



Healthwatch Bromley Annual Report 2013/14



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It is my pleasure to be able to give the first Annual Report as Chair of Healthwatch Bromley

It has been an exciting and busy year for Healthwatch Bromley. We have put in place the strategy, policies and infrastructure that our organisation needs to become successful, and that allows us to have a responsive and proactive approach as the independent champion for health and social care for people in Bromley.

The year has seen a wide range of changes in health and social care policy and in local provision of services. Healthwatch Bromley has been keeping up-to-date on these issues for Bromley residents and sharing what we find in our e-newsletters, on our website and at meetings. We have been making very good progress at developing links with our local community and statutory partners.

We have been gathering the views of local residents on a range of health and social care services and have launched our signposting service, which offers a wide range of information on local services to residents and their carers.

Our seat on the Health and Wellbeing Board means we are at the centre of decision making, as this Board has responsibilities for ensuring that the recommendations made by the Joint Strategic

needs Assessment (JSNA) are carried out. The Board also oversees the delivery of the Bromley Health & Wellbeing strategy.

We are represented on the Health Scrutiny Subcommittee, Care Services Policy Development and Scrutiny Committee, the Bromley Clinical Commissioning Group body, the Joint Strategic Needs (JSNA) Steering Group and JSNA Working Group, and on several other committees, boards and partnerships. These give us the ideal platforms to ensure patient and public views are brought forward and are at the centre of strategic planning and implementation.

We have developed a strong collaboration with our South East London Healthwatch partners to support joint working across the region. Through this we have developed a joint Enter and View policy and procedure and have carried out training and conduct visits. The collaboration has been successful in allowing us to monitor the transition of services following the dissolution of the South London Healthcare NHS Trust.

Our plan for the next year is to help citizens, service users and communities get the best out of health and social care services in Bromley: this is something we are determined to do. I would encourage anyone with an interest in improving health and social care in Bromley to get involved with Healthwatch Bromley.

Finally, I would like to pay tribute to all the people who have given their time, energy and expertise during this first very positive year.

Linda Gabriel
Chair Healthwatch Bromley



Introduction



Bromley's Health at a Glance

The London Borough of Bromley has an estimated resident population of 306,361

The Public Health England Bromley Health Profile 2013 gives the following information about Bromley.

- The health of people in Bromley is generally better than the England average. Deprivation is lower than average, however about 10,500 children live in poverty.
- Life expectancy for both men and women is higher than the England average. Life expectancy is 7.8 years lower for men and 6.2 years lower for women in the most deprived areas of Bromley than in the least deprived areas.
- Over the last 10 years, all-cause mortality rates have fallen. Early death rates from cancer and from heart disease and stroke have fallen and are better than the England average.
- In Year 6, 15.6% of children are classified as obese. This is better than the average for England.
- Levels of teenage pregnancy, GCSE attainment, alcohol-specific hospital stays among those under 18 are better than the England average.
- Levels of breast feeding and smoking in pregnancy are better than the England average.
- Estimated levels of adult 'healthy eating', physical activity and obesity are better than the average.
- Rates of sexually transmitted infections, road injuries and deaths, smoking related deaths and hospital stays for alcohol related harm are better than the England average.

- The rates of statutory homelessness, violent crime and excess winter deaths are worse than the England average.

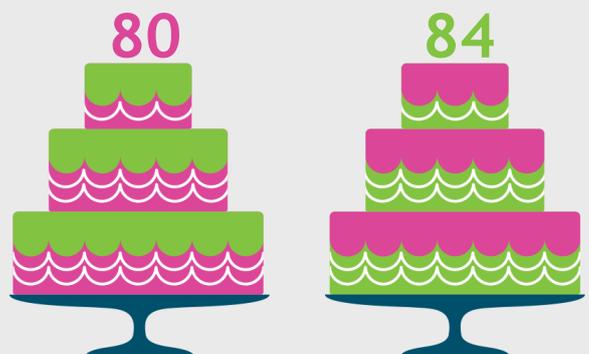
Priorities include tackling obesity, diabetes, hypertension, anxiety and depression, children with special needs and support for carers.

There are 3 main providers of health care within the London Borough of Bromley.

- King's College NHS Foundation Trust - providing acute services
- Oxleas NHS Foundation Trust - providing mental health services
- Bromley Healthcare CIC - providing community services.

Bromley Council is responsible for commissioning social care in the Borough and this is delivered by a combination of local authority, private and voluntary sector providers.

In Bromley, men are now expected to live to an average age of nearly 80 years and women nearly 84 years which is higher than the England average for both genders



About Healthwatch Bromley



Healthwatch was established in April 2013 under the Health and Social Care Act 2012 in order to provide local citizens and communities a stronger voice to influence and challenge Health and Social Care services within their locality.

A local Healthwatch organisation was established in each local authority area in England.

At a national level, Healthwatch England provides national leadership, support and ensures that the voices of people who use health and social care services in each locality are heard at the highest level - the Secretary of State, the Care Quality Commission, the NHS Commissioning Board, Monitor and within every Local Authority. Healthwatch England is a statutory committee of the Care Quality Commission (CQC). 152 Local Healthwatch organisations exist nationally.

The London Borough of Bromley commissioned the service through open tender. Community Links Bromley was awarded the contract to set up and deliver Healthwatch Bromley.

Healthwatch Bromley is the local independent champion for both health and social care services for children, young people and adults. Healthwatch Bromley works to help improve services for people who live, or access services in the borough.

We have a legal duty to monitor services, obtain the views of people about their experiences of care and make recommendations about how services should be improved, to persons responsible for commissioning, providing, managing or scrutinising local care services.

We support individuals by providing information and signposting about services so

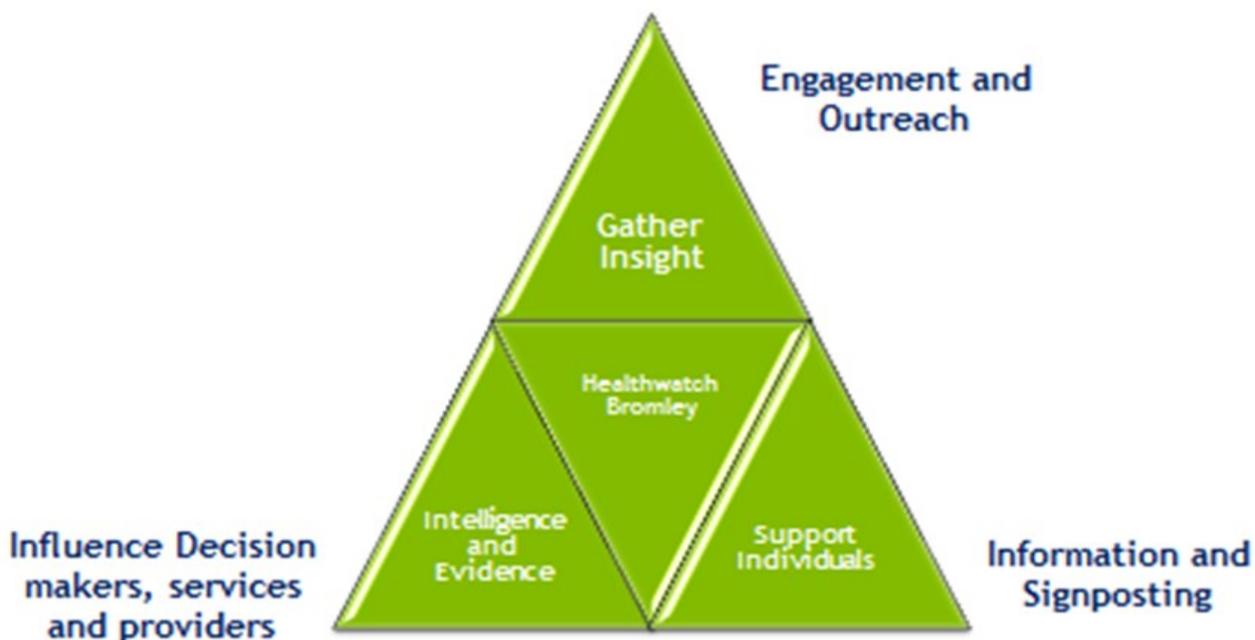
they can make informed choices. We also signpost people to the local independent complaints advocacy service if they need more support.

The Healthwatch Bromley network is open to everyone in Bromley including residents, voluntary groups, community groups and people working in Bromley.

Our approach is to encourage broad public involvement and to inform, influence and help shape future commissioning and provision.

Healthwatch Bromley covers publicly funded health and social care services including:

- Hospitals
- Dentists
- Doctors/ GPs
- Care Homes (including private if there are publicly funded residents)
- Hospitals Transport
- Ambulance Services
- Mental Health Services
- Opticians
- Pharmacies
- Community Health Services
- Day Care Centres
- Home Care
- Public Health

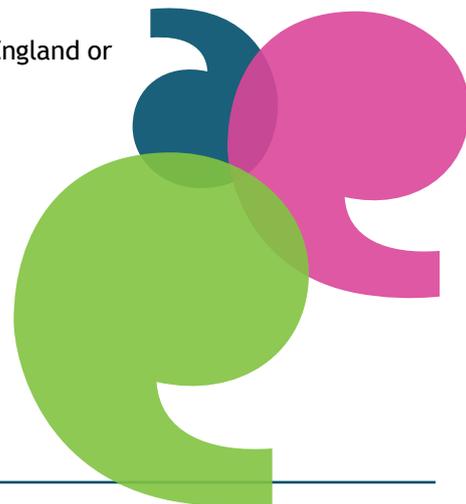


We gather Insight through our engagement, outreach and participation activities.

We listen to views and experiences of local health and social care services and help people share their views and concerns about health & social care

We use what we have heard in our Influencing role:

- telling service providers and commissioners and those who monitor services what the public have told us;
- asking providers and commissioners questions and make suggestions so that services are fair for everyone;
- using our Enter and View powers to visit some services to see and report on how they are run;
- sitting on the Bromley Health and Wellbeing Board and on other decision making or influencing groups, ensuring that the views and experiences of patients and other service users are taken into account;
- recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).



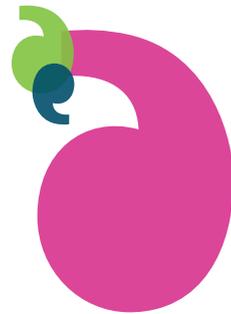


Healthwatch Bromley Board

Our Board are responsible for making sure that the organisation acts appropriately, delivering the services it is contracted to provide and works in the interest of the communities and individuals we represent

The Board who are all volunteers were appointed through an open recruitment process resulting in the selection of five board members. They were selected for their range of skills and knowledge in working with the public, private and voluntary sectors, as well as their interest in health and social care issues in the Borough.

The Board abide by a clear set of policies and procedures including conflicts of interests, code of conduct and equality and diversity.



Linda Gabriel, Chair



John Cliff, Vice Chair
Children and Young
People's Lead



Margaret Whittington,
Safeguarding Adults and
Dignity Lead

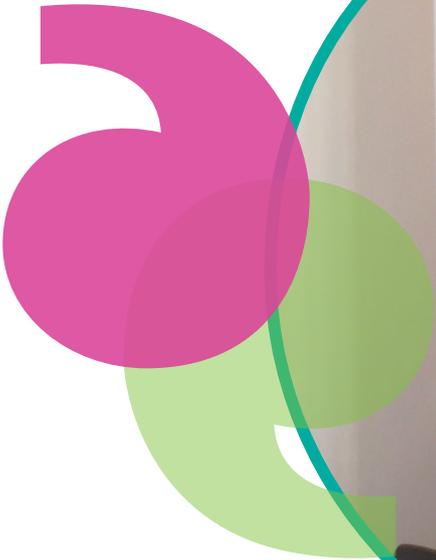


Vivienne Astall,
Community Engagement
and Involvement Lead



Leslie Marks,
Enter and View Lead

Our Statutory Activities



26/03/17



Promoting and supporting the involvement of local people

Healthwatch Bromley like other local Healthwatch have a range of core functions to carry out.

These have been set out in section 221 of the Local Government and Public Involvement Act 2007 and updated in the Health and Social Care Act 2012.

Healthwatch Bromley works jointly with organisations and groups and through existing networks within the borough and the surrounding boroughs to promote and support the voice of local community and service users in health and social care services.

All opportunities for engagement and involvement are distributed to the Healthwatch Bromley network and communicated through various channels.

Healthwatch Bromley is involved in several committees and partnership groups that involve local people in the commissioning, provision and scrutiny of local care services.

These include:

London Borough of Bromley Meetings

- Bromley Health and Wellbeing Board
- Bromley Health Scrutiny Sub-Committee
- Bromley Care Services Policy Development and Scrutiny Committee
- Bromley Adult Safeguarding Partnership Board
- Joint Strategic Needs Assessment Steering Group
- Joint Strategic Needs Assessment Working Group

Bromley Clinical Commissioning Group Meetings

- Bromley Clinical Commissioning Group Governing Body Meetings in Public
- Bromley Urgent Care Working Group
- Bromley Quality Assurance Sub-Committee
- Beckenham Beacon Project Group
- Integrated Care Communications Steering Group
- Orpington Health Services Community and Stakeholder Engagement Forum

Service Provider Meetings

- Healthwatch Bromley and Bromley Healthcare
- King's College NHS Foundation Trust, Healthwatch Southwark, Lambeth and Bromley
- Oxleas NHS Foundation Trust, Healthwatch Bromley, Bexley & Greenwich
- Oxleas Older Peoples Mental Health Services Reconfiguration Stakeholder Reference Group

Regional Meetings

- Pan London NHS 111 Clinical Governance Group
- South London Quality Surveillance Group
- South East London NHS111 Patient Engagement Sub-Group
- South East London Cluster Stakeholder Reference Group
- South East London Area Prescribing Committee

All representatives are required to report back to Healthwatch Bromley on what was said at the meetings, in particular any highlights for Healthwatch Bromley's attention.

The Bromley Health and Wellbeing Board brings together local Councillors, representatives from the Clinical Commissioning Group, social services, housing and the voluntary sector. Our right to representation on this board allows Healthwatch Bromley to be the public voice of any decisions taken or courses of action proposed by the Board.

Members of our network attend regional events to gather information for our work and to ensure that the views of patients and the public are central to discussions.

Healthwatch Bromley has also ensured the involvement of local people through a range of participation activities including: network meetings; surveys and questionnaires; one-to-one contact; talks Enter and View visits; and Patient Led Assessments of the Care Environment audits.

Enabling local people to monitor the standard of provision of local care services

This statutory activity is primarily carried out through our Enter and View work.

The power to carry out 'Enter and View' visits to health and social care premises is the most powerful tool available to local Healthwatch organisations. The law allows entry to almost all premises where publicly-funded health or social care is provided. This includes not only hospitals and residential care homes, GP surgeries, pharmacies, dental surgeries and opticians' practices. Enter and view visits may be both announced and unannounced.

Healthwatch Bromley considers that to be effective the power to enter and view should be:

- Used appropriately - neither as mere routine nor as a last resort, nor as a licence for simple curiosity or nosiness;
- Used sparingly: in particular, unannounced visits should be made only where there are serious concerns about a particular establishment; and exercised only by Healthwatch members who have acquired essential skills by undergoing training in safeguarding, mental capacity and deprivation of liberty.

The Local Healthwatch organisations across South East London worked together to develop a joint training Enter and View training programme, policy, protocol and procedure. The training programme has so far been delivered to 50 volunteers from the six boroughs. Training was delivered by Bromley, Bexley and Lewisham officers and delivered in Lambeth and Lewisham.

Using this joint working model means that our volunteers can work cross-borough should the need arise and that training costs

have been shared across local Healthwatch organisations.

Our Enter and View programme is championed at Board level.

Authorised Enter and View Representatives for Healthwatch Bromley for 2013/14 were:

Volunteers:

- Paul Brown
- Joyce Sutton
- Peter Moore
- Leslie Marks
- Susan Fielder
- Anne Taylor
- Gerda Loosemore-Reppen

Staff:

- Folake Segun
- Heather Farrell

Our volunteers conduct the Enter and View visits and report on their findings. Two joint visits have been conducted this year. On 7th February 2014 the South East London Healthwatch Network carried out Enter and View visits to the Emergency Departments of Darent Valley NHS Hospital, Lewisham Hospital and the Queen Elizabeth Hospitals; a joint comparative report was written and sent to providers in April 2014. In line with the Health and Social Care Act 2014, this report, along with the provider's response was published in May 2014.

A joint Enter and View visit was carried out again by the South East London Healthwatch Network to look at Maternity Services at The Princess Royal University Hospital, Darent Valley NHS Hospital, Lewisham Hospital and the Queen Elizabeth Hospitals on 30th March 2014. A joint comparative report has been



sent to the providers in May 2014 and will be published, along with the provider's response in June 2014.

Two further Enter and View visits are planned in the coming year looking at Day Surgery and Outpatient departments to investigate patient experience following the Trust Special Administrator's recommendation to dissolve South London Healthcare NHS Trust.

We are also planning a series of Enter and View visits to care homes and practices in Bromley in the coming year.

We use our right to Enter and View in consultation with local stakeholders including the Care Quality Commission, Bromley Council, NHS England (London Region) contracts monitoring team and Bromley Clinical Commissioning Group who carry out work to monitor services.

Our Enter and View reports can be read at www.healthwatchbromley.co.uk/reports

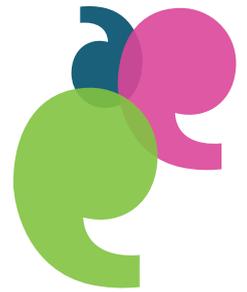
Healthwatch Bromley volunteers also took part in Patient-Led Assessments of the Care Environment (PLACE) assessments of the Princess Royal University Hospital and St Christopher's hospice. These PLACE audits provide an annual snapshot that gives hospitals a clear picture of how their environment is seen by those using it, and how they can improve it. During 2013/2014 volunteers who undertook training and participated in the assessments were:

- Graham Durnal
- Richard Neville
- Valerie Poll
- David Tinson

As well as our Enter and View programme Healthwatch Bromley sit on a range of boards and committees where standards of provision are monitored.

An overwhelming majority of the public (94%) think NHS and social care services could be improved





Obtaining the views of local people about their experiences of local health and social care services and making these views known

Throughout the year we have used a range of methods and techniques to engage our local community and gather views, compliments, concerns and complaints. At the start of our first year we developed a community engagement strategy. As part of the strategy is a volunteer programme which will enable greater reach across the borough.

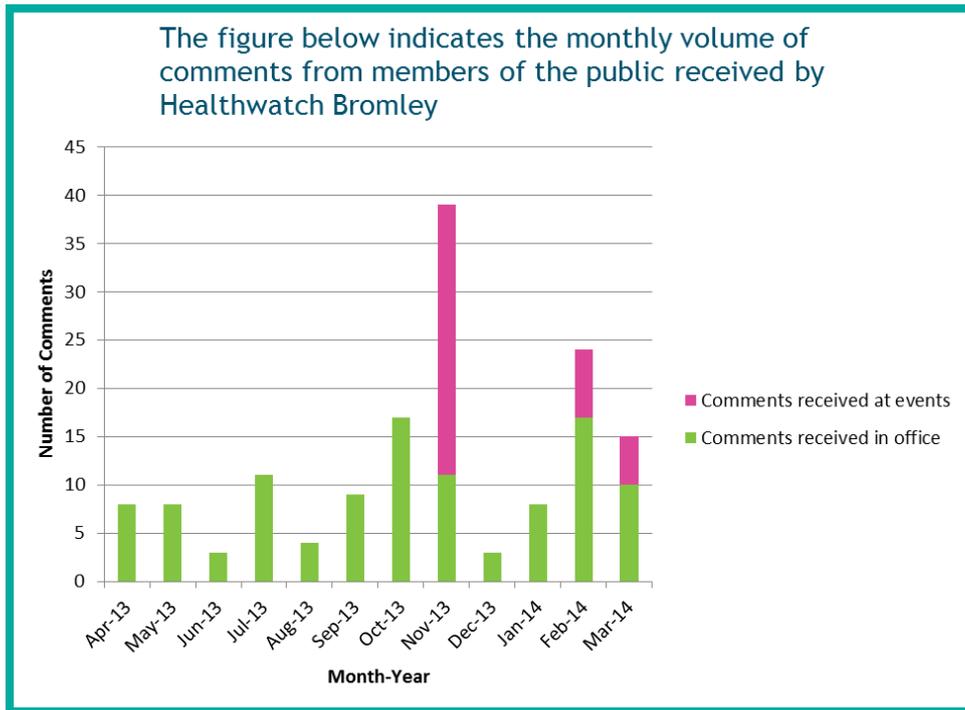
We have a phone line, an online form and are able to receive views by email. Opportunities to gather views of the public include online feedback from the website and social media outlets. In addition we have conducted generic and targeted outreach across Bromley.

We have seen a steady rise in the number of issues reported to Healthwatch Bromley. Each of these is logged onto our database. The issues are reported to our Board at every meeting. The information is used to identify trends either in service areas or in specific establishments.

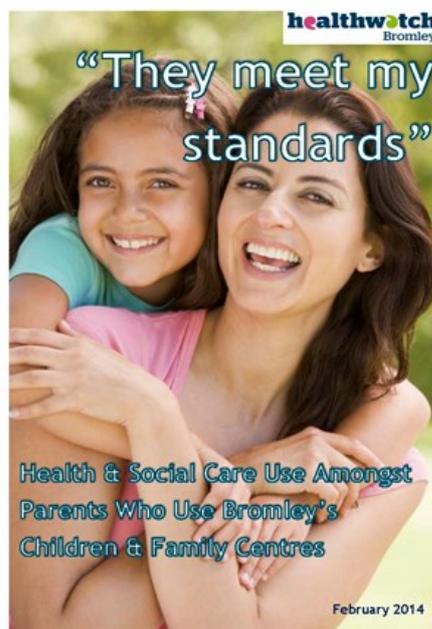
Healthwatch Bromley has used this information to help commissioners and providers of services understand the issues which concern service users, whether these are part of a pattern and where things may be going wrong and, especially, how services could be improved.



At an engagement event, mental health service users told us about difficulties they were having navigating the Oxleas website. We raised this at our regular meeting with the Trust and they responded straight away to make navigation easier



During December 2013, we carried out a survey amongst parents who use services in Bromley's Children and Family Centres and received 375 responses. The full report can be read at www.healthwatchbromley.co.uk/reports



Our team has gathered views, delivered talks and given presentations at a wide range of local community events and meetings.

Over the year we have been at the following events and places:

2013	April & May	'Partnerships for the Future' review event
		Bromley Mental Health Forum 'Heads Up' event
		Healthy Living Pharmacy, Bromley
		Bromley Eco-Therapy Project
	June	King's Older People Stakeholder Event
		HW England Network Event, London
	July	Disability Hate Crime Conference, Bromley
		Bromley Experts by Experience
		Youth Activity Day, Poverest Park, Orpington
	September	Bromley Community Engagement Forum AGM, Bromley
		Community Links Bromley AGM, Bromley
		Community Links Bromley Board Meeting
		Bromley Clinical Commissioning Group
		Intu Bromley shopping centre
		Open Space on Diversity Market Stall
		Patient Advisory Group, Beckenham
		Bromley Mental Health Forum
	October	Community Options, Bromley
		Diversity Day 2013, Bromley
		Cudham Lunch Club (Resident's Association), Cudham
		London Borough of Bromley Domiciliary Care Forum
		Healthy Lifestyles Self Advocacy Groups meeting
		Building a Better Bromley
	November	Carers' Rights Day Event
		CLB Parliament Week Event (We held a joint workshop with the CCG)
		Bromley Council's Adult's Stakeholder Conference (We facilitated a workshop on Safeguarding)
		Community Options
		CCG Communications Steering Group
CQC Listening event, Orpington		
London Borough of Bromley Care Homes Forum		
Kent Association for the Blind, Bromley		



2013	December	King's Quality Accounts Stakeholder event, Beckenham
		Hollybank; Children's short-term respite Service, Petts Wood
		Bromley Children's Project, Bromley
		Cotmandene Annual Community Open Day, St Paul's Cray
2014	January	Oxleas 'Priorities' event, Bromley
		Community Champions event, Anerley
		'Bromley Cares'
	February	Cotmandene Annual Community Open Day, St Paul's Cray
		Oxleas 'Priorities' event, Bromley
		Community Champions event, Anerley
		Beckenham Beacon Urgent Care review
	March	Mountfield Community Centre, St Mary Cray
		Bromley Cares' event, Bromley
		Oxleas 'Voluntary Support Group'
Bromley College, Bromley		
Kent Association for the Blind, Bromley		
NAVCA Health and Engagement Event, Bromley		
Bromley Children's Stakeholder Conference		

During 2014/15 we will be building our engagement and involvement with under-represented groups.



Making reports and recommendations

All our reports are submitted to the relevant providers and commissioners. All reports are also copied to the following stakeholders:

- Care Quality Commission, Compliance Manager
- Bromley Health Scrutiny Sub-Committee
- Bromley Care Services Policy Development and Scrutiny Committee
- Bromley Health and Wellbeing Board
- Healthwatch England
- NHS England (where relevant).

All reports are available on our website (<http://www.healthwatchbromley.co.uk/reports>). Hard copies of reports can be obtained through the Healthwatch Bromley office.

The impact of this work has been:

- Raised awareness of patient and carer concerns, compliments and complaints
- Responses received from providers are available as part of our signposting work
- Raised awareness of Healthwatch Bromley

Title: HWB Feedback on the Princess Royal Hospital for the Care Quality Commission Inspection:

Service Area	Provider	20 day response	Actions taken/report impact
Hospital	Kings College NHS Foundation Trust (Princess Royal University Hospital)	Yes (from CQC)	Report included in CQC inspection data-set Reviewed at by Bromley CCG

Title: They meet my standards: Health and Social Care use amongst parents who use Bromley's Children and Family Centres

Service Area	Commissioners/ Providers	20 day response	Actions taken/report impact
Primary and Secondary Care	Bromley CCG Bromley Healthcare London Borough of Bromley	Yes	None required at this time



Title: Princess Royal University Hospital, Lewisham Hospital, Queen Elizabeth Hospital, and Darent Valley Hospital Maternity Departments Enter and View			
Service Area	Provider	20 day response	Actions taken/report impact
Acute Care	King's College Hospital NHS Foundation Trust Lewisham & Greenwich NHS Trust Dartford & Gravesham NHS Trust	Yes	The Trust is working with the Maternity Services Liaison Committee (Healthwatch Bromley is a member) to improve the ward environment at the Princess Royal University Hospital



Title: Lewisham Hospital, Queen Elizabeth Hospital, and Darent Valley Hospital Accident and Emergency Department Enter and View Visit			
Service Area	Provider	20 day response	Actions taken/report impact
Acute Care	Lewisham & Greenwich NHS Trust Dartford & Gravesham NHS Trust	Yes	Nothing reported at this time



I would like to take this opportunity to thank the team for the way in which they carried out their visit which was thoughtful and considerate to the needs of women. We appreciate the candid and helpful feedback on our services and we will be using this to make improvements.

Natilla Henry, Head of Midwifery, PRUH

Providing advice and information about access to local care services so choices can be made about services

Healthwatch Bromley provides an information service to the public that helps people find information about the choices they in accessing health and social care services.

In setting up our information and signposting service, we identified what information already existed and how to access it, identified unmet needs so gaps in information could be obtained and kept up to date with the latest information and news in order to help direct people appropriately. Wherever possible, we made best use of resources by signposting enquirers to existing information systems.

Our signposting service provides information to direct people to the services they require and promotes local public health information and awareness to help introduce people to local networks and support groups.

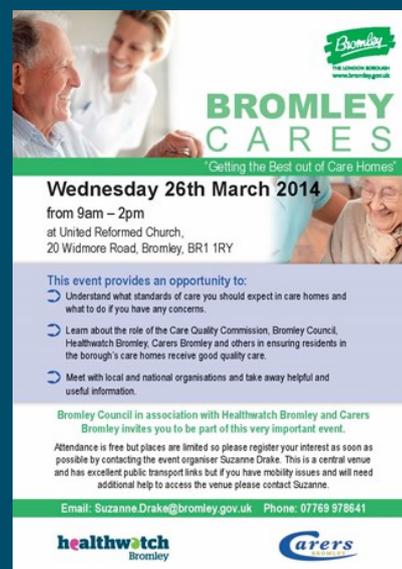
Examples of this work include:

- helping people find new GPs and dentists
- explaining how to complain when things don't go right or if they were unhappy about a service
- asking questions about the opening times of a service
- Information about how to access continuing care funding

During 2013/2014 we provided 167 people with information about local services.

We want people who use our signposting service to find it easy to access and informative. Although primary access to the service is by phone and it is open during office hours (9.00am to 5.00pm), the nature of our work means that the staff team are not always in the office. People can contact us by email, in writing and through our website and at our information stalls at community events and locations.

In March 2013 Bromley Council, Healthwatch Bromley and Carers Bromley held 'Bromley Cares'. This interactive conference discussed what good residential care looks like and had speakers from organisations that work to ensure good quality care within the Borough's care homes



The flyer for 'Bromley Cares' features a photograph of an elderly man and woman smiling. The text on the flyer includes the Bromley Council logo, the event title 'BROMLEY CARES' with the tagline 'Getting the Best out of Care Homes', the date 'Wednesday 26th March 2014' from 9am to 2pm at United Reformed Church, 20 Widmore Road, Bromley, BR1 1RY. It lists three key points: understanding care standards, learning about the Care Quality Commission, and meeting with local and national organisations. It also mentions the event is free but places are limited and provides contact information for Suzanne Drake.

Bromley
THE LONDON BOROUGH
www.bromley.gov.uk

BROMLEY CARES

'Getting the Best out of Care Homes'

Wednesday 26th March 2014
from 9am – 2pm
at United Reformed Church,
20 Widmore Road, Bromley, BR1 1RY

This event provides an opportunity to:

- Understand what standards of care you should expect in care homes and what to do if you have any concerns.
- Learn about the role of the Care Quality Commission, Bromley Council, Healthwatch Bromley, Carers Bromley and others in ensuring residents in the borough's care homes receive good quality care.
- Meet with local and national organisations and take away helpful and useful information.

Bromley Council in association with Healthwatch Bromley and Carers Bromley invites you to be part of this very important event.

Attendance is free but places are limited so please register your interest as soon as possible by contacting the event organiser Suzanne Drake. This is a central venue and has excellent public transport links but if you have mobility issues and will need additional help to access the venue please contact Suzanne.

Email: Suzanna.Drake@bromley.gov.uk Phone: 07769 978641

healthwatch
Bromley

carers



Reaching views on the matters mentioned in subsection 3 (that standards of care, and whether and how standards can be improved) and making these views know to Healthwatch England

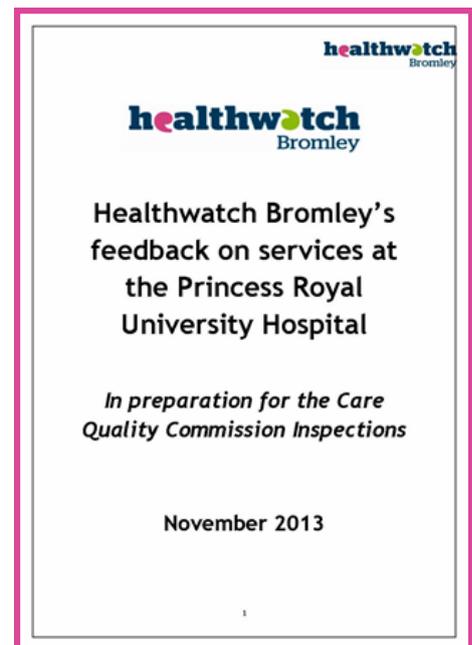
All Healthwatch Bromley reports and recommendations are shared with our local CQC Compliance Manager and through the Healthwatch Hub to Healthwatch England.

Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) about special reviews or investigations to conductor, where the circumstances justify doing so, making recommendations directly to the CQC

We submitted feedback to the CQC before the inspection of the Princess Royal University Hospital

We have developed good working relationships with the London Development Officer of Healthwatch England, have regularly participated in the Chief Officer's webinars and have a good relationship with our CQC Compliance Manager. We have been asked by CQC inspectors for intelligence we have before GP inspection visits.

In this, our first year, we have not found it necessary to make recommendations to Healthwatch England or the CQC about a special review.



Making recommendations to Healthwatch England to publish reports

In this our first year Healthwatch Bromley has not had the need to make recommendations to Healthwatch England to publish reports on standards.

Healthwatch Bromley took part in the Care Quality Commission's work to develop its inspection process.

Giving Healthwatch England such assistance as it may require to enable it to carry out its functions effectively, efficiently and economically

We have supported Healthwatch England throughout 2013/14 as required.



Our Year



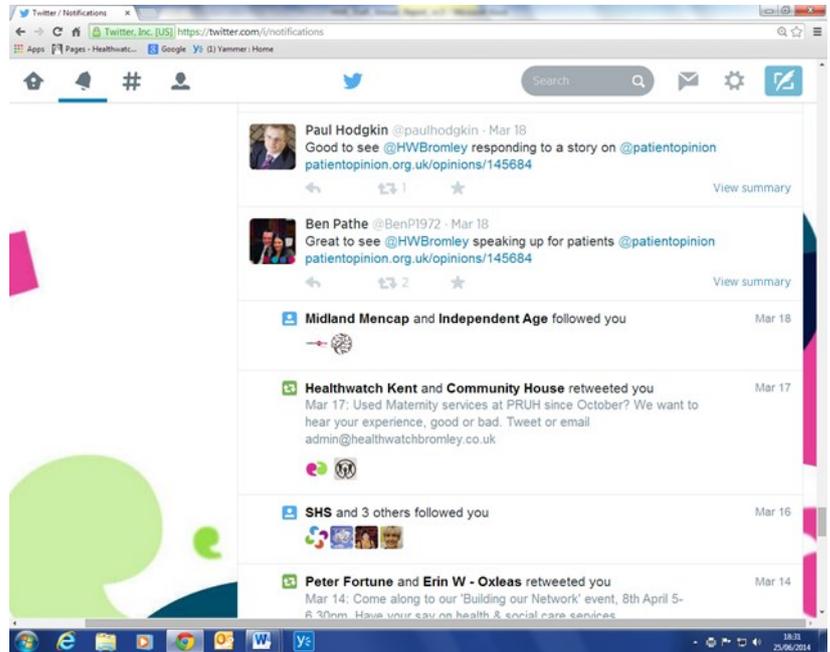
Engaging with people

During 2013/2014 Healthwatch Bromley had ongoing engagement with all sections of the Bromley community through a variety of means.

By talking to and building working relationships with organisations including: residents' associations; voluntary sector groups; and patient support groups, Healthwatch Bromley has attracted members with a wide variety of interests and areas of knowledge. Through this element of our work we have also been able to work together to support people to have their say on health and social care services.

Our participation at a variety of events across the borough has supported our face-to-face engagement with the public.

We maintain a log of all issues brought to our attention, by both individuals and groups. This is proving to be a valuable tool for identifying priorities and thematic issues.



Diversity and Seldom Heard Group Engagement

During October 2013, the Bromley Open Space on Diversity operated a market stall at the weekly market on Bromley High Street. Healthwatch Bromley used this opportunity to ask for feedback on services and to recruit volunteers.

We co-hosted a meeting with Community Options to hear the views and experiences of mental health service users.

We attended a meeting on healthy lifestyles with members of Bromley Sparks and Bromley Speaking Up Group both local self-advocacy groups for people with learning

difficulties.

On page 23 is how the group reported our meeting in their Winter 2013 newsletter.





healthy lifestyles group: Healthwatch

Everyone introduced themselves to Folake Segun, the lady from Healthwatch. She explained her job and what **Healthwatch** do. She goes into **hospitals, dentists and doctors** to check to see if everything is running ok.



People shared their **good and bad stories**. There were a few stories about local dentists. One member had a **bad story**. He went to the **dentist** who did **not explain** what his **treatment** was. They asked for **money** before they did the work. He **walked out** and went to **another dentist**. He was told by Healthwatch that he did the **right thing**.

written Geoff and Teresa

Go 4 It



We have started a **badminton** group. We play on a Saturday morning at the **Walnuts** in Orpington; just for the **winter** months when it is cold outside. It costs **£5 or less** if more members join. You can hire a **racket** for **£1** if you do not have one.



When we do not play badminton we go to a **pool club** in Croydon. It costs **£10** for **membership**. The group pay **£20** for the table to play as long as we want to. In spring and summer we will play **tennis** and that is **free** because I have joined and have a **membership key** to let us into the courts.

written by Geoff

In April 2013 Healthwatch Bromley started with a network of 70 individuals who had transferred across from the Bromley Local Involvement Network (LINK). During our first year of operation, Healthwatch Bromley has reached approximately 9,000 people in the borough.

4,000

People reached at events, forums and community opportunities

1,453

Website visitors

1,131

Leaflets distributed through the Central Library and Bromley Civic Centre

670

people completed our postcard survey



604

Twitter followers

419

Network members

365

Facebook friends

392

Volunteering hours donated to Healthwatch Bromley

120

Signposting calls

63

Posters across the Borough

Information and Signposting

We have answered 120 calls during 2013/2014.

We have assisted callers who:

- Needed help to navigate their way through the complexity of the NHS
- Wanted information (non-clinical) about local health or social care services
- Wanted to provide feedback, comments or experiences of local services
- Wanted guidance or information on making a complaint
- Need signposting to another organisation
- Wanted to find out about Healthwatch Bromley.



Communication

During the year we used a range of communication channels to raise awareness of issues and opportunities for involvement and to share the outcomes and output of our work. We have been able to raise awareness, increase our membership, and build public and stakeholder trust.

Our monthly e-bulletin goes out to over 400 groups and individuals and reaches an even wider audience through the voluntary sector network of providers and statutory organisations. The e-bulletin includes information on our work, upcoming events, available opportunities for involvement, current consultations and latest news about both local and national health and social care services.

We provide paper copies for members who

do not have computer access and most news items are copied to our website for wider publicity. Our analysis from Google Analytics demonstrates a higher than average open-rate for the electronic version of our e-bulletin.

During the year we have sent out over 20 local and national opportunities for members of the public to give them a voice and influence over how health and social care services are shaped.

The staff team can be contacted in a number of ways. People can get in touch by telephone and if they have internet access, by email or by leaving feedback on the Healthwatch Bromley website.



Volunteers

Volunteers are a vital part of Healthwatch Bromley's activities. 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 patients, service users or carers 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. We have developed a range of different roles for volunteer opportunities to allow them to participate as much or as little as they would like. These roles provide a range of opportunities for involvement and offer a variety of volunteer experiences, they are: Research and Administration, Authorised Enter and View Representative, Communications and Social media role, Community Champion and a Quality Accounts Resource role.

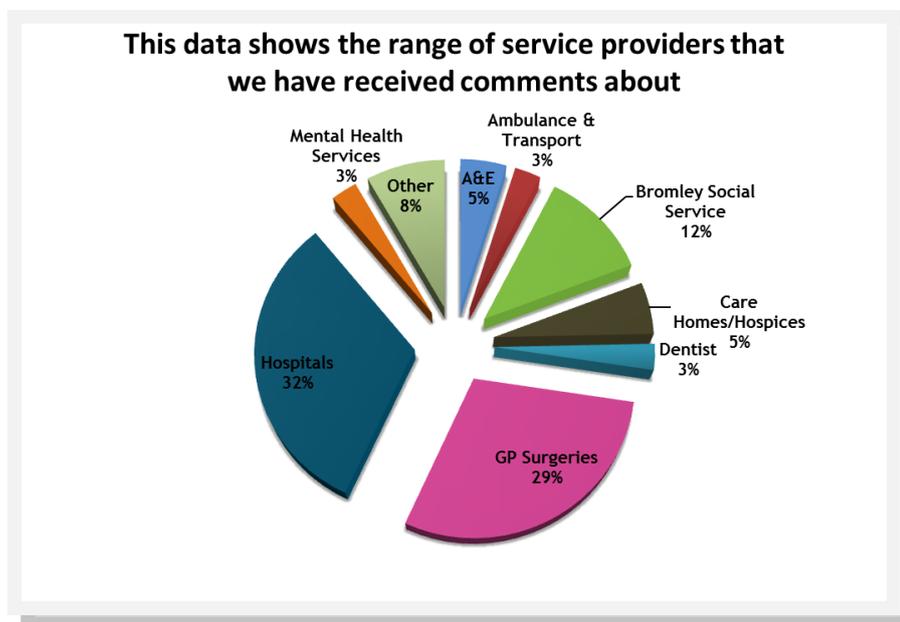
In line with good practice in Volunteering an operational framework was devised and set up. A Volunteer Policy that described induction, support, expenses was developed and written. A Volunteer Application Pack

was developed that provided information about the organisation, gave an outline of all the volunteering roles and an application form. We were able to use this to recruit from across the borough. An electronic version is available on our website. Building on this good practice, Volunteer Induction Handbooks were also developed and are available to all new Healthwatch Bromley volunteers.



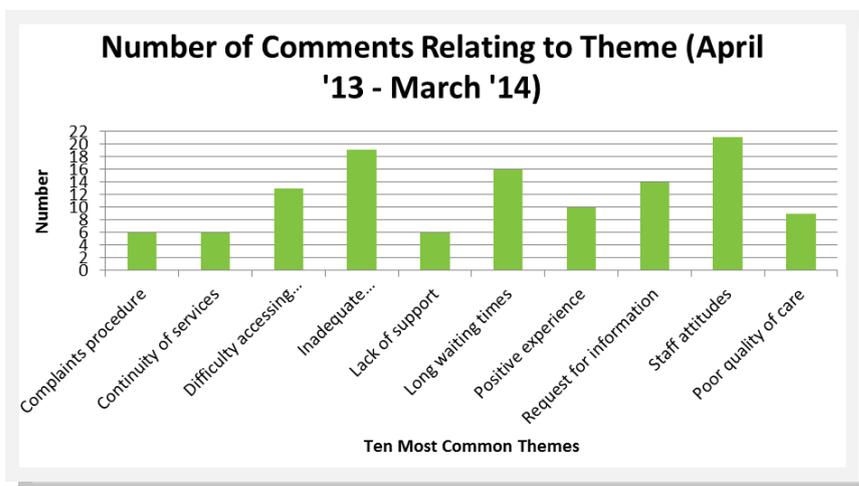
Some of our findings

Over the last year Bromley residents have contacted us about their experiences of a varied number of service providers.



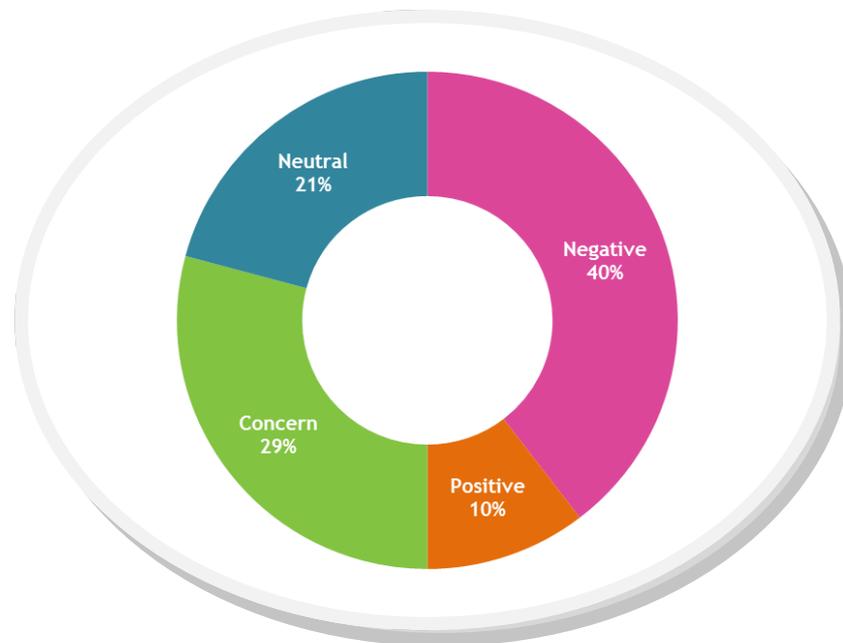
Comment areas raised by residents vary. We have grouped these comments into various themes. They are:

- Complaints processes
- Continuity of Care
- Difficulty accessing services
- GP Issues
- Hygiene
- Inadequate information
- Lost records
- Medicines management
- Patient involvement
- Poor quality of care
- Positive experiences
- Staff attitudes and waiting times.





The figure below shows the sentiment expressed by individuals who have contacted Healthwatch Bromley about a health or social care issue in the last year.



We have signposted people to the following providers

- Beckenham Beacon - PALS
- Bromley Council
- Bromley Healthcare
- Bromley Mind
- Bromley Social Services Direct
- CCG Bromley
- CCG Lewisham
- Citizens Advice Bureau
- Continuing Healthcare
- Croydon University Hospital - PALS
- Local Dental/Medical Council
- PRUH Estates and Facilities dept.
- General Pharmaceutical Company
- King's College Hospital - PALS
- Legal dept. at SLHT
- NHS England
- Oxleas - PALS
- Samaritans
- St. Mark's Hospital
- SLHT - PALS
- VoiceAbility

Summary of Financial Situation

Healthwatch Bromley is delivered by Community Links Bromley which is a registered Charity. Responsibility for finance lies with Community Links Bromley. As part of the contract requirement, Community Links Bromley is setting up Healthwatch Bromley to be a Company Limited by Guarantee and a Registered Charity.

Summary of Financial Situation

	Total
Income	
London Borough of Bromley Contract	£144,169
Other Income	£1,100
Total Income	145,269
Expenditure	
Project costs	6,245
Volunteer costs	1,469
Premises	6,876
Staff costs	107,556
Contribution to CLB fixed costs	15,183
Total Expenditure	137,329
Fund balances carried forward	7,940



Healthwatch branding has been used throughout all of the essential Healthwatch Bromley documentation and all marketing and promotional activities, examples of these include:

- Board agenda and minutes
- Internal reporting
- Reports
- Promotional leaflets and posters
- Newspaper adverts
- Website
- Social media
- e-Newsletter
- Enter & View activities including reports
- Membership applications
- Recruitment applications
- Banners
- Tablecloth



Use of the branding includes logo, font recommendations, colours and graphics.

Address

Community House
South Street
Bromley
BR1 1RH

Telephone Number

020 8315 1916

Email

admin@healthwatchbromley.co.uk

Website

www.healthwatchbromley.co.uk

Board

Linda Gabriel
John Cliff
Leslie Marks
Margaret Whittington
Vivienne Astall

Staff Team:

Folake Segun, Coordinator
Heather Farrell, Community
Engagement Officer
Isaac Lee, Administration
and Research Volunteer



Have
your
say

healthwatch
Bromley

on **health**
and **social care services** in Bromley

Listening to local people

We want to know about your experiences of using local health and social care services

Influencing services

We use what local people tell us about their experiences to help local services to make changes

Providing an information and signposting service

We can give you information that will help you to make an informed choice about what health or care service you (or a family member) might access



☎ 020 8315 1916

✉ admin@healthwatchbromley.co.uk

🐦 @HWBromley

📘 www.facebook.com/healthwatch.bromley

🌐 www.healthwatchbromley.co.uk

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

*Community Links Bromley has been commissioned by
Bromley Council to deliver Healthwatch Bromley*

A Charity Registered in England and Wales No. 3020127
A Company Limited by Guarantee No. 1045255

Come and talk to us



Healthwatch Bromley

Community House, South Street,
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www.healthwatchbromley.co.uk

Company limited by guarantee in England.
Company No. 9044348