

The value of listening

Healthwatch Havering
Annual Report 2023–2024



healthwatch
Havering

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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair, Anne-Marie Dean



This year's report reflects the importance of listening and sharing – learning what works well and what does not work as well.

The adaptability that has been created by working as members and in teams with London Borough of Havering, Havering Place Based Partnership, Primary Care, BHRUT, the ICB, Safeguarding, local Care Homes, Charities and Voluntary groups enables us to confidently deliver suggestions and possible solutions to improve services for residents.

We published two major reports, both of which has had the full support of the NEL Integrated Care Board and been welcomed by local residents.

- Deafness is not a barrier – It only becomes a barrier if there is a lack of accessibility
- Services for people living with Learning Difficulties.

We have worked on a combined review of the Maternity Services across NE London with Healthwatch colleagues, and this report sets out the concerns raised by 25 women in Havering.

To make sure Havering residents voices are heard widely, we are members of the Integrated Care Board and the London Ambulance Service's Patients' Council.

The older members of our community who are living in Care homes are also a priority for us and we have a regular programme of Enter and View with reports published after each visit on our website www.healthwatchhavering.co.uk

A lot has been achieved and the reason for this is simply due to the positivity and co-operative approach of our volunteer members – you can read more about them on page 18.



Our role is working with Havering communities to help to identify unfair and avoidable differences in health and social care. We use your feedback to improve standards of care

About us

Healthwatch Havering is your local health and social care champion.

We make sure Havering Council and NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice

Our vision

To provide a platform which explores and empowers residents to shape the future of their communities, setting goals, objectives, and values.



Our mission

To find out what matters to people, and help to make sure their views shape the support to match the needs. To work co-operatively with all organisations to achieve this goal.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with all Care providers, Local Government, and the voluntary sector – serving as the public's independent advocate.



Year in review

Reaching out:

1,000+ people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

139 people

came to us for clear advice and information about topics such as dental care and accessing GP services.



Making a difference to care:

We published

15 reports

about the improvements people would like to see in health and social care services.

Our most popular report was

Maternity Services in North East London which highlighted the struggles people face accessing good maternity care.



Health and social care that works for you:

We're lucky to have

14

outstanding volunteers who gave up their time to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

£117,359

which is the same as in the previous year.





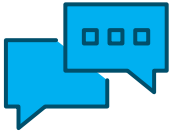

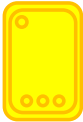
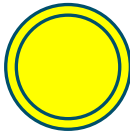
We currently employ

6 staff

who help us carry out our work.



How we've made a difference this year

Spring	 <p>We drew attention to Health Inequalities and the Healthy Weight Strategy with the Havering Public Health Team</p>	 <p>We supported a Task and Finish Focus Group working with Care Home Residents</p>
Summer	 <p>Working with the ICB Financial Committee to review the contract plans and funding e.g. Dental Services</p>	 <p>In partnership with the Public Health team we helped to launch further work on Long COVID</p>
Autumn	 <p>We continue our Enter and View programme for Care Homes our reports are available on our website..</p>	 <p>Work with the ICB to procure a new service model for the Homeless Outreach Programme</p>
Winter	 <p>The NHS launches the NHS App and BHRUT, NELFT and London Borough of Havering all help to support and increase confidence in the NHS.</p>	 <p>'Stay Well this Winter' campaign supporting the campaign led by Tapestry and Havering Volunteer Centre</p>

Your voice heard at a wider level

We collaborate with other local Healthwatch to ensure the experiences of people in Havering influence decisions made about services at both North East London level and locally in Havering.

This year we've worked with Healthwatch across North East London to achieve:



The Big Conversation The eight Healthwatch worked for the ICB to ask over a thousand residents what good care looked like to them. They told us it should be accessible, competent, person-centred, and trustworthy. The ICB used the findings to develop draft success measures that will be reflected back to local people in the coming months and eventually lead to a single outcomes framework for the Integrated Care System. Focusing on outcomes rather than services or outputs will strengthen the ICBs focus on making a difference to what local people feel is most important.

Care Homes Each Healthwatch visited **care homes** in their borough to talk to staff and residents about how GPs and other care staff could support residents. Simple information was produced for Homes on how doctors, nurses, carers and volunteers could work with them to look after residents.

As a result of better joined up care residents are less likely to deteriorate, can remain comfortable in familiar surroundings and are less likely to be admitted to hospital



We supported the NEL ICB **Research Engagement Network (REN)** to improve participation and diversity in research through engaging over 300 people from diverse communities at events and over 400 through our survey. We used the Big Conversation Good Care Framework to lay out how research could be accessible, competent, patient centred and trustworthy. We identified community priorities for research (e.g. mental health, diabetes). We want to get the message out that if you want medical products and services to meet the health needs of your community you need to be involved in the research that develops them.

Maternity In past years we engaged with pregnant women from Black, Asian, and ethnic minority communities to understand how all babies born in NEL could have the best possible start. As a result, maternity providers committed to work towards cultural competency training and a communications post in each Maternity Unit, trauma-informed care for staff and service users and the provision of accessible, timely information, and multilingual advocates on site. As a result.





Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Improving care for everyone

We are members of the Havering Place Based Partnership Board (HPbP), the Health Overview and Scrutiny Committee (OSC), the Outer NEL Health OSC and the Health and Wellbeing Board. As part of our role we ensure that the all four organisations have the opportunity to listen to the views of the local community.

The HPbP is a collaboration of planners and providers across health, local authority and the wider community, who take collective responsibility for improving the health and wellbeing of Havering residents.

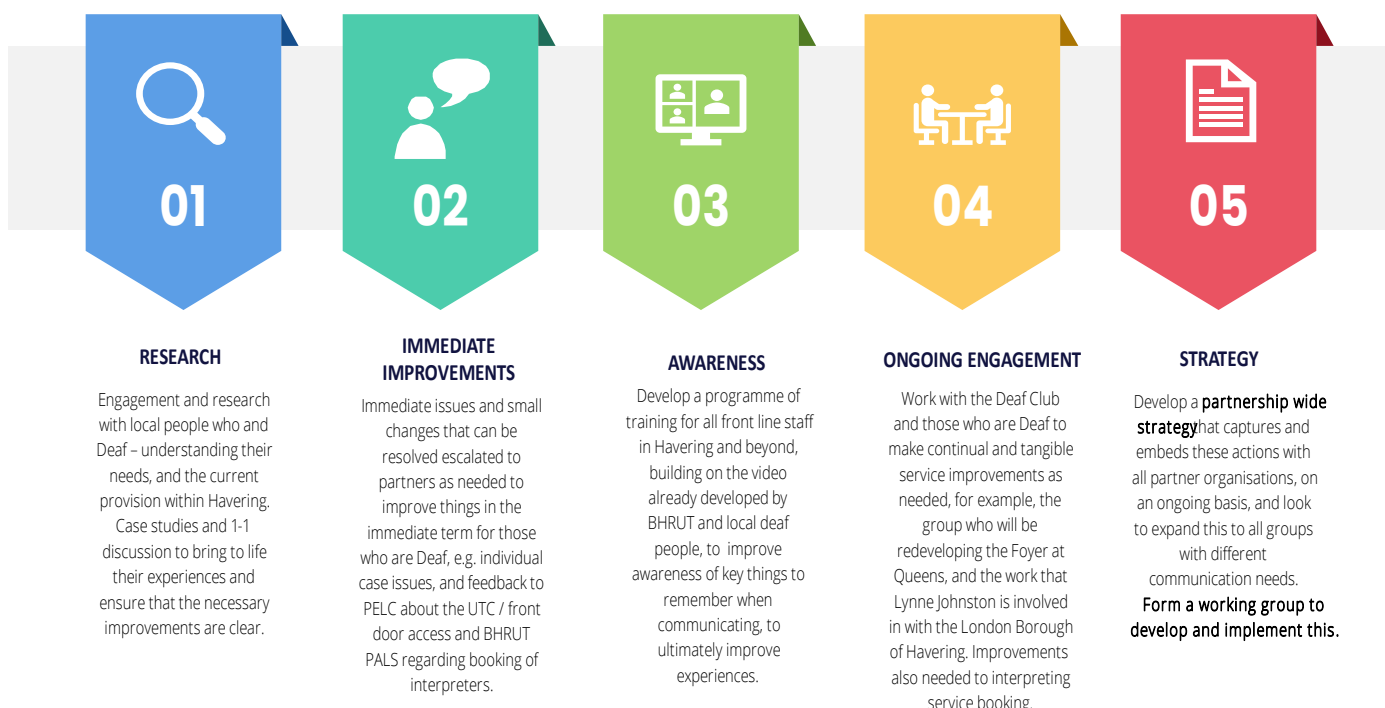
The two OSCs review health and social care services and hold decision-makers to account.

Many factors affect people's health and wellbeing – from their homes and personal finances, – to their education and employment.

Our Place-based partnership brings together the organisations and groups that provide these services (and many others) to better support people and communities. Our recent report to the HPBP 'Deafness – is not a barrier' was given their full support to implement the recommendations.

What difference does this make?

A proposal for reducing barriers in access to care for those who are deaf and hard of hearing



Working with care homes in Havering – Providing a safe environment for older people where round-the-clock care is needed

During the period of the Covid pandemic, the Enter & View programme was inevitably suspended. Now that the pandemic is over, we have been able to resume the programme but with safeguards to ensure the safety of the residents and staff of the facilities we visit and of our members who are conducting the visit.

Prior to the visit our team have a video conferencing call with the manager. The discussion covers: – staffing levels – agency staff levels – services available such as – podiatry – hairdressing – chiropody – incontinent assessments – dental care – hearing and sight tests – mental help support – visits from the District Nurse.

The Visit

- ❖ The team observe the nature and quality of services being delivered
- ❖ We always write up a report which may include recommendations or praise for good practice
- ❖ You can find all our reports on our website. We also share findings & reports with providers, regulators, local authority, NHS commissioners and quality assurers, the public, Healthwatch England and other relevant partners
- ❖ The visiting team seek the views and lived experiences of people at the point of service delivery including residents, carers and relatives
- ❖ By sharing our recommendations we help to shape health & care decisions that are being made locally



Comment from a volunteer after visiting the Nightingale Residential Care Home.

Summing up – this was really a rewarding visit to a home that faced challenging circumstances

Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Long COVID study – Creating empathy by bringing experiences to life

Low Mood – Fatigue – “Brain Fog” – Breathlessness

It's important for services to see the bigger picture. Hearing personal experiences of residents is the key to establishing a better understanding of the impact of Covid. The study is being led by Havering's Public Health team and we are working with the study to support and ensure that as many residents as possible have the opportunity to benefit.



Getting Maternity services to involve and meet the needs of individual communities across NEL

For the Deaf community the importance of ensuring that through pregnancy, birth and following-on care – there is the full support of an interpreting service

A need for greater understanding of women and their families for whom English is not their first language.



Improving care over time: Havering Overview and Scrutiny Committee

As members of the Overview & Scrutiny Committee we attend regularly. The committee is independent and neutral and politically representative of the council. We ensure that the committee receives all of our reports and important information/intelligence that the community has shared with us





Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Working and supporting the work of the Public Health Team on the impact of Long COVID
- Working with the London Ambulance service understanding the experiences of patients
- Listening to individuals, families and friends of people who have Learning Difficulties and Autism, and those who are Deaf

Understanding better and supporting those waiting for an Ambulance

The London Ambulance Service in partnership with the 8 Healthwatch in North East London, undertook a survey of 262 patients.

Over 74% had a good experience with Paramedics / 38% were given pain relief

Ambulance waiting times – 32% said they were reasonable / 28% said far too long

Shortest waiting times were pregnancy related / 82% seen by Paramedics were taken to hospital

Patients' Views

More funding for A&E so there are more beds & more doctors so that ambulance staff are not waiting in limbo to hand over patients tying them up so that they can't attend more call outs

Be more aware of accessibility needs upon arrival at hospital. Some sort of liaison during the handover to ensure needs are met.

Services for people living with learning disabilities and autism – helping to create a supportive environment

When talking to parents, families and friends many of them highlighted the importance

Recognising how important it was to be able to be prepared for the changes that inevitably come and having the information and support to guide and help to make the right choices

How to build confidence, designing stepping stones that develop confidence for the individual and their supporters

Parents' Views

A greater need for better understanding and access to the Carers Alliance

How can a GP help with a learning disability?

There are special computers, tablets and mobile phones that are easier for people with a disability to use. GP surgeries should make information accessible for everyone. This will help people remember the information, and help make their experience better

Measuring our impact...


It is not always easy to measure the impact that we have, because so much of what we do is “behind the scenes”, and it can often extend over several years.

For example, in early 2023, we joined other Healthwatch across London to carry out a survey of what Londoners thought about the London Ambulance Service, as part of the development of the LAS’ Five Year Plan – the Plan will cover the period to 2028 and the impact of the outcome of the survey will continue to be felt over the whole of that period.

During 2023/24, we were involved in a range of activities, quite apart from our Enter & View visits, engagement with the community, signposting residents and routinely attending a range of meetings (all of which are noted in this Report).

These activities included:

- Participation in interviews for a range of senior positions including:
 - The Director and Assistant Directors of the Havering Place-based Partnership
 - A non-executive director of the London Ambulance Service
- Extensive participation in the development plans for the St George’s Health and Wellbeing Centre in Hornchurch, one of the government’s “40 new hospital” projects
- Identifying beneficiaries of the Havering Community Chest Fund
- Supporting a working group of Public Health, GPs and other healthcare professionals to develop services for people with Long COVID, following our survey of patients living with Long COVID. This work is likely to continue beyond the coming year, and our report has been used as evidence to support a funding bid for Long COVID work
- Producing reports on services for people with Learning Disabilities and Autism and services for Deaf People – both reports, derived from surveys we did – have heavily influenced the development of those services by both Havering Council and the NHS

 “Disability legislation and health advocacy groups such as yourselves help people like us enormously by keeping the rights of people with LD and autism on the agenda. Thank you!” – **Respondent to our Learning Disability and Autism survey**

“Thank you to Healthwatch Havering for being an excellent partner in our efforts to make sure local residents get the best possible care...” – **CEO, Barking, Havering and Redbridge University Hospitals Trust**



Advice and information

Our key role is to obtain the views of people about their needs and experiences of local health and social care services. We share these views and can make reports and recommendations about how those services could or should be improved to health and social care providers and commissioners in Havering.

•This year we've helped people by:

- Providing up-to-date information on how to access help and support from NHS and Social Care
- Helping people access the services they need
- Providing information on the website on how people can access NHS dentistry
- Supporting people to look after their health – Local Area Co-ordinators, Health and Wellbeing Champions and the Connect team.

It's essential that people have clear, accurate communication about their care.

Designed by BHRUT for adults and children with learning disabilities who are coming to visit the hospital

'This is my hospital passport'

As members of the BHRUT Working group that support adults and children with Learning Disabilities and Autism, we are very supportive of the 'This is my hospital passport', It enables the patient, their families, carers and friends to be able to navigate the hospital services with confidence.

Below an example of how ticking the boxes helps with better communication

You can make me feel at ease if:-

- *Do not touch me
- *Provide a quiet room with low lighting
- *Use simple instructions
- *Give me time to calm down

Our Healthwatch website

- Our website provides the opportunity for everyone to take the survey and 'Tell us what you think' about local health and social care services.
- There is a direct link to 'Find NHS Services'.
- It also helps you to 'Register with a GP : understanding your Rights'
- Help making a complaint



Dental Services remain a concern for residents in Havering. Our website provides the NHS advice:

"What the new Dental Recovery Plan Means to You"



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve



I worked in hospital management for more than 30 years with responsibility for the Medical division and all site services catering, cleaning, admin & clerical, following which I joined a large care group provider in Redbridge for more than 10 years...



These experiences have given me a good insight into the requirements for Enter and View with Healthwatch. In conjunction with the Enter and View programme, I represent Healthwatch on the Quality and Safeguarding meetings with the Borough, NHS and CQC. I have been with Healthwatch for 10 years now but am still learning!

Di



I began work in finance and banking, then moved to primary education, supporting teachers. But I had always been interested in medical matters, and since retiring, I have been a volunteer at my local hospital.



I am very passionate about volunteering for Healthwatch is something I am very passionate about. I keep myself very busy, which I enjoy, and appreciate very much all the lovely friends and colleagues I work with at Healthwatch. Hearing the voices of local residents and being able to influence and support the changes and opportunities that local people want and need is very rewarding.

Jenny



After working in HR for a while, I became Registrar of one of the colleges of the University of London until I took a career break to have my family. During this break I worked for the local Marriage Guidance Council (now Relate), both in a voluntary, and then in a paid capacity.



Returning to full employment, I established the Barking, Havering and Brentwood Alcohol Advisory Service, becoming its CEO for 11 years until retirement. I was also a Governor of Havering College during this time. In addition to my work for Healthwatch Havering, I have been involved with many local voluntary organisations, including Singing for the Brain; I sang with the Havering Singers for 50 years.

Viv

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchhavering.co.uk



01708 303300



enquiries@healthwatchhavering.co.uk



Finance and future priorities

To help us carry out our work we receive funding from Havering Council under the Health and Social Care Act 2012.

We also undertake commissioned project work for health and social care organisations.

Our income and expenditure

Annual funding from Havering Council	£117,359	Expenditure on staff	£87,573
Project income	£17,266	Operating costs	£35,848
Interest	£74	Tax and statutory fees	£6,672
		Miscellaneous costs, transfers and carried forward	£4,605
Total income	£134,699	Total expenditure	£134,699

Project income is broken down by:

- £4,366 from Barking, Havering & Redbridge Hospitals for a patients' survey
- £5,000 received from NHS North East London for supporting them generally
- £600 funding received from NHS North East London for work on maternity services
- £750 from Havering Council and A local PCN for survey work on Long COVID

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

Our agreed priorities for 2024/25 include:

- 1) **Community Dentistry** – awaiting further commitment from NHSNEL
- 2) **Primary Care: GPs** – access to practices remains problematic, and the future use within them (or the PCNs) of Allied Healthcare Professionals such as pharmacists and physiotherapists is a developing area
- 3) **Primary Care: Community Pharmacies** – the government wishes to transfer dealing with relatively minor ailments from GPs to pharmacies: the extent to which pharmacies are ready and prepared for that is a matter of concern
- 4) **Development of A&E services** at Queen's Hospital, LAS and Urgent Care there and at Harold Wood Polyclinic – changes will require monitoring
- 5) **Long COVID** – ongoing work to support the continuity of interest of Public Health team
- 6) **Working with the Deaf community** – to continue to support LBH on its developments to empower the Deaf community
- 7) **St Georges Development** – member of the Working and Development group for the new community hospital.
- 8) **LBH Childrens Safeguarding** – NSPCC campaign
- 9) **Learning Disability and Autism** – building on the work carried out in 2023/24
- 10) **Mental health services** in educational facilities – examining current provision and what is needed
- 11) **Collaboration with Health Champions, Local Area Co-ordination and Health Connectors Schemes** – developing existing links to mutual benefit.

In addition, we will continue our Enter & View programme (aligning with the CQC and the local Quality and Safeguarding programmes), continue monitoring residents' complaints and join with other Healthwatch in NEL and nationally on a range of projects.



Statutory statements

Healthwatch Havering, Queens Court, 9-17 Eastern Road, Romford, RM1 3NH

Healthwatch Havering uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

We are a Community Interest Company, limited by guarantee. To ensure that our volunteers and lay people are fully involved, on joining all become members of the company. Our operational activities are led by our Governance Board, which consists of 11 members who provide direction, oversight and scrutiny of our work. The Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 10 times and made decisions on matters such as participation in Creative Health Havering (a collaboration of a range of health-related and arts organisations), support for the development of the St George's Centre in Hornchurch (a major new NHS facility) and opposition to the suggestion that significant changes be made to arrangements for Overview and Scrutiny of Health and Social Care services in North East London.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone and email, and provided a web form on our website as well as attending meetings of community groups and forums. We are full participants in the North East London Community Insights System.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, provide a copy to Healthwatch England and send it to the leaders of the local health and social care organisations.

Responses to recommendations

No providers failed to respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to the Health & Wellbeing Board, Health Overview & Scrutiny Committee, Outer North East London Overview & Scrutiny Committee and the Havering Place-based Partnership.

We also take insight and experiences to decision-makers North East London; for example, we regularly attend meetings with NHS North East London and the East London Health & Care Partnership. We also share data with our Healthwatch colleagues across North East London, and with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we carried out **9** Enter and View visits.

Location	Reason for visit
Moreland House Residential Care Home	To see the home in operation
Nightingale House Residential Care Home	To see the home in operation
Clockhouse Pharmacy, Collier Row	To see the preparations for Pharmacy First
Brooks Pharmacy, Collier Row	To see the preparations for Pharmacy First
Ashling House Residential Care Home	To see the home in operation
Glebe House Residential Care Home	To see the home in operation
Harold Wood Polyclinic Urgent Treatment Centre	To observe the provision of urgent treatment at a walk-in centre
Queen's Hospital – Accident and Emergency Services	To see how the A&E services at the hospital have improved
Queen's Hospital – Mealtime Service	To observe the preparation and delivery of meals to patients

Healthwatch representatives

Healthwatch is represented on the Havering Health and Wellbeing Board by Anne-Marie Dean, Chair of Healthwatch Havering.. During 2023/24 our representative has effectively carried out this role by ensuring that all of our published reports are given to the Board,, with the option for the Board to choose reports on which they would like to receive a presentation.

Healthwatch Havering is represented on North East London Integrated Care Partnerships by Ian Buckmaster and North East London Integrated Care Boards by Ian Buckmaster

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Allied Healthcare Professionals	Identified that around 75% of respondents were unaware of the availability of healthcare professionals other than doctors and nurses at GP practices
BHRUT Patients’ Survey (jointly with Healthwatches Barking & Dagenham and Redbridge)	Discovered what patients felt about their stays as inpatients in Queen’s Hospital Romford and King George Hospital, Goodmayes
Care Home Residents Survey (jointly with Healthwatch across North East London)	Found out what care home management across North East London knew of the Directed Enhanced Services available to them from GP practices
Long COVID Survey	Ascertained what patients living with Long COVID were experiencing and identified what service improvements would benefit them
Maternity Services (jointly with Healthwatch across North East London)	Learned about the experiences of expectant and neonatal mothers of hospital maternity services across North East London, especially women from ethnic minorities.
Research Engagement Network (jointly with Healthwatch across North East London)	Recruited members of the public to become active participants in health research activities.
Services for the Deaf and Services for people living with Autism and Learning Disability	These two reports were well received by both the NHS and the local authority and are influencing the development of services and policies


healthwatch

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