



healthwatch
Havering

Annual Report 2018 - 2019

**Havering's independent champion for people using
local health and social care services**



Message from our Chairman

Welcome to this year's annual report. This report provides you with a resume of the work that we have undertaken on behalf of the residents of Havering and our plans for the coming year.

Our role is to listen to what people like about services and what could be improved. We share your views with those with the power to make change happen.

To achieve this on your behalf, we work in partnership with Queen's and King George Hospitals, Mental Health services, Clinical Commissioning Groups, GPs, the London Borough of Havering and the Care Quality Commission (the organisation that sets and inspects the standards of care in health and social care).

As usual our volunteers have been busy undertaking Enter and View visits in nursing and residential homes, GP practices and Queen's Hospital. Our volunteers are local residents and they made over 100 recommendations aimed at improving care locally in 2018/19.



Message from our Chairman (continued)

During this past year the NHS has been developing the most ambitious plans in its 70 year history.

The Long Term Plan has been based on 'bottom up' discussions with major charities, voluntary organisations and patient groups.

This year over 600 residents have helped us to shape services in Urgent and Emergency Care, Cancer Services, Vision Services and GP and Primary Care.

We want more of our residents to be able to influence and achieve the services that are important for them.

As GPs begin to work more closely together in groups called Primary Care Networks which include community services, patients' views will be an important aspect of shaping the service model.

The views of patients who have disabilities, the frail and elderly members of our community are essential as the care models change to supporting people to live at home safely for longer.

About Us - People are at the heart of everything we do

We are a small but effective team, comprising:

Three directors who work part-time

Two office staff, also part-time

Fifteen active volunteers

Four volunteers who take a less-active part

Five people who are training to become full volunteers

Our volunteers

We see our volunteers as our Ambassadors, championing the role of Healthwatch across the borough and beyond as many Volunteers attend other voluntary and community group meetings, such as:-

- Alzheimer's Society and the Havering Dementia Action Alliance
- GP Practice Participation Groups
- Havering MIND
- NHS Retirement Fellowship
- Richard Poyntz Charity (Upminster and Cranham)
- Queen's Hospital volunteering, patient experience and participation
- St John Ambulance
- Church and Synagogue volunteering
- First Step
- Havering Over Fifties Forum
- NHS England patient participation
- NHS Retirement Fellowship
- Tapestry
- Townswomen's Guild



Highlights of our Year

Over 600 service users, carers and relatives contributed by sharing their views and concerns

Over 590 users follow us on Twitter and we have had more than 2,100 people visited our website

25 Enter and View reports on Hospitals, GPs' Nursing and Residential Homes

Working with other organisations, we have attended over 110 meetings

111 recommendations for service improvement

How we have made a difference by listening to your views.

Right care, Right place, Right time - consultation on urgent and emergency care

Over 40 comments from patients were included in the report

From listening to residents, the 3 recommendations below were made to the CCG

- ✓ That the CCG acknowledge the popularity of the option to walk in to urgent care facilities without prior appointment and ensure that, as services develop, the option of attending for urgent care without appointment be preserved.
- ✓ That all GP surgeries be requested to ensure that the options for seeking urgent care when the surgery is closed are prominently displayed, within and outside (where possible and practicable) the surgery premises, and that use of electronic screens for that purpose be considered.
- ✓ That any information campaign use images of NHS staff “on the job” as the main means of communicating the message and that use of closely worded text be avoided so far as possible.

These recommendations have all been taken on board and are being implemented



Listening to you - our report on Vision Services

Our report crossed the boundaries between Hospital, Primary care, Social care, the Royal College of Ophthalmologists and the Royal National Institute for the Blind

Our aim was that services for visually impaired residents, children and adults, was that in future, in our Borough, Vision Services would be able to cross the boundaries as seamlessly as our report

Listening to residents and voluntary organisations, The Partially Sighted Club and Sight Action Havering together we made a total of 18 Recommendations - and all of them are being implemented



Vision Services - change is happening!

The CCG have recommissioned community services with a much wider and consistent offer for all

BHRUT are working in partnership with RNIB to provide an Eye Clinic Liaison Officer arriving shortly

North East London Eye Network has supported the development of services

BHRUT are re-designing their hospital services and their internal facilities





Helping you find the answers

- ✓ Havering has the highest number of older people in London
- ✓ We work alongside Nursing and Care homes together we aim to improve the lives of residents
- ✓ Our volunteers visited 25 care and nursing homes, GP practices and hospital services this year
- ✓ Our volunteers made over 100 recommendations for improvement

Networking...



Chairman Anne-Marie Dean, Andrew Rosindell MP, Julia Lopez MP and Director Ian Buckmaster

At the Healthwatch England Conference in the House of Commons, January 2019



Havering Volunteer Centre Chief Executive Shelley Hart, Havering Mayor Cllr Dilip Patel and three Healthwatch volunteers

At the Havering Volunteer Centre Awards, 2018

Our plans and priorities for the year ahead must recognise the importance of ensuring that residents views are at the centre of the health and social care changes which will begin to affect residents in the coming months.

- We will combine this with our Enter and View work, ensure the continued improvements in Vision Services, and identify a simple project selected by our volunteer members for this year
- To develop our consultation and engagement skills working across the span of all age groups
- Work closely with the CCG and LBH to ensure that we are available to support the proposed health and social care changes
- To improve our knowledge and widen our understanding of the diverse needs of our growing community
- Develop a model of engagement to work with children and young people



Our Finances 1



Our principal source of income continued to be the grant from Havering Council. At £117,359, this grant has remained at the same level since 2013 - for more detail see Our Finances 2 following



We had miscellaneous income of just over £3,000, including £2,000 for commissioned work undertaken on behalf of Havering CCG and £250 from the sale of redundant computers- for more detail see Our Finances 3 following

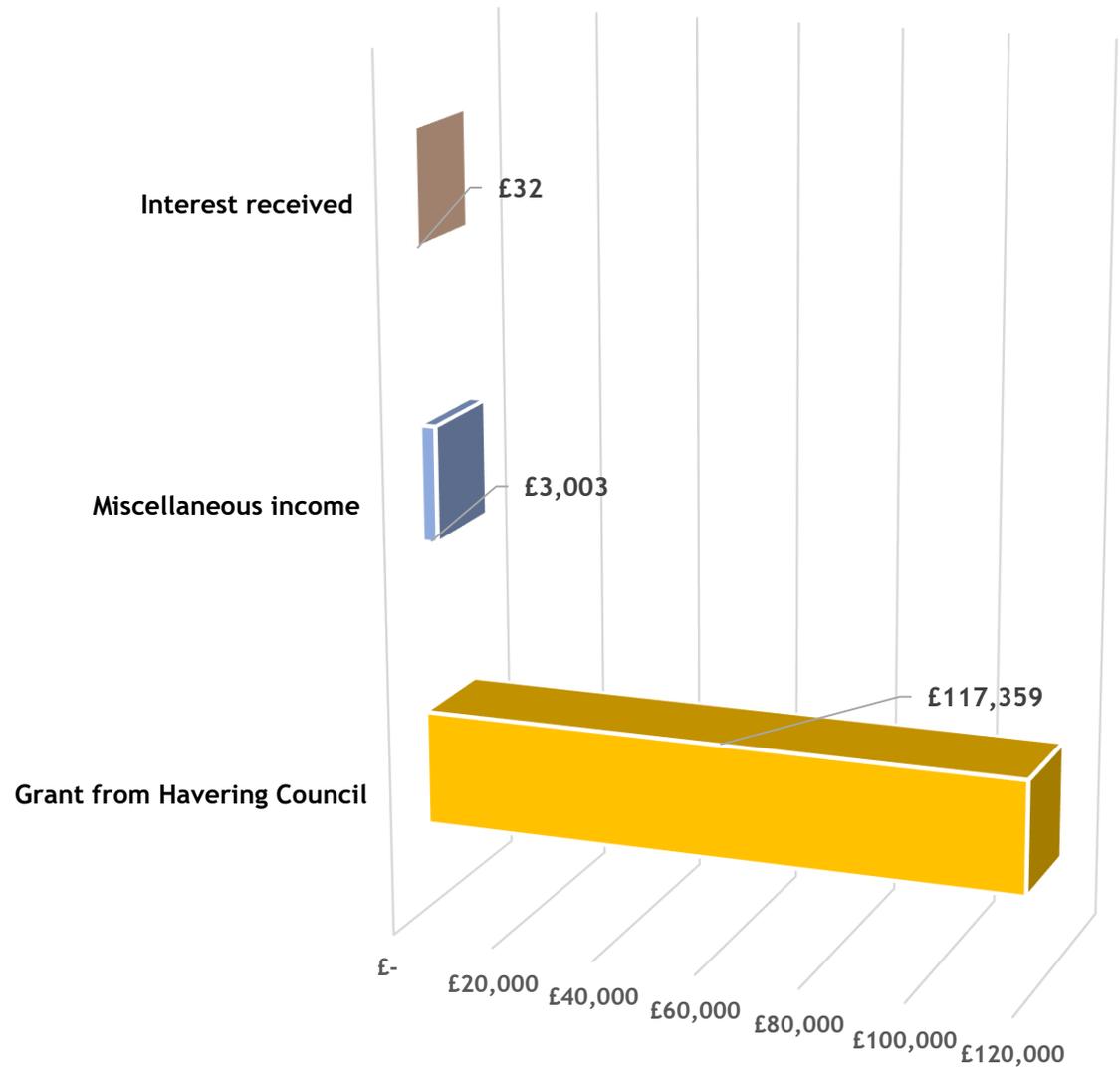


As always, our main expenditure was on our staff.

The statutory annual accounts are available on our website at <http://www.healthwatchhavering.co.uk/our-activities>

Our Finances 2

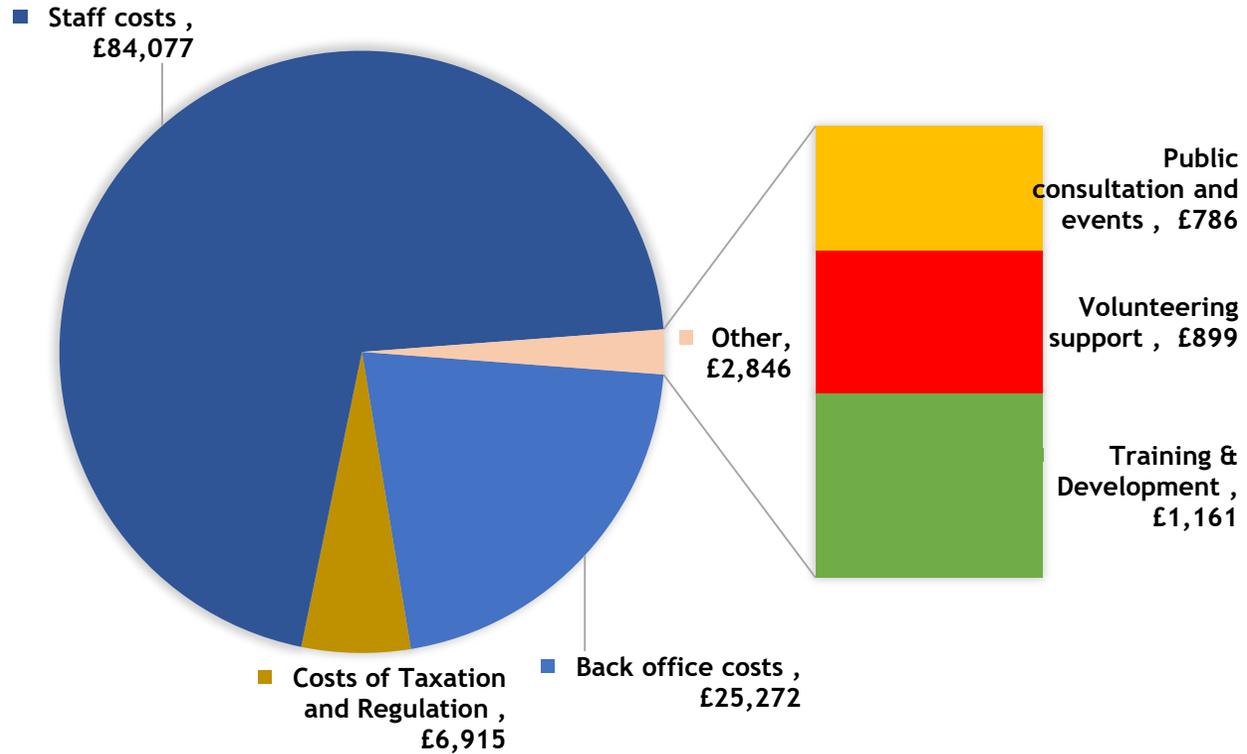
INCOME SUMMARY



Our Finances

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EXPENDITURE SUMMARY



Our Enter & View programme 1

Introduction

Havering has one of the largest residential and care home sectors in Greater London, a significant number of single-handed or small partner GP practices, one of the busiest hospitals in the country and a community health Trust that provides a range of services beyond the borough's boundaries.

We have long taken the view that a robust programme of Enter and View visits is the best way that we can be sure that the needs of users of health and social care services are being met. Entering and viewing facilities enables our volunteers to observe first-hand how facilities work, in real time. This provides assurance to the public that facilities are the sort of places they would want to use for themselves, their relatives and friends.

To that end, we identify premises that should be visited through a monthly meeting of staff and volunteers at which the programme is managed, visits arranged and the findings of recent visits reviewed. In 2018/19, we carried out 25 visits (with one premises visited twice). The list of facilities we have visited follows.

Our visiting teams have always been made welcome and managers and proprietors are very co-operative in facilitating the visits. The team members were able to discuss the facility with staff, residents/patients and their relatives and friends alike.

Where we have made recommendations, we have been, or will be, following up to see what effect they have had.

All reports of our visits are published on our website www.healthwatchhavering.co.uk/enter-and-view-visits and shared with the home and all relevant agencies. Owing to the thorough nature of pre-publication checks, not all of the reports had been published at the date this report was prepared.

The powers of Healthwatch to carry out Enter and View visits are set out in legislation and all of these visits were carried out in exercise of them.

We did not find it necessary to make recommendations to Healthwatch England on special reviews etc, nor has anyone failed to respond to our reports.

Our Enter & View programme 2

Visits 2018
up to
September

Date of visit	Establishment visited		Reasons for visit	Number of recommendations for improvement
	Name	Type		
2 May	Hillside	Nursing Home	To observe the normal operation of the home	5
14 May	The Robins Surgery	GP	To observe the normal operation of the practice	None specific to practice
15 May	Dr Abdullah, Rainham Health Centre	GP	To observe the normal operation of the practice	6
21 May	Queen's Hospital: Outpatients' Departments	Hospital	To observe the normal operation of the departments	6
18 July	Abbcross Nursing Home	Nursing Home	To observe the normal operation of the home	4
24 July	The Willows	Residential Care Home	To observe the normal operation of the home	None
1 August	Billet Lane Medical Practice	GP	To observe the normal operation of the practice	None specific to practice
1 August	Dr S Subramaniam, Mungo Park Practice	GP	To observe the normal operation of the practice	None
13 September	Queen's Hospital: Maternity	Hospital	To observe the normal operation of the department	4
19 September	Queen's Hospital: Emergency (A&E) Department	Hospital	To observe the normal operation of the department	5
29 September	Romford Nursing Care Centre	Nursing Home	To observe the normal operation of the home	None

Our Enter &
View
programme
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Visits 2018
from
October

Date of visit	Establishment visited		Reasons for visit	Number of recommendations for improvement
	Name	Type		
4 October	Queen's Hospital: Patients' Meals (Third visit)	Hospital	To observe the normal operation of the department	6
8 October	Faringdon Lodge	Residential Care Home	To observe the normal operation of the home	2
16 October	Langley House	Residential Care Home	To observe the normal operation of the home	4
11 September and 1 November	Barleycroft	Residential Care Home	To observe the normal operation of the home	12
7 November	Dr K Subramanian, Harlow Road Surgery	GP	To observe the normal operation of the practice	3
19 November	The Lodge, Collier Row	Residential Care Home	To observe the normal operation of the home	6
3 December	Dothan House	Residential Care Home	To observe the normal operation of the home	5
5 December	Urgent Treatment Centre (PELC) at Queen's Hospital	Hospital/Community Care	To observe the normal operation of the department	5
10 December	Arran Court	Residential Care Home	To observe the normal operation of the home	None

Our Enter &
View
programme
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Visits
in
2019

Date of visit	Establishment visited		Reasons for visit	Number of recommendations for improvement
	Name	Type		
25 January	Greenwood Practice: Ardleigh Green and Gubbins Lane branches	GP	To observe the normal operation of both branches of the practice	8
6 February	Havering Court	Nursing Home	To observe the normal operation of the home	4
11 February	Queen's Hospital: Discharge Lounge and Ambulance Waiting Lounge	Hospital	To observe the normal operation of the department	8
20 February	Alton House	Residential Care Home	To observe the normal operation of the home	None

Our governance 1

Name and status of Havering Healthwatch company; and new contract

- Since the inception of Healthwatch, the service in Havering has been provided by the Company (Havering Healthwatch Limited) originally set up by Havering Council in 2013. Between 2013 and the end of March 2019, the service was funded by a series of annual grants from the Council to the Company.
- In October 2018, however, the Council announced that it intended to undertake a test of the market for the provision of Healthwatch services from April 2019 by running a competitive bidding process. Havering Healthwatch Limited was one of two prospective providers to submit bids and, after a close-run competition, was successful in retaining the contract to provide the service.
- The specification of the contract differed in some respects to the original grant-funded arrangement, requiring changes in the way that the service is provided. Restrictions in the contract required the name and status of the company to be altered and, following the appropriate legal process, on 15 March 2019 the name of the company was changed to **Havering Healthwatch C.I.C.** and it became a Community Interest Company.
- Havering C.I.C. remains a company limited by guarantee, registered in England & Wales.
- The new contract will run for five years, until 2024, with the possibility of an extension for two further years.

Our governance 2

Involving volunteers in governance

- In consequence of the new contract, a range of changes to governance arrangements and policies and procedures are in hand. We will report fully on them in our next Annual Report.
- During 2018/19 we continued to involve our volunteers in governance of our organisation.
- All volunteers are entitled to attend both our Engagement Programme Panel (formerly the Enter & View Panel) and the Management Board. The Panel meets monthly and the Board generally meets every couple of months.
- All volunteers are also members of the Company and are entitled to attend its general meetings. In 2018/19, we held an Annual General Meeting and an Extraordinary Meeting to deal with the change of name and status to a Community Interest Company.
- In preparation for the new contract, we also established a Governance Committee, which will meet monthly in 2019/20.
- We also arranged for a small group of volunteers to review our governance arrangements and their recommendations have been taken into account in our new governance arrangements that will apply from April 2019.



Our governance 3

Compliance with statutory requirements

- We have maintained our engagement with the Havering Health and Wellbeing Board, Health and other Overview & Scrutiny Committees and the Outer North East London Joint Health Overview & Scrutiny Committee. We have been represented at most meetings of these bodies.
- We have used the Healthwatch logo on stationery, reports and on our website. We continue to hold a licence from Healthwatch England to do so.
- Copies of this Annual Report will be sent to various stakeholders, including Healthwatch England, Havering Council, Havering CCG and the British Library.
- We are registered as a Community Interest Company with Companies House and for data protection purposes by the Information Commissioner.

Contact us:



*Healthwatch Havering is the operating name of
Havering Healthwatch C.I.C.
A community interest company limited by guarantee
Registered in England and Wales
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