

# Healthwatch Havering

The importance of listening and  
sharing

# Our role is to make sure that decision makers and influencers hear the voice of the community and use the feedback to improve care.

- We provide a platform which explores and empowers residents to shape the future of their communities, setting goals, objectives and values.
- We find out what matters to people and try to include everyone in the conversation - especially those who don't always have their voice heard
- To work co-operatively with all organisations to achieve this goal.
- Recognising and encouraging the importance of adaptability = enabling solutions to be achieved even on tight budgets or unpredictable challenges
- This approach enables us to confidently deliver suggestions and possible solutions to improve services for residents

# Reaching out across our communities

## Reaching Out:

**1,000** people

shared their experiences of health and social care services with us

**139** people

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

## Making a difference to care:

**15** reports have been published

Setting out the improvements people would like to see in health and social care services

Our most popular report was:

## **Maternity Services in North-East London**

Highlighted the struggles people face accessing good maternity care

# How we have made a difference through the seasons this year – SPRING



- Healthy Weight Strategy
- We supported Havering Public Health team with their Health Inequalities programme and the Healthy Weight Strategy



- ICB Finance Committee
- Worked with the ICB Financial Committee to review the contract plans and funding e.g. Dental Services

# Summer

1) Task and Finish Focus Group - Working with Care Home residents and staff

2) Partnership with Public Health team we helped to support further work on Long COVID



# Autumn

- 1) Programme of formal Enter and View visits to local Care Homes
- 2) Working with the ICB procure new service model for the Homeless Outreach Programme



# WINTER

Working with Tapestry and the Havering Volunteer Centre - stay well this winter

The launch of the NHS App London Borough of Havering, BHRUT, NELFT all help to support and increase confidence in the NHS App.



**We are here to help you stay well this winter**



**Things you need to do to stay well**

**Your health matters** Help us help you

EasyRead version

## Stay well this winter



Winter weather can be bad for your health.



You are more likely to get ill if you already have a health condition or are 65 or over.



This leaflet tells you about the things you can do to help you stay well this winter. It is an easy read version of another leaflet.



If you are ill or worried about your health, it tells you how you can get the help and care you need, safely.



You may like to have someone to support you when you look at this leaflet.

## Need help with the NHS App?



Contact the NHS App support team using the QR code below or by visiting: [digital.nhs.uk/nhsapphelp](https://digital.nhs.uk/nhsapphelp)



The team will be able to help you with all technical queries. It's normal to experience some technical difficulties with the NHS App if your GP surgery is changing clinical systems or merging with another practice. If you encounter any technical issues after these changes are complete, please contact the NHS App Team.

You can also find more help and information, here: [www.nhs.uk/nhs-app](https://www.nhs.uk/nhs-app)



## Do more with the NHS App!



- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages

And much more...

Need help? Get support in the app or visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)

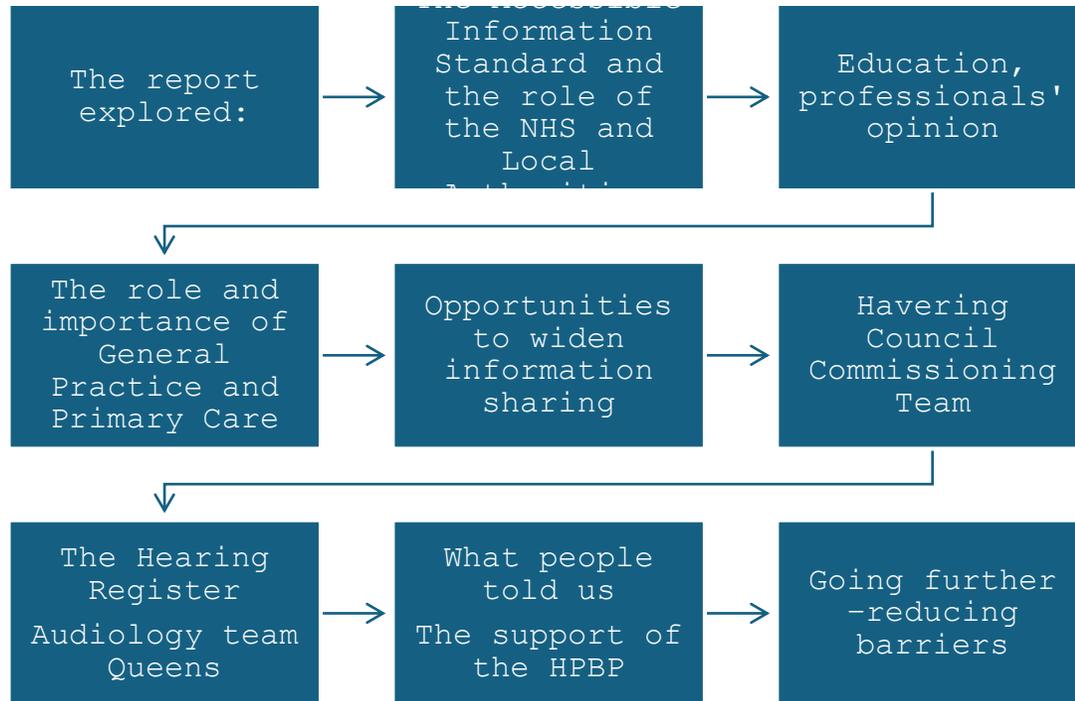
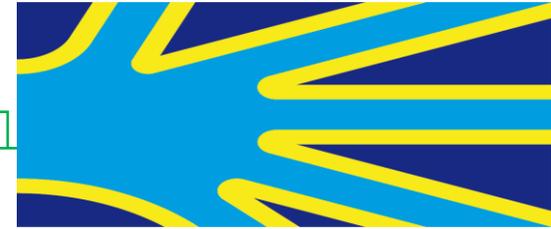


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# Deafness is not a barrier –

It only becomes a barrier if there is a lack of accessibility



The Deaf community is international. What binds Deaf people, despite their different national sign languages, is their shared visual communication, history, cultural activities, and the need for a Deaf "space" where people come together. ([above is the International Sign Union Flag](#))

HPBP received the report in December 2024 and quickly launched a Summit meeting for members of the deaf community, community staff, LBH staff, Audiology and the patient experience team from BHRUT

Identified social networks and deaf clubs e.g. Remark which provides a range of clubs, events and a wide range of on-line advice and support

LBH offer free Deafness awareness sessions, organised for individuals and teams across the borough

The working group has a Project Driver plan and is now planning "Going further to reducing barriers for those with different

# Havering Residents voices are heard at the wider level of commissioning in North-East London

We collaborate with other local Healthwatch to ensure the experiences of people in Havering can influence decisions made about services at North-East London ICB

- The Big Conversation

The eight Healthwatches were commissioned by the ICB to ask over a 1,000 residents what good care looked like to them

Residents told us the ICB should focus on:

- ✓ Outcomes
- ✓ Competency
- ✓ Accessible
- ✓ Person-Centre

- Maternity

A detailed and comprehensive engagement with pregnant women was undertaken by the either Healthwatch

Improvements Needed

- ✓ **Cultural competency**
- ✓ **Trauma informed care**
- ✓ **Multi-lingual advocates on site**
- ✓ **Accessible Information**

# The St Georges Health and Wellbeing Hub

The St Georges Health and Wellbeing Hub become operational in late September.

Healthwatch has been a member of the Project Board for 10 years and is very aware of how hard the local health care teams and council services have lobbied to ensure that the residents of Havering have this amazing new service model

The new clinical service models provided by BHRUT are making an enormous contribution to the health and wellbeing of patients. The GP and Primary Care services are developing very well.

The Voluntary sector team are providing an amazing 'meet and greet' service model as well as providing the opportunity to support patients who may be anxious and/or alone and would welcome support

Always good to share good news!

