

Healthwatch Havering – recent reports

Healthwatch have recently published three major reports that have an impact on services provided by the Council (as well as the NHS).

Each of the reports is lengthy so, rather than reproduce them in full, Members are invited to use the links below to access them online.

Services for people living with learning disability and autism: A review of the views of service users, their carers and associated professionals

<https://www.healthwatchhavering.co.uk/news/2023-11-27/support-people-living-autism-or-learning-disability>

Deafness is not a barrier - It only becomes a barrier if there is a lack of accessibility: Exploring how to improve access to care for the Deaf community in Havering

<https://www.healthwatchhavering.co.uk/news/2023-12-14/services-people-who-are-deaf-or-hearing-impaired-updated>

Post-COVID Syndrome (Long COVID): The continuing effects in Havering

<https://www.healthwatchhavering.co.uk/news/2023-11-21/post-covid-syndrome-long-covid>

The Director of Healthwatch will give a brief presentation on each of the reports at the meeting. The reports have been shared with the relevant Council officers and NHS leaders for the borough, as well as Healthwatch England and the CQC.

Enter and View visits

In addition to these major reports, Healthwatch have recently carried out Enter and View visits to:

Nursing and residential care homes:

- Ashling House
- Glebe House
- Moreland House
- Nightingale House

Community Pharmacies

- Brooks (formerly Lloyds), Collier Row
- Clockhouse, Collier Row

Hospital and Urgent Treatment services

- Patient perspectives of their stay in hospital, Queen's Hospital and King George Hospital (a joint project with Healthwatch Barking & Dagenham and Healthwatch Redbridge)
- Accident and Emergency Services at Queen's Hospital – second visit *
- Harold Wood Urgent Treatment Centre/Polyclinic *

The reports of these visits are available on the Healthwatch Havering website (www.healthwatchhaverling.co.uk), other than those marked *, which are not yet published.