

Hearing the Voice of the Unheard

2016 - 2017 Annual Report



Introduction

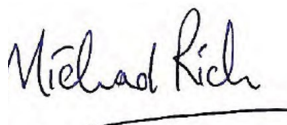
In these challenging times for local authorities, health and social care services and local patients and service-users, the role of Healthwatch is more vital than ever. Healthwatch Barnet has delivered an extensive range of activity, to support some of our most vulnerable residents and has seen our recommendations delivering improved services for local people. We would like to thank particularly our team of expert and committed volunteers and our charity partners for their time, commitment and support in our programme of work. We would also like to acknowledge the constructive way that commissioners and decision-makers in health and social care have listened to our recommendations and committed to action to improve services.



Julie Pal
CEO
Community Barnet



Selina Rodrigues
Head of Healthwatch
(Feb 2017 – Present)



Mike Rich
Head of Healthwatch
(May 2016–Jan 2017)



Lisa Robbins
Manager
Healthwatch Barnet

CONTENTS

- 2 Introduction
- 3 In numbers
- 4 An independent voice for Barnet residents
- 4 A vision for the future
- 5 Working in partnership
- 6 Healthwatch aims
- 7 Our resources
- 8 How we have used your voice to make a difference
- 10 Community engagement
- 11 Enter and View
- 12 Our volunteers
- 13 Primary Care Group
- 14 Hear your views
- 15 Financial information



In numbers

1,766+
hours of time given
by our volunteers

2,300+
friends and social
media followers

2,075
health and social care
experiences of
residents

99,000
local residents
reached

494
people reached from
seldom heard
communities

32
active volunteers

28
Enter and View visits

An independent voice for Barnet residents

Healthwatch Barnet is the independent voice through which local residents can share their experiences of using health and social care services. It is delivered by a Barnet-based staff team, a partnership of Barnet's voluntary and community organisations and a team of capable volunteers.

Healthwatch Barnet is an arms-length department of CommUNITY Barnet, an independent legal entity and a registered charity and company limited by guarantee.

Healthwatch Barnet is delivered in partnership with local organisations. We have established a consortium of twelve charity partners and community organisations whose role is to promote Healthwatch, engage with our local communities, and shape the work programme around the needs of residents. These partners use their strong and vibrant networks to promote Healthwatch Barnet and to engage with local communities.

A vision for the future

Healthwatch Barnet was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice both locally and nationally.

Healthwatch Barnet was established in 2013 and is part of a national network led by Healthwatch England. We have a seat on the Barnet Health and Wellbeing Group and the Barnet Clinical Commissioning Group (CCG) Governing Board.

We are 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 the borough.

To achieve this, Healthwatch Barnet:

- has a powerful relationship with residents, volunteers and service users to gather their views and experiences, capturing and presenting the voices of under-represented communities
- promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services
- signposts individuals to available advice and information to help them make informed choices about their health and social care



Working in partnership

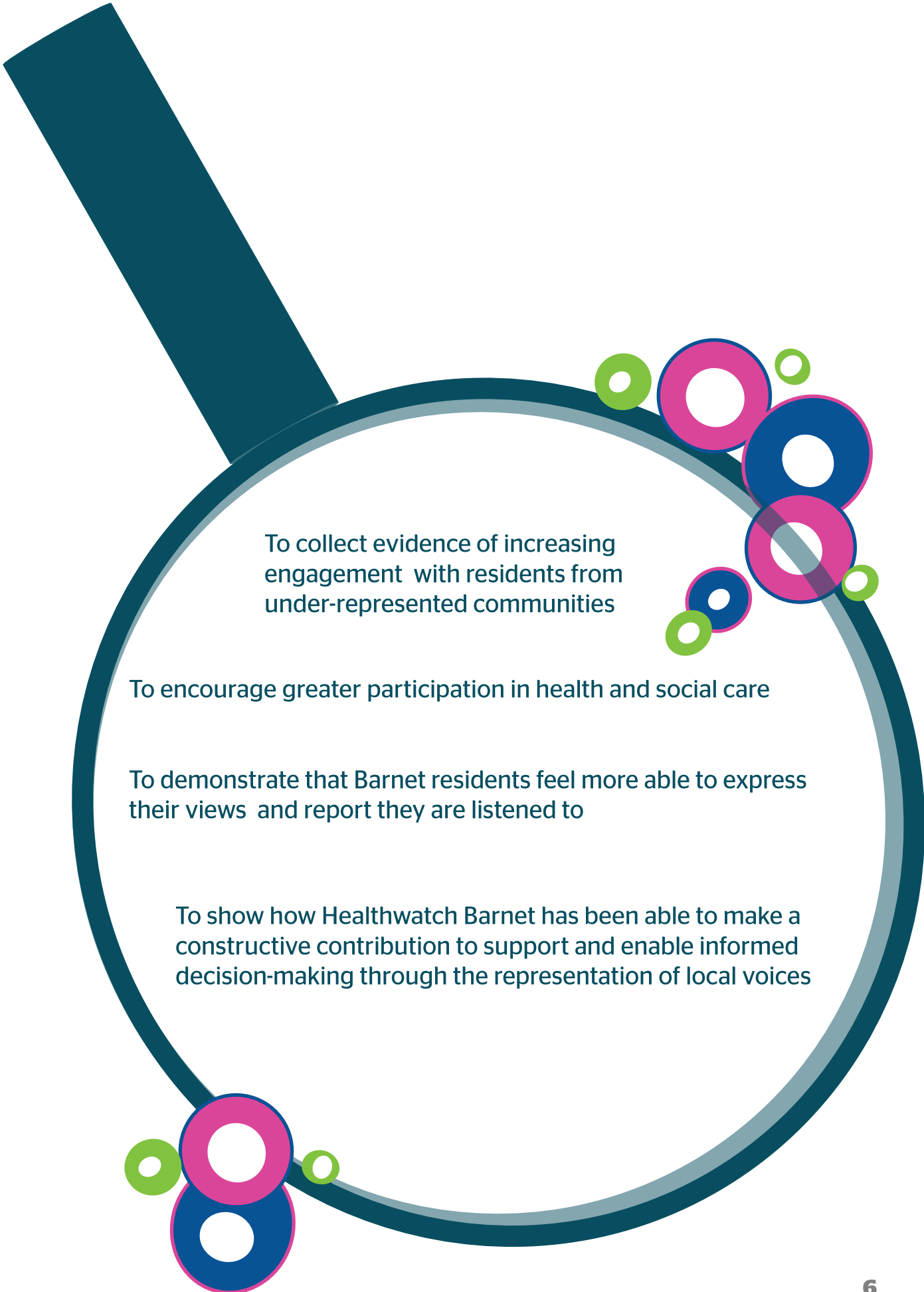
Healthwatch Barnet leads one of the largest charity partnerships in Barnet. It works with twelve of Barnet's charity, voluntary and community organisations which have been instrumental in helping us to succeed.

We were delighted to invite Barnet Voice for Mental Health (BVMH) to join our consortium this year. BVMH is a user-led group, whose members have extensive experiences of mental health services. For Healthwatch, they provide feedback on mental health and other services and also represent Healthwatch on the Barnet, Enfield and Haringey Mental Health Trust patient groups.



We would like to thank all our partners for their support in promoting and disseminating information about Healthwatch Barnet and for their work in liaising with some of Barnet's key communities.

Healthwatch aims



To collect evidence of increasing engagement with residents from under-represented communities

To encourage greater participation in health and social care

To demonstrate that Barnet residents feel more able to express their views and report they are listened to

To show how Healthwatch Barnet has been able to make a constructive contribution to support and enable informed decision-making through the representation of local voices

Our resources

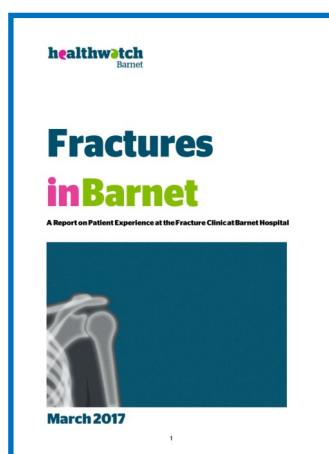
Have you been to our website recently? We have recently updated our Resources pages, you will find lots of useful information available.



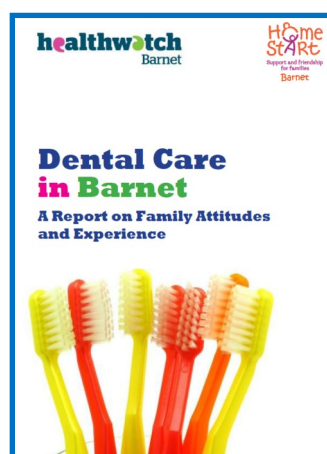
How we used your voice

Much of this year has been spent capturing the voice of Barnet residents in a system of commissioners and to place the patient and resident voice at the heart of decision making.

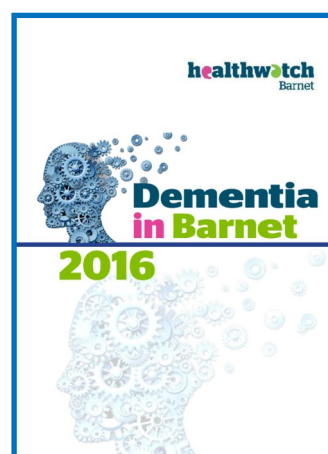
We are also working closely with other partners and providers of health and social care and



A report on patient experience at the Fracture Clinic at Barnet Hospital



A report on family attitudes and experience of dentists in Barnet



Patient experience of dementia services in Barnet



Consulting with people with learning disabilities about their experience with blood tests

Barnet Hospital Dermatology Clinic

We carried out a visit to the Dermatology Clinic at Barnet Hospital. The main aim of the visit was to talk to patients about their referral to this service.

During the visits, we spoke to 24 patients. 80% of the patients had received a referral within 4 weeks, which they were happy with. The report was presented to Barnet CCG Clinical Quality and Risk Committee.

Learning Disability Care in Barnet

Inclusion Barnet is one of Healthwatch charity partners, People's Choice, one of its groups reviewed the quality of care provided by agencies and family and informal carers to people with learning disabilities. We were pleased to hear that respondents felt well-supported in budgeting and also in choosing and accessing leisure activity.

We are finalising this report and it will be available on the website soon.

Residential Care Transition

Advocacy in Barnet, one of the Healthwatch charity partners, talked to a small number of care home residents and relatives about their experiences of moving to older people's care homes, whether from their own home, or upon being discharged from hospital.

Phlebotomy in Barnet

Barnet Mencap is one of the Healthwatch charity partners, and it had feedback that Phlebotomy (blood test) services were not always working well for people with learning disabilities. We are finalising this report and it will be available on the website soon.

Dental Care in Barnet

Home-Start Barnet, one of the Healthwatch charity partners, talked to parents of 96 children about their experience of dental services, including those from newly-arrived communities and also from Black, Asian and minority-ethnic and refugee communities.

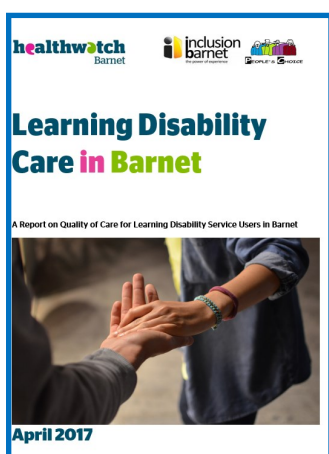
ce to make a difference

matic way and presenting that information to the borough's strategic decision makers,

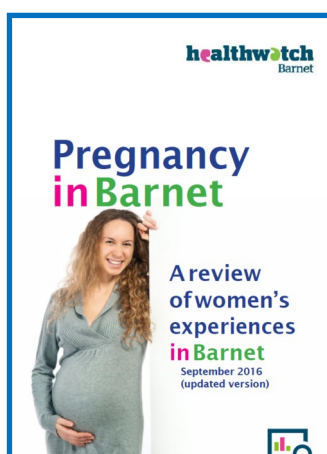
d sharing our findings with them and meeting with them regularly to monitor progress.



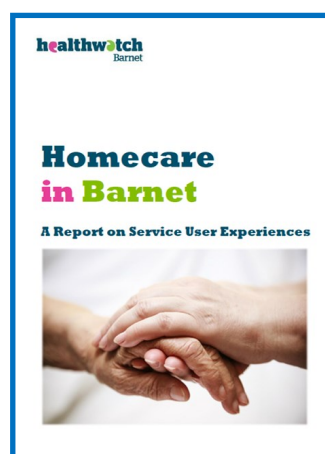
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A report on quality of
care for people with
learning disabilities



A review of women's
experiences of
maternity services in
Barnet



A report on people using
homecare services and
their relatives/carers in
Barnet

Barnet Hospital Fracture Clinic

We received feedback from some patients who commented that the fracture clinic was over-crowded and that waiting times were excessive but this could be due to seeing a number of specialists. The Healthwatch team visited the Clinic to observe the outpatients process and talk to patients about their experiences.

Homecare in Barnet

We sought the views of people using homecare services and their relatives, including council services and those that pay for their care privately. We received feedback from local residents who are concerned about the quality of care they, or their friends and relatives, have received through Homecare agencies, covering a number of different aspects of the services. Concern is high about this service area in particular as homecare workers generally work on their own in vulnerable people's homes.

Dementia in Barnet

Healthwatch staff and volunteer, Melvin Gamp, led a research project into the prevalence of dementia in Barnet, and listened to patients' and carers' experiences of dementia services. Melvin's report provided a useful summary of treatment and support.

Pregnancy in Barnet

Healthwatch Barnet carried out research about the experiences of women who live in Barnet, and used different maternity services across the borough in the last two years. Feedback showed that they had mixed experiences with care; some highlighted the dedication of the long-standing midwives; whereas others did not have breastfeeding support whilst in hospital.

All the reports can be found on our website:
www.healthwatchbarnet.co.uk/ourreports

Community engagement

Healthwatch Barnet is responsive to the needs and experiences of local people. We also involve local people as a core part of our structure and our work. Here are just some ways we do this.

Engaging with local Barnet residents, including “seldom-heard” and under-represented groups

- Through our specific projects, we aim to work with all Barnet’s communities, including people with learning disabilities, families from newly arrived and other Black, Asian and minority ethnic and refugee communities and vulnerable older people.
- Healthwatch Barnet Public meeting in October 2016 with a keynote speaker from the Campaign to End Loneliness, attracted 45 participants
- Listened to the health and social care experiences of 2,075 local residents
- Informed over 99,000 local residents of Healthwatch and how to share their experiences of services, through our newsletters and through events such as those at Stonegrove Estate Winter Festival, Silver Sunday events for older people and Green Man Centre International Women’s Day event
- Listened to, analysed and reported the comments of residents, relatives and staff from 28 Enter and View visits to care services in Barnet at residential care and nursing homes, supported living homes, hospital wards and a walk-in centre
- Listened to and analysed the experiences of 494 people from “seldom -heard” or under-represented communities, including those from the Polish community and the Muslim community. We also attended the Jewish Care Insight event, the Sri Lankan Parenting Group and the Barnet Safeguarding Adults Service User Forum “Say No to Abuse”. Volunteers and staff delivered 9 sessions to 500 local people on smoking ‘Know your CO’ and signposted people to smoking cessation support. This was delivered in partnership with Barnet Public Health
- Engaged with the Polish, Gypsy, Roma and Traveller communities and people aged over 75 to investigate their use of urgent and emergency care. This was in partnership with North London Healthwatch and our findings were presented to the North Central London Urgent Emergency Care Board to help design new services



Represented the view of local residents at the Health and Wellbeing Board, the Clinical Commissioning Group (CCG) Board, Barnet Council Health Overview and Scrutiny Committee, Barnet Adults Safeguarding Board, joint meetings with the Care Quality Commission (CQC) and Integrated Care Quality Teams (Care Homes and Supported Living), at Barnet Council Involvement Board, Central London Community Health Quality Stakeholder Reference Group.

Enter and View

All Healthwatch have a legal right to enter any health and social care premises for adults to talk to patients, service-users, relatives, carers, staff and volunteers about the quality of services. In Barnet we have an extensive programme of visits, led by our volunteer team, the chair of which is Linda Jackson. We have 17 trained volunteers who undertake this valuable work.

The team undertook 9 Enter and View visits to care homes for older people in Barnet. Many of these were seen to offer very good care and the residents and relatives were happy with the way they were run. However, recommendations were made for residents and relatives to be made aware of care plans, how they work and are compiled, as well as activities, variety of food and laundry management. Some homes have experienced difficulties in managing hospital discharges where clear instructions and medication have not been received when a resident has returned to the home. The CCG has been made aware of this and we are now working with local Trusts to improve this situation.

We had concerns about staff numbers in some homes, considering the high level of care needs for residents. In all the homes that we visited managers have responded positively to our recommendations.

We visited the Walk-in Centre at Finchley Memorial Hospital twice and received good feedback on the services. Recommendations were made to improve signage. We are working with the Central London Community Healthcare (CLCH) Trust to try and address.

We developed visits to sheltered housing units. These have been very positive visits and tenants in the main have been very happy.

A series of 8 visits to the Royal Free Hospital to observe mealtime support have also taken place and we are liaising with staff on our recommendations.



Our volunteers

Volunteers are an essential and varied part of the Healthwatch Barnet team. We have 32 active volunteers and many others who contribute their time on specific projects when they can. Our Enter and View Group and our Primary Care Group are each chaired by volunteers, and through our Hot Topics sessions, volunteers help form our projects and priorities for the coming year. We offer training and updates for our volunteers looking this year at sensory impairment awareness and working with CQC, as well as regular updates with Barnet CCG. They represent us at different forums around the city from the NHS England Dental and Pharmacy Engagement group, Pan London Cancer User Forum, Barnet Council Involvement Board, CLCH Quality Stakeholder Reference Group and GP Patient Participation Groups throughout the Borough.

We would like to thank all the Healthwatch Barnet volunteers who freely give their time, commitment and expertise to help local Barnet residents experience better health and social care services:

Alan Shackman
Amlan Ghoshal
Ann Graham
Arati Banerjee
Asmina Remtulla
Derrick Edgerton
Derek Norman
Diana Abramova

Ellen Collins
Ganesh Dutt
Gillian Goddard
Helen Andrews
Helena Pugh
Jeremy Gold
Janice Tausig
Linda Jackson

Lyn Tobin
Margaret Singer
Margaret Peart
Marion Kafetz
Maureen Lobatto
Melvin Gamp
Monica Shackman
Nahida Syed

Surla Shah
Ranil Jayasinghe
Rifka Rhys
Rona Allado
Sarah Brown
Stewart Block
Sue Blain
Tina Stanton



Primary Care Group



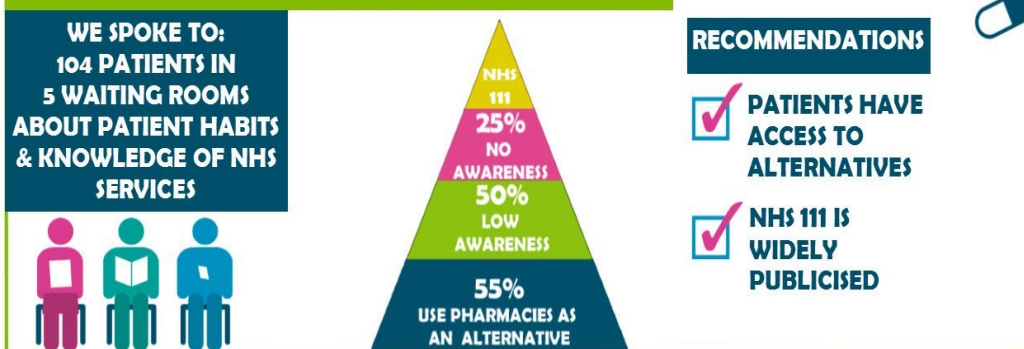
IS YOUR GP LISTENING?



IDENTIFYING GP WEBSITE ESSENTIALS

- ☒ **RANGE OF SERVICES**
- ☒ **NAMES OF GPs & PRACTICE STAFF**
- ☒ **ONLINE APPOINTMENTS**
- ☒ **REPEAT PRESCRIPTIONS**

THE ALTERNATIVES TO SEEING YOUR GP



This group consists of 12 volunteers and is co-chaired by Healthwatch volunteers, Sue Blain and Stewart Block. The Group meet monthly and look at many different aspects of primary care from a patient's perspective. Projects and reports include:

- Alternatives to seeing your GP. A survey of 100 members of the public at GP practices about their use of health services for routine care.
- Review of GP Wound Care and Phlebotomy and mystery shopping of 40 practices in North and West Barnet. Many websites did not provide up-to-date information. Key recommendations were that practices make provision for those less able to access services and that websites are updated with information about available services. NHS England is currently reviewing funding patterns to identify inconsistencies.
- Regular feedback with Barnet CCG has resulted in Healthwatch contributing to developing pathways for a number of services such as wound care and referral management services.

Hear your views

We want to hear your views on Barnet health and social care, contact us using the details below:



If you would like a copy of our current information literature, above please call us on 020 3598 6414

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You can download this publication from www.healthwatchbarnet.co.uk/annual-report

Financial information

Healthwatch Barnet is funded to carry out statutory activities.
Funding is provided by the London Borough of Barnet.

Income

Funding received from local authority to deliver local Healthwatch statutory activities	£128,000
Additional Income	£0
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Total Income	£128,000

Expenditure

Office costs	£21,000
Staff costs	£69,993
Direct delivery costs	£37,006
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Total Expenditure	£127,999



CommUNITY Barnet is a registered charity and company limited by guarantee registered both with the Charity Commission and Companies House. We are governed by a Board of Trustees. Our Memorandum of Association allows us to operate in this way.

Healthwatch Barnet is a borough-wide service working in collaboration with committed and passionate Barnet-focused organisations who have local knowledge, are experienced and trusted. The partnership is the eyes and ears in the community and can effectively act on complaints or concerns because it has direct access to seldom-heard and under-represented members of the community. Through existing channels the partnership engages these communities with the Healthwatch agenda.

CommUNITY Barnet's Board of Trustees reviews performance, oversees risk and contributes to the promotion of the Healthwatch agenda. It is the decision-making body responsible for approving the action plan throughout the life of the contract.

CommUNITY Barnet's Board of Trustees are: Tony Vardy, Adam Goldstein, Chris Cormie, Andrew Harper, Antony Jacobson, Jyoti Shah and Marley Obi.



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