care Matters' report
- . Sutherland Court Enter & View report

Our reports have been received very well over the last year and have led to changes in services which are explored later in this report.

Furthermore, our findings in 'Exploring Mental Health' and 'Pharmacy Services in Bromley' have been included in Healthwatch England's reports discussing issues around mental health and people's view of community pharmacists respectively.

Making Sense of Mental Health

Healthwatch Bromley went out into the community and spoke to people of all ages and backgrounds to ask them what they believed should be our priorities for Children and young people to investigate in 2015-16. It was evident from feedback received that young people's mental health awareness and understanding was first and foremost in many people's minds.

From October 2015 to January 2016, we worked with schools and organisations to deliver mental health drama workshops with young people.

The young people engaged in discussions around what mental health is and who has it. They also were taught the Five Ways to Wellbeing and rated local services they may have used.

In addition to this, the young people devised short performances around issues of mental health that they performed to their peers. The subjects that they chose included issues such as bullying, peer pressure, violence in the home, school pressure, depression, suicide and anxiety



Year 8's performing during their workshop

Our Recommendations

- Children are educated at primary school age around what mental health is in order to stop stigma occurring.
- All young people should be taught the Five Ways of Wellbeing thus learning how to retain their good mental health and emotional resilience.
- Young people should have a choice on who they get support from - their preference for someone they know or do not know should be respected.
- School counsellors should be more readily available in schools.
- Young people should be aware of what services are available for them, both locally and nationally, so that they have a choice on which to use.

In response to the report being sent out to the public, including the local authority, commissioners and schools; HWB received a lot of positive feedback from organisations and individuals praising the work we had done. Bromley Clinical Commissioning Group said the following:

“The Committee found the report very informative and it will be of great benefit as we progress towards realising our ambitious plans to transform the emotional and mental wellbeing of CYP and the support offered to communities.”

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. Throughout the course of our engagement with patients and the public and through the relationships we have built with commissioners and providers alike, we create opportunities to influence changes in health and social care services.

Homeless Health Needs Audit

During 2015-2016 Healthwatch Bromley played an active role in gathering the views and experiences of the homeless in partnership with local food bank project, Living Well Bromley.

We worked with Public Health and Housing departments of the Local Authority to carry out the borough's Homeless Health Needs Audit (HHNA).

The engagement with the homeless community provided an understanding of the health needs of people who are homeless and the wider determinants of their health. Furthermore, the partnership hoped to be able to recognise if there were any gaps in local service provision.

Our contribution to this work helped the local authority collect the second highest number of views in response to the HHNA in London.

Self Care Matters

Healthwatch Bromley organised an informative event on self care during Self Care Week in November 2015.

We did this to raise awareness about the importance of self-care as well as encourage stakeholders to take part in the campaign and to encourage self-care to their service users.

Speakers from Bromley CCG, Public Health Bromley, Bromley and Lewisham Mind and Lewisham CCG discussed a number of topics ranging from how to keep warm in the winter to the Five Ways of Wellbeing.

‘82% felt they knew more about self care after attending our event’

‘Self Care Matters’ was an excellent example of bringing local organisations together for the benefit of members of the public.

Care Quality Commission

Healthwatch Bromley’s relationship with the Care Quality Commission (CQC) has grown in the last year. We continue to send the CQC our reports and recommendations to provide some local insight for their work.

We provided intelligence to the CQC prior to the inspection of King’s College Hospital, local care homes and GP practices. Healthwatch promotes the activities of the CQC through a variety of communication methods including our website, e-bulletin and social media.

Our network is informed of all local CQC inspections and consultations. We have not felt it necessary to make direct recommendations to the CQC in the last year.



Improving Access to Psychological Therapies (IAPT)

During the year we won a contract from Bromley CCG to deliver public engagement as part of the Improving Access to Psychological Therapies (IAPT) and Mental Health Employment service review

We were pleased to offer a patient and public perspective of the service and ideas of what a future service could look like.

Showcase Event and Annual General Meeting 2015

We held our first Showcase Event and AGM in March 2016. At the event we shared highlights of our year, heard directly the voices of those we had worked with and looked ahead to our work in 2015-2016.

We will be holding our next AGM in November 2016.

As an independent organisation Healthwatch play an important and active part in feeding in patients views into service improvements and developments. This has been valuable in shaping a number of services.

Paulette Coogan, Bromley CCG

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).

Quality Accounts

We were invited to review and submit a statement for inclusion in the annual Quality Account published by healthcare providers in Bromley in June 2015. These lengthy and complex documents are reviewed effectively to ensure that they include an independent perspective on behalf of health and social care users. Healthwatch Bromley submitted a response to Quality Accounts for 5 providers.

Our Healthier South East London

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

Healthwatch has fed local intelligence directly into the programme, with a specific focus on local community based care. Healthwatch regularly attends the SEL CCG Stakeholder Reference Group which has played a key role in developing the equality and diversity elements of the programme.

Healthwatch has attended two joint workshops with the programme leads to encourage joint working and information sharing across the six work streams.

Involving local people in our work

A vital element that allows our organisation to work effectively is the support of volunteers. Their involvement allows us the opportunity to capture a greater number of views and experiences from the public. Our volunteers also represent Healthwatch Bromley on a variety of boards, committees and steering groups which enables us to voice the public's views directly to commissioners and service providers.

Phlebotomy Services Consultation

Seven of our volunteers engaged with over 200 members of the public during visits to GP's, hospitals and clinics as part of Bromley Clinical Commissioning Group's review of phlebotomy services in the borough. Our intelligence was used to understand how service users currently access blood taking services and if the services were meeting local needs.

“Healthwatch provided comprehensive patient engagement for the Phlebotomy service review a result of which is that the Governing body have agreed that access to the service needs to be improved”

Bromley CCG

As a result of this work the CCG are developing a new strategy that reflects the recommendations of our report.

Healthwatch Bromley Representation

- Bromley Health and Wellbeing Board
- CCG Governing Body
- 2 Scrutiny Boards
- Adult Safeguarding Board
- JSNA Steering Group
- CYP Steering Group
- Community Based Care Board

Healthwatch Bromley continues to be an active representative on the Health and Wellbeing Board. Our Chair attends their meetings and is able to raise concerns and highlight issues on behalf of local people.

The Chair is supported in their role through the provision of regular work updates at Board meetings and discussing issues that have been found through our engagement at the Bromley Workplan Committee meetings.

This ensures that our representative on the board is well informed and able to effectively articulate any concerns.

We were given the opportunity to present last year's annual report to the Health and Wellbeing Board. This was well received by the board, who are supportive of the work of Healthwatch.

Stakeholder and Provider Reflective Audit

As an organisation, Healthwatch Bromley values feedback from all its stakeholders. We believe that by being open and accountable to others we can continue to learn and improve on the service we provide.

In March 2016, Healthwatch developed a Reflective Audit in line with our national Quality Statements. Our aim was to establish a clear understanding of the impact that we have made as a local Healthwatch and areas where further development could be made.

What our partners said

"Healthwatch are represented on key strategic and clinical groups within the programme, sharing insight from a patient perspective, and bringing in their wider insights from community research they have undertaken.

We have worked closer together to better understand how Healthwatch can support the work of the programme, to dovetail engagement activities where there are shared priorities."

Fiona Gaylor, Our Healthier South East London

"We have an excellent relationship with our local Healthwatch and they are a real asset. They are also very happy to work with us in Public Health on areas which might not have been traditionally their scope of work.

They are very supportive of all our efforts to improve the health of the local population and as such have embraced a much broader, population perspective to their work.

Nada Lemic, Public Health Bromley

"Excellent reports produced following engagement activity which are clear and informative.

The work of Healthwatch provides a wider patient voice and understanding on local issues that are being considered by commissioners.

Kelly Scanlon, Bromley CCG

"I am fully aware that local people are included and involved in the delivery of Healthwatch, with active participation in the scrutiny of delivery and commissioning to ensure quality services are available across the borough."

Dominic Parkinson, Bromley and Lewisham Mind

Our work in focus



Our work in focus: Homeless Health

Homeless Health

As part of our Access to Services priority Healthwatch Bromley looked at health inequalities within the borough and any links there may be with accessing local health and social care services.

In particular, Healthwatch spoke to one gentleman, who identified as homeless, who had previously visited a local drop in clinic for a prescription. He 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. The gentleman 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.

Healthwatch supported the gentleman but was 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 the client.

However, this was not accepted initially by the practice and Healthwatch had to escalate the query to both Bromley CCG and NHS England before the situation was finally resolved. This case required significant intervention to secure medical treatment for the gentleman.



The difficulty which it took to register just one individual patient is suggestive of the extensive barriers faced by people trying to access health and social care, and the subsequent health inequalities within our local community.

“This was more than a little victory and has sown a seed for the future.”

Christine Stone, Living Well Project

It was commented that such cases put unnecessary strain on acute services, such as A&E. The need for improved awareness of the difficulties in accessing primary services for those who are homeless is paramount and would potentially reduce the pressure faced by local secondary health services.



Our work in focus: Exploring Mental Health

As part of our Mental Health priority we explored attitudes toward mental health and service access in the London Borough of Bromley.

During our routine engagement, stigma around mental health came up frequently. The Bromley Joint Strategic Needs Assessment 2015 showed the borough to have two of the lowest scores on wellbeing. Furthermore, mental illness was found to be notably high in several of the wards in Bromley.

We felt further research was needed to look at this intelligence more deeply.

In Bromley, 1 in 6 people which is equivalent to 64,000 are experiencing mental health challenges at any one moment in time.

Bromley Joint Strategic Needs Assessment

Healthwatch Bromley representatives gathered information through in-depth research, questionnaires and focus groups.

Over three months a total of 109 surveys were collected. In the community focus groups, a further 26 participants were engaged, amounting to a total of 133 responses.



Through our research we found that:

- 77% of those questioned felt that mental health was a difficult topic to talk about.
- The majority of respondents agreed that there is not enough mental health support in the community.
- Drop in centres and open access, especially for those at crisis point, were identified as a much needed resource.
- Mental health challenges can affect anyone, at any stage of life; therefore, it is essential that residents have equal access to quality local services.
- There is a need for mental health services to be widely advertised and available for all.
- Education around mental health awareness, particularly at a young age, was pinpointed as an area of importance.

As part of the focus groups, participants were asked to identify areas of improvement in the current system and to draw up a comprehensive picture of where they wanted mental health services to be in 5 years' time. Their journey to good community mental health is below:



Our work in focus: Pharmacy Services

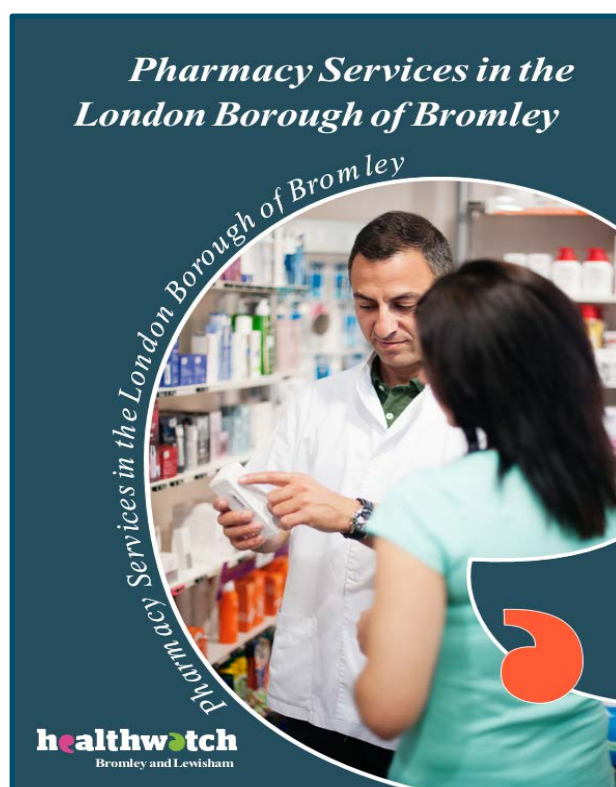
Pharmacy Services in the London Borough of Bromley

Healthwatch Bromley's GP Access review and report in 2014, demonstrated the high demand for GP services in the borough. Our general engagement suggested that pharmacy services are often not considered by service users as an alternative to GP services and that pharmacies may be underutilised by patients.

Following on from this and as part of our Access to Services priority we undertook a project to gain better understanding and appreciation of the people of Bromley's attitude toward pharmacies.

The research focused on the following areas:

- Dispensing - how advice is provided to patients regarding their prescriptions
- Promotion of public health and healthy lifestyles - exploring advice around healthy lifestyle choices, such as smoking cessation
- Signposting to other services - monitoring signposting advice to other care providers and support systems within the borough
- Patient feedback - monitoring the provision of practice leaflets, patient satisfaction surveys and feedback opportunities for service users



Ten pharmacies were visited between July and August 2015, covering a wide geographical area within the Bromley borough ranging from Crystal Palace to St Mary's Cray.

From the views and experiences we gathered it was evident that patients and service users felt they received a high quality of service from local pharmacies.

Our data showed;

- Dispensing services are particularly well received, with positive opinions regarding

the quality of service and the time taken to deliver prescriptions.

- A sizable group of those surveyed are failing to dispose of their surplus medicine in a safe manner via pharmacies, choosing instead to dispose of them along with household waste.
- Patients seem unfamiliar with some of the services provided by local pharmacies, instead preferring to seek advice and information from their GP rather than in a community setting.



Our volunteer Blessing Amaechi gathering people's views on pharmacy services.

Our Recommendations

1. Further promotion of the additional services offered by pharmacies by Public Health England. A high percentage of those surveyed were unaware they could access advisory services at their local pharmacy. An increase in the uptake of these services would be hugely beneficial to the community.
2. Increased display space for signposting information to improve patient access to the full array of services available.
3. Targeted work around medicine management and the disposal of unwanted drugs by local commissioners and health authorities

Responses to our report

The report and its recommendations have been well received by the relevant service providers.

Our findings have also been included in Healthwatch England's national report '[What Do People Think of Community Pharmacists?](#)' which explores the role that community pharmacists play in meeting people's healthcare needs.

Our plans for next year



Future priorities

It has been a challenging but successful year for our organisation in 2015/2016. The last year has seen the growth of the staff team in order to deliver local Healthwatch in Bromley and in Lewisham.

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 covered in this report but will be detailed in the 2016/2017 Annual Report.

Our priorities for 2016/2017 remain:

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

In the year ahead we will continue to produce reports on local services and will continue to involve the public - including people from a range of backgrounds, ages and marginalised groups. 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 priority projects which will be conducted in 2016-2017.

Out-of-hours access in primary care

Sexual health and gender identity in young people

Access to dentistry services

Information Hubs

Mental Health Enter and View

Access to services for people identified as financially vulnerable

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.

Primary Care Joint Commissioning

Along with our colleagues at other local Healthwatch in South East London, we will continue to be observers as part of NHS England's primary care joint commissioning process. Our representatives are keen to ensure that our consumer champion role is used effectively in this process.

Regional Network

We remain members of the Healthwatch South East London Network Chief Officer meetings where we continue to share best practice, support for each other and discuss change and issues across the region and nationally.



Our people



Healthwatch Bromley Trustee Board

Our Board directs the work of the organisation by setting our strategy, ensuring that we achieve our aims and objectives and by making sure that the Director and the staff team deliver the strategy and work programme effectively.

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

The Board met 5 times in 2015/2016. All minutes of these meetings can be accessed on our website.

Healthwatch Bromley Workplan Committee

This year a subcommittee was set up to allow closer oversight of the workplan.

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

The committee reviews issues relating to Healthwatch in detail and makes recommendations regarding this. It plays an important role in overseeing Healthwatch Bromley's strategic direction, monitoring the progress of Healthwatch Bromley against its workplan.

'Bromley Workplan Committee comprises both trustees and members, bringing together a range of expertise to review progress against the work plan, as well as make recommendations regarding maintaining and safeguarding the independence, openness and transparency of Healthwatch'

Leslie Marks, Chair of Bromley Workplan Committee

Healthwatch Bromley Trustees

Linda Gabriel (Chair)
Leslie Marks (Vice Chair)
Dr. Magna Aidoo
Vivienne Astall
Nigel Bowness
Dr. Brian Fisher
Geraldine Richards
Beverley Tanner
Margaret Whittington

Workplan Committee

Leslie Marks (Chair)
Linda Gabriel
Margaret Cunningham
Bev Tanner
Susan White
Margaret Whittington

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 Workplan Committee. Over an eight-week period we actively invited local people to influence our priorities.

'Last year Healthwatch Bromley's work was supported by 23 volunteers.'

As well as being vital to our governance, volunteers play an important part in the preparation and implementation of our work. We consult our office volunteers at every stage of a project to gain a lay perspective on our aims, our approach, how we analyse our data and how we present that information.

We want our volunteers to know that we value their experience and abilities. We have an inclusive and open volunteering program and support the development of existing skills and gaining new skills while they support us to deliver our projects and functions.

Our 23 active volunteers support and represent a wide range of communities and service users.

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.



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		126,384
Additional income		9,934
Total income		136,318
EXPENDITURE		
Operational costs		10,638
Staffing costs		88,818
Office costs		11,618
Total expenditure		111,074
Balance brought forward		25,244



(Healthwatch Bromley showcase event and AGM)

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:

- Email:
admin@healthwatchbromley.co.uk
- Telephone: 020 8315 1916
- Completing the Talk to Us form on our website:
www.healthwatchbromley.co.uk
- Write to us:
Healthwatch Bromley,
Community House,
South Street,
Bromley,
Kent, BR1 1RH

Sign up to our mailing list

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

Alternatively, you can sign up by visiting www.healthwatchbromley.co.uk and entering your email address on the right hand side of the homepage in the 'sign up to receive our e-bulletin' box.

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

Healthwatch Bromley Volunteers

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

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

Events

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

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

Please see here for our events:
www.healthwatchbromley.co.uk/events

Online

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

www.healthwatchbromley.co.uk

Also, keep in touch through social media at:



Healthwatch.Bromley



@HWBromley

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to 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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