

Dear Friends

Welcome to the first Annual Report for Healthwatch Barnet 2013-14.

We would first of all like to thank all our forty active volunteers that have given their expertise, time, commitment and passion to helping to improve health and social care services in Barnet and put the voice of local residents at the forefront of Healthwatch Barnet. We could not have achieved the range of activities in our first year, without their input.

Healthwatch Barnet's Role and Aims

Healthwatch Barnet was established as part of the Health and Social Care Act 2012 to give users of health and social care services a powerful voice locally and nationally. Healthwatch Barnet was established in April 2013 and is part of a national network led by Healthwatch England. We have a seat on Barnet Health and Wellbeing Board and Barnet Clinical Commissioning Group (CCG) Board and are regular contributors to the Health and Safeguarding Overview and Scrutiny Committees.

Healthwatch Barnet is the independent voice for residents of Barnet who use health and social care services. Our vision is of a thriving and active community of Barnet people who want to influence and contribute to the development and delivery of quality health and social care in Barnet.

To achieve this, Healthwatch Barnet must:

- Have a powerful relationship with Barnet residents, volunteers and service users to gather and represent their views and experiences and capture and present the voices of under-represented communities
- Promote and supports the involvement of people in the monitoring, commissioning and provision of local care services;
- Signpost individuals to advice and information to help them make informed choices about their health and social care.

Leading one of the largest partnership consortia within the Healthwatch network, Healthwatch Barnet works with ten of Barnet's charity and voluntary sector organisations who have been instrumental in helping us to succeed. We would like to thank our charity partners for their support in promoting and disseminating information about Healthwatch and for their work in liaising with some of Barnet's key communities, including those that are vulnerable, under-represented or seldom heard.

Healthwatch Barnet's charity partners are Advocacy in Barnet, Age UK Barnet, Barnet Carers Centre, Barnet Centre for Independent Living, Barnet Citizens Advice Bureau, Barnet Mencap, Community Barnet Children and Young People's Team, Community Barnet Parenting Consortium, Home-Start Barnet, Jewish Care and Mind in Barnet.

Our key achievements in Year 1.

Following our Launch event in May 2013 some of our key achievements include:

- Reaching 30,000 contacts with information about Healthwatch and health and social care services.
- Reviewing services at 11 care homes for older adults (a total of 18 visits) 3 hospital wards for people with mental health conditions, 3 residential settings in the community for people with

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mental health conditions, and 6 hospital wards. We are pleased to say that 64% of care homes visited have complied with our recommendations to improve the services for older people.

- Encouraging changes to the GP appointment system and support for people with disabilities, by presenting recommendations to the Barnet Clinical Commissioning Group (CCG) Board, the Local Medical Committee of GPs and the Practice Managers Forum.
- Barnet CCG commitment to providing longer appointments for people with learning disabilities and providing information in an Easy-Read format.
- Information and guidance about health and social care service entitlements to nearly 300 people in Barnet.

At our six-monthly open meeting in November 2013, Councillor Helena Hart, Barnet Council Cabinet Member for Health said:

I begin by congratulating everyone at Healthwatch - and Community Barnet - for all you have achieved in your first six months of operation – you certainly hit the ground running

Here are some of the things we did. But we still need to hear about your experience of health and social care services at any time.

REPRESENTING YOUR VIEWS AND EXPERIENCES

Healthwatch Barnet ensures that the views and experiences of local people are at the heart of all we do.

We make sure local people are a core part of Healthwatch Barnet's structure.

- Our advisory group of local volunteers, the Engagement Group, help us decide our priority activities, including older adults and carers, and developing the Enter and View programme to hospitals respond to national consultations and are actively involved in Healthwatch projects.
- Our GP Group and Enter and View Group are chaired by local volunteers.
- GP Group and Enter and View Group volunteers work with staff to determine the key activities and how they should be delivered.

We actively work with volunteers to make sure local residents are at the fore-front of our work.

- We have developed ninety-three volunteer roles in the last year.
- We have forty-three volunteers taking part in delivering Enter and View, the GP Group, the Engagement (Advisory) Group, focus groups, mystery shopping, acting as Healthwatch representatives and attending conferences and events.

This shows the value that we place on including residents in our work that have lived experience of local health and social care services.

We ensure we represent the views of the local community.

- Healthwatch Barnet visited a total of 33 organisations and made 1008 contacts to find out what local people thought of health and social care. We visited a range of organisations across the Borough, including Heartlinks, Barnet Refugee and Migrant Forum, the Grahame

Park Fun Day, the Children and Young People's Network, Burnt Oak Pensioners Group and the Carers Forum.

- We set our priorities for Year 1 by visiting community groups, listening to our volunteers and researching the national issues and concerns.
- We held two open meetings for local residents which were chaired by Community Barnet and presented local residents with the chance to speak with and question senior staff from health and social care services about quality, efficiency and care. We want local people to feel listened to and empowered by what they say and what they hear.

At our open meeting in November 2013, of the 21 people that completed an evaluation form, 21 said the event was good or excellent, 20 said they found out new information and 17 people said they would take further action as a result of attending the event.

Our open meetings took place as follows:

Launch of Healthwatch Barnet: 22 May 2013. 120 local residents attended and the Panel of speakers was: Baroness Wall, Chairperson of Barnet and Chase Farm Hospital Trust, John Morton, Chief Officer Barnet Clinical Commissioning Group, Dr Andrew Howe, Barnet Council Director of Public Health, LINK Committee Members Sue Blain and Gillian Jordan and Selina Rodrigues, Head of Healthwatch Barnet.

At this meeting we were also saying thank you to the LINK volunteers, particularly the LINK Committee who had supported us in the transition to Healthwatch Barnet.

Healthwatch Barnet Open Meeting: 26 November, 2013. 70 local residents attended and the Panel of speakers was: Councillor Helena Hart, Barnet Council Cabinet Member for Health, Dr Jeff Lake, Assistant Director for Public Health, Dr Debbie Frost, incoming Chairperson for Barnet CCG, Michele Simmons, Healthwatch Barnet Engagement Group and Selina Rodrigues, Head of Healthwatch Barnet.

We distribute information to local residents.

- With the help of our charity partners, we provided information about Healthwatch Barnet's monthly newsletter, our charity partners newsletters, website and, social media.
- Healthwatch Barnet (alone) has 640 Twitter followers and 50 Facebook friends.

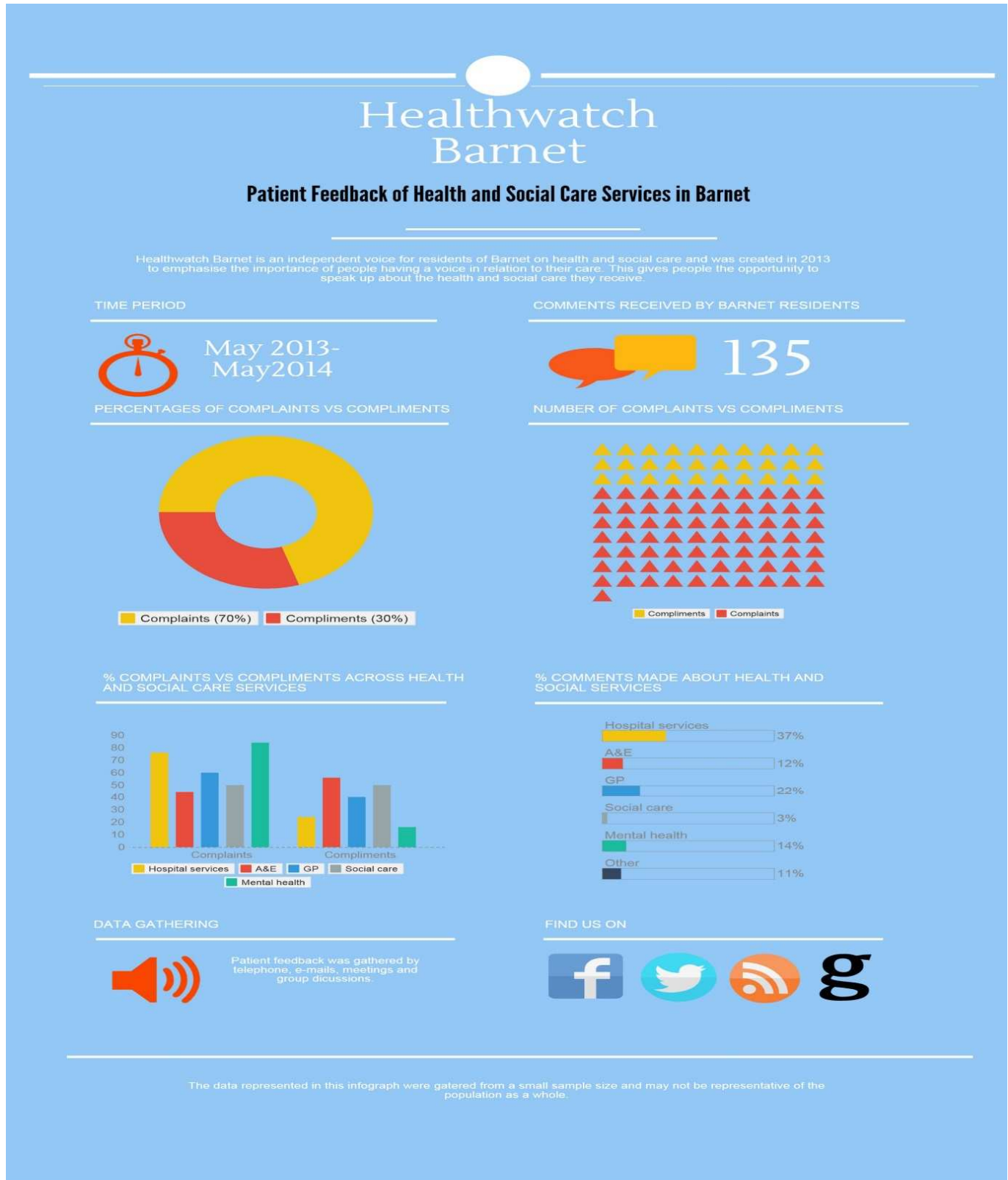
Action on compliments, comments and complaints

The feedback and complaints processes are confusing. Right away in June 2013, we told Barnet CCG and Barnet Health and Wellbeing Board that people found the feedback and complaints processes confusing and that it was taking too long to get results.

- We randomly selected eleven GP practices to visit (which is about 15% of those in Barnet) and found that seven had no information about how to give feedback or make complaints; six provided leaflets on request and two volunteers were asked for their contact details before the practice agreed to provide the information. We subsequently contacted the surgeries directly to request they provide this information and sent a reminder to all GPs via Barnet CCG e-bulletin.
- This information was also sent to the Care Quality Commission and Healthwatch England.
- Two local residents have contributed their difficult experiences of using local hospital complaints processes to Healthwatch England's national research project into the state of the complaints system.

Action on Patient Feedback

The following diagram shows the information that we have collected from local residents about services in the Borough.



- The initial feedback predominantly relates to health rather than social care. The compliments primarily related to the quality of staff liaison with patients.

The areas of concern were:

- access to GP appointments
- noise on wards and support to patients using ward facilities
- concern about attitudes of staff to different communities
- translation services and GP expertise on mental health
- hospital transport.

It is important to emphasise that this initial feedback is anecdotal. Healthwatch Barnet aims to increase the volume and range of feedback on services through a number of communication tools and will present further detailed data in due course.

Although the feedback is not conclusive at this stage, action is underway in these areas. The Healthwatch Barnet GP Project focuses on the appointment system; Healthwatch Barnet is liaising with the CCG on key communities with which to consult on its Equality Strategy; and the CCG is focusing on GP expertise on mental health. Healthwatch Barnet is keen to receive any further guidance from statutory bodies on how it can input into effective hospital transport.

INVOLVING PEOPLE IN MONITORING, COMMISSIONING AND PROVISION OF LOCAL SERVICES

We talk directly to patients, service-users, their carers, families and friends.

GP Group

- Our **GP Group** talked to Practice Managers to find out more about the n effective appointment system. This means informing patients to know where to go for care and can get an appointment when it's needed.
- Working with Barnet's deaf-blind charity Sense and Barnet's Physical and Sensory Impairment Partnership Board, we identified more effective ways of supporting people with disabilities.
- Highlights from the Group's report, *The GP Appointment System, The Way Forward* were presented to the Barnet CCG Board, the Local Medical Committee of GPs and the Practice Managers Forum with practical no-cost recommendations to improve practice efficiency and effective treatment for patients. The success of this report has been brought to the attention to the Junior Minister for Health.

Enter and View

- Through our programme of **Enter and View** visits, carried out by volunteers, we reviewed services at 11 different care homes for older people (a total of 18 visits), 2 hospital wards for people with mental health conditions, 3 residential settings in the community for people with mental health conditions and 6 hospital wards.
- 64% of care homes visited confirmed they would implement at least one recommendation and a third would implement the majority of the recommendations.
- One of the 'added value' components of the programme was how our volunteers noticed things which were different to the regulators. For example, safeguarding is a key passion for

them. This means that they notice whether staff in residential homes can be easily identified by residents – particularly those with memory related conditions. A key recommendation has been the use of name-badges. The importance placed on this by the teams has resulted in a significant increase in the number of care homes implementing our recommendations following re-visits.

- The Care Quality Commission and Barnet Council receive all our reports. The CQC has accelerated inspections to two care homes as a result of the findings of Enter and View reports. As a result of its visits and information, Healthwatch Barnet received two safeguarding alerts which were escalated to Barnet Council safeguarding teams.

The Enter and View programme continues to receive positive endorsement from Barnet Council two Overview and Scrutiny Committees for Safeguarding and Health, to which the reports are presented. For more details of the process for delivering the Enter and View programme, please see Appendix 1.

Linda Jackson, the volunteer Chair of the Enter and View Planning Group said

“The most satisfactory reason for signing on to do Enter and View is the feeling that we can provide a voice for users to express their opinions, highlight good and bad practice, to feel we are listened to by the providers, and gradually the quality of life of residents, patients and service users will improve.”

One of the managers at a care home we visited said

‘I thank you for your input and visit, I believe we all want the best for the residents we are caring for and your support is welcome.’

We select the locations for Enter and View visits based on feedback from local people, residents, patients, their carers, friends and relatives and recommendations from the Care Quality Commission (CQC) and Barnet Council Improving Quality in Care Homes Team (IQICH) and Head of Adult Safeguarding. Healthwatch Barnet staff and volunteers meet quarterly with the CQC and Barnet Council staff to discuss our visits, reports and any issues or concerns.

Supporting Barnet’s range of communities

The Healthwatch Barnet network has cascaded information to a range of communities and local residents and through their communities’ trust has elicited information, sometimes sensitive and challenging, that would not have otherwise been available. These organisations’ services are open to a wide range of people, but this means that information or consultation has occurred with the following groups:

Advocacy in Barnet	Older adults, particularly those in care homes.
Age UK	Older adults
Barnet Carers Centre	Carers
Barnet Centre for Independent Living	People with disabilities and mental health conditions
Barnet Citizens Advice Bureau	People who are vulnerable and are in receipt of benefits
Barnet Mencap	People with learning disabilities and autism.
Community Barnet Children and Young People Team	Children and young people to the age of 25 years.
Community Barnet Parenting Consortium	A range of Black and minority ethnic

	communities, including Afghani, Iranian, Turkish, Somali, communities.
Home-Start Barnet	Parents of young children, young parents, including those in Grahame Park and Burnt Oak.
Jewish Care	The Jewish community.
Mind in Barnet	People with mental health conditions.

Action for people with learning disabilities

- Our charity partner, Barnet Mencap consulted with 63 people with learning disabilities, their carers and families to find out what changes they would like to see so they can use services more effectively and produced a report with their findings, *Talk To Me*.
- As a direct result, Barnet CCG has agreed to take action to given longer appointment times and have letters and summaries of their appointment produced in an accessible, Easy Read format for people with learning disabilities.

Ray Booth, Chief Executive of Barnet Mencap said “Barnet Mencap and Healthwatch staff have effectively combined their expertise. We have been able to facilitate the voice of people with learning disabilities. Healthwatch has given us access to the levers of power, so real improvements can be made to people’s healthcare”.

Finding out the challenges for families

- Home-Start Barnet consulted with 22 families with young children and 22 young parents in Grahame Park, Barnfield and Coppetts Wood. Many spoke positively about maternity services. However, young parents particularly raised concerns about not understanding information provided by GPs. Many people were not registered with or had not visited a dentist in the last year.

Improving services for people with mental health conditions

- BCIL and Mind In Barnet have consulted with 29 people with mental health conditions and vulnerable people and those that have experienced difficulty accessing and using services. This valuable information will be used to talk to providers of services about how the complaints and feedback processes can be improved for patients and staff alike.

Understanding the experiences of older adults

- Age UK Barnet and Jewish Care have undertaken discussion groups with older adults to find out their experiences of health and social care services.

Young people telling us what they think

- Community Barnet’s Children and Young People Team has developed an online survey with and has run ten focus groups to ascertain the experiences of young people from age fourteen upwards. This project was devised and delivered by young people with young people. We spoke to 97 young people, aged 12-18 across the Borough in youth groups and educational settings.

These Home-Start, BCIL, MIND and Young people’s consultations took place spring 2014 and will be reported to the Health and Wellbeing Board and CCG Board in June and July. We will follow up the recommendations from these consultations with the appropriate bodies.

People with caring responsibilities and parents from different communities.

Barnet Carers Centre and Community Barnet Parenting Consortium provided extensive support in promoting Healthwatch and ensuring that carers and parents were aware of the Information Service and how to provide feedback on their experiences of health and social care.

Enter and View programme

- For Year 1, Advocacy in Barnet provided support to the development of the Enter and View programme, specifically around the recruitment and training of volunteers.

Your voice direct to decision-makers

- Local people told Barnet Council Public Health how the health checks for people 55 years and over can be improved and we are awaiting the outcomes of the consultations to find out how our recommendations have been received. The Public Health representative commented positively on the expertise of volunteers and said, "You have a strong well-established network of people from various backgrounds who are able to engage intelligently and assertively in discussions around health."
- Local people told Barnet Council and Barnet CCG ways that services could be improved for frail elderly people and those with long-term conditions. This will support the long-term programme of integrated health and social care services. The consulted said the response from Healthwatch volunteers was "very valuable in providing insight into the experiences of service users and patients". We will ensure that patients and service-users are involved in the development of this long-term programme of change.

Signposts individuals to advice and information to help them make informed choices about their health and social care.

The Information, Advice and Signposting service, delivered by Barnet Citizens Advice Bureau, provides information on health and social care services to local residents. This includes guidance on questions such as how to find a local GP or dentist, how to access medical notes, what services newly-arrived communities may be entitled to, and how to make a complaint. This service is provided by Barnet Citizens Advice Bureau, on behalf of Healthwatch Barnet, which is well placed to then support people with more complex questions or those that cover a number of different services.

The service has received 272 contacts, with 6% of respondents showing an 89% satisfaction rate, and 78% of contacts more confident to follow up their issue after the call.

Challenges in Year 1

As with any organisation, Healthwatch Barnet has experienced challenges in its first year. Here is what occurred and what we did.

Challenge: Better communications.

Action: We had a small staff team and were busy setting up Healthwatch in the first few months in summer 2013. In July 2013, some local people told us we should produce a regular newsletter to show our activities and news on health and social care and so we immediately set up our monthly newsletter that is distributed free, by post and online to local people.

In Year 2 we will continue to improve our communications and marketing and will develop our website, have more local press coverage and run stalls in hospitals and shopping centres.

Challenge: Reaching Barnet's communities.

Action: Barnet is a big Borough with a big population. With the help of our charity partners we are reaching a wide range of people, including carers, Black and minority ethnic and refugee and migrant communities and young people.

In Year 2 we will continue to analyse the types of communities and geographical areas with which we have contact and take action to engage with those that are under-represented or may have difficulties attending our meetings or talking to us about their health and social care experiences.

Challenge: Influencing health and social care providers to make changes.

Action: Healthwatch Barnet is independent and not part of the health service or local authority, so we don't control decisions or budgets. Encouraging statutory services to make changes will always be a challenge. We hope you have seen that we have made changes in Year 1. If you have ideas how we can improve this, please let us know. Remember that you can give us your experience of health and social care services at any time and make sure your voice is heard.

APPENDIX 1

This is a summary of the Enter and View Programme

Healthwatch E&V representatives have statutory powers to enter Health and Social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of the people using those services, to consider how services may be improved and how good practice can be disseminated.

The team of recruited and trained volunteers visit the service and record their observations along with the feedback from residents, relatives, carers and staff. They compile a report reflecting these, and making some recommendations. The Report is sent to the Manager of the facility visited for validation/correction of facts, and for their response to the recommendations. The final version is then sent to interested parties, including the Head Office of the managing organisation, Barnet Council Health and Safeguarding Overview and Scrutiny Committees, the Care Quality Committees and Barnet Council. The reports are also available to the public via the Healthwatch Barnet website. Healthwatch Barnet staff and volunteers also meet quarterly with the Care Quality Commission and Barnet Council social care and safeguarding staff to discuss any issues or concerns.

Appendix 2

These section summarises the Healthwatch Barnet staff and volunteer roles.

Healthwatch Barnet Staff: Apart from the Head of Healthwatch, all staff are part-time.

Name	Position	Start Date
Selina Rodrigues	Head Of Healthwatch Barnet (full-time)	April 2013
Lisa Robbins	Volunteer and Projects Officer	April 2013
Shilpa Shah	Communications Officer	April 2013-February 2014
Helen Hart	Senior Administration Officer	April 2013
Monika Markowska	Engagement and Outreach Officer	November 2013
Steyn Crous	Policy and Research Officer	February 2013
Fran Evans	Senior Operations Officer	March 2013

Healthwatch Barnet representatives attend the following committees and forums.

Committee/forum	Representative
Barnet Health and Wellbeing Board	Selina Rodrigues, Head of Healthwatch and/or Julie Pal, Chief Executive Community Barnet
Barnet Clinical Commissioning Group Board	Selina Rodrigues, Head of Healthwatch and/or Julie Pal, Chief Executive Community Barnet
Barnet Clinical Commissioning Group Primary Care Strategy	Selina Rodrigues, Head of Healthwatch Barnet
Barnet Clinical Commissioning Group, Clinical Quality and Risk Committee	Selina Rodrigues, Head of Healthwatch Barnet
NHS England Quality Surveillance Group	Selina Rodrigues, Head of Healthwatch Barnet
Barnet Council Safeguarding Overview and Scrutiny Committee	Julie Pal or Selina Rodrigues attend the SOSC and the HOSC as required to present Enter and

Health Overview and Scrutiny Committee Joint Health Overview and Scrutiny Committee	View reports and also attend the JHOSC as observers.
Barnet Council Safeguarding Adults Committee	Lisa Robbins, Healthwatch Barnet Volunteer and Projects Officer
Barnet Council Carers Partnership Board	Wilfred Canagaretna
Barnet Council Learning Disability Partnership Board	Susan Hawthorne, Volunteer
Barnet Council Mental Health Partnership Board	Monika Markowska, Healthwatch Barnet Engagement and Outreach Officer
Barnet Council Older Adults Partnership Board	Janice Tausig, Volunteer
Barnet Council Physical and Sensory Impairment Board	Alison Asafu-Adjaye Volunteer and Sense representative. Michael Nolan on behalf of BCIL.
Barnet and Chase Farm Hospital NHS Trust Board	Alex Nunes, Volunteer
Central London Community Healthcare Quality Stakeholder Reference Group	Melvin Gamp, Volunteer

Healthwatch Barnet Engagement Group

Sue Blain, Sarah Brown, Wilfred Canagaretna, Delinia Griffith (to November 2013), Melvin Gamp, Susan Hawthorne, Yusuf Hussain, Alan Shackman, Michele Simmons, Janice Tausig,

GP Group volunteers:

Sue Blain (Co-Chair), Stewart Block (Co-Chair), Alison Asafu-Adjaye, Wilfred Canagaretna, Ganesh Dutt, Amlan Gheshal, Ila Gocoldas, Ranil Jayasinghe, Pierre JeanMaire, Carole Kaye, Asmina Remtulla, Margaret Singer, Nahida Syed, Janice Tausig, Lyn Tobin.

Enter and View volunteers:

Linda Jackson (Chairperson), Sarah Banbury, Stewart Block, Wilfred Canagaretna, Rebecca Dawson, Ganesh Dutt, Derrick Edgerton, Melvin Gamp, Gillian Goddard, Jeremy Gold, Dipak Jashapara, Allan Jones, Christina Meacham, Dena Mosco, Maria Nash, Derek Norman, Alan Shackman, Jill Smith, Terry Spector, Tina Stanton, Nahida Syed, Janice Tausig, Robin Tausig,.

Consultations to which we responded.

NHS England The Future of Primary Care: Response submitted by Healthwatch Barnet GP Group, also incorporating comments from the Healthwatch Barnet Engagement Group.
Healthwatch England Rights and Responsibilities. Response submitted by Healthwatch Barnet Engagement Group.

Appendix 3

Healthwatch Barnet Contract

The Healthwatch Contract was awarded by Cabinet Resources Committee on 25 February 2013 to Community Barnet. Community Barnet is a registered charity and company limited by guarantee and is the local community and voluntary services council for the London Borough of Barnet. Healthwatch Barnet is a department of Community Barnet. The Healthwatch Barnet contract value is £197,361 per annum. The contract commenced on 1 April 2013 and will expire on 31 March 2016;



the contract sum received is £592,083. The contract provides for a further extension of up to two years which, if implemented, would give a total contract value of £986,805.

Of this, a total of £59,000 was awarded to the charity consortium partners of Healthwatch, which are Advocacy in Barnet, Age UK Barnet, Barnet Carers Centre, Barnet Centre for Independent Living, Barnet Citizens Advice Bureau, Barnet Mencap, Community Barnet Children and Young People's Team, Community Barnet Parenting Consortium, Home-Start Barnet, Jewish Care and Mind in Barnet.

Each charity partner is issued a sub-contract from Community Barnet. Quarterly monitoring reports are received from each charity partner.

We are also grateful to Alzheimer Society and Barnet Voice for Mental Health that have provided training to our staff and volunteers through the year.

Appendix 4

Community Barnet's registered office is 7th Floor, Barnet House, High Road, Whetstone, London N20 0EJ.

The registered offices for the charity partners will be inserted here.

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