



Activity Report, 2019-20

Staff and Volunteer Executive Summary

SECTION 1: REPORT CONTENT

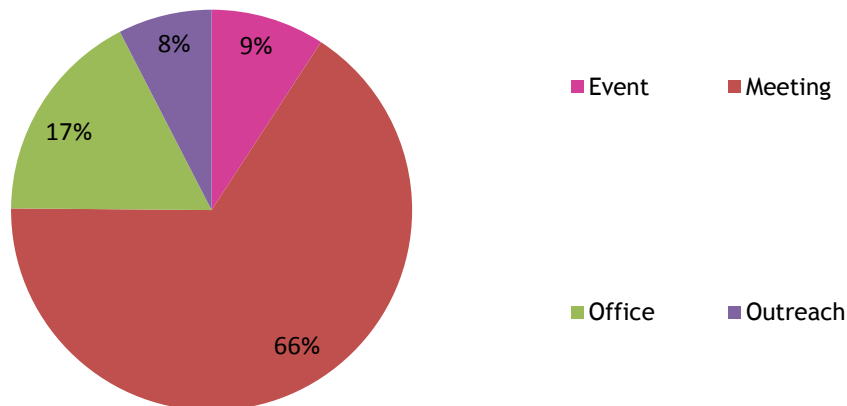
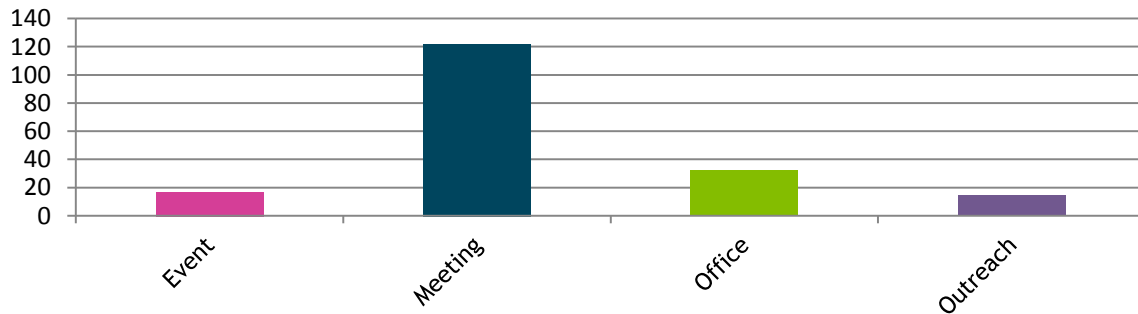
Healthwatch Harrow conducted 189 activities during the period below (Pages 1-5).
Assisting staff were 14 volunteers (Page 6).
In total, we engaged with around 2828 local people.

1.1: Reporting Period:

From: 01/04/2019

To: 31/03/2020

1.2: Mode

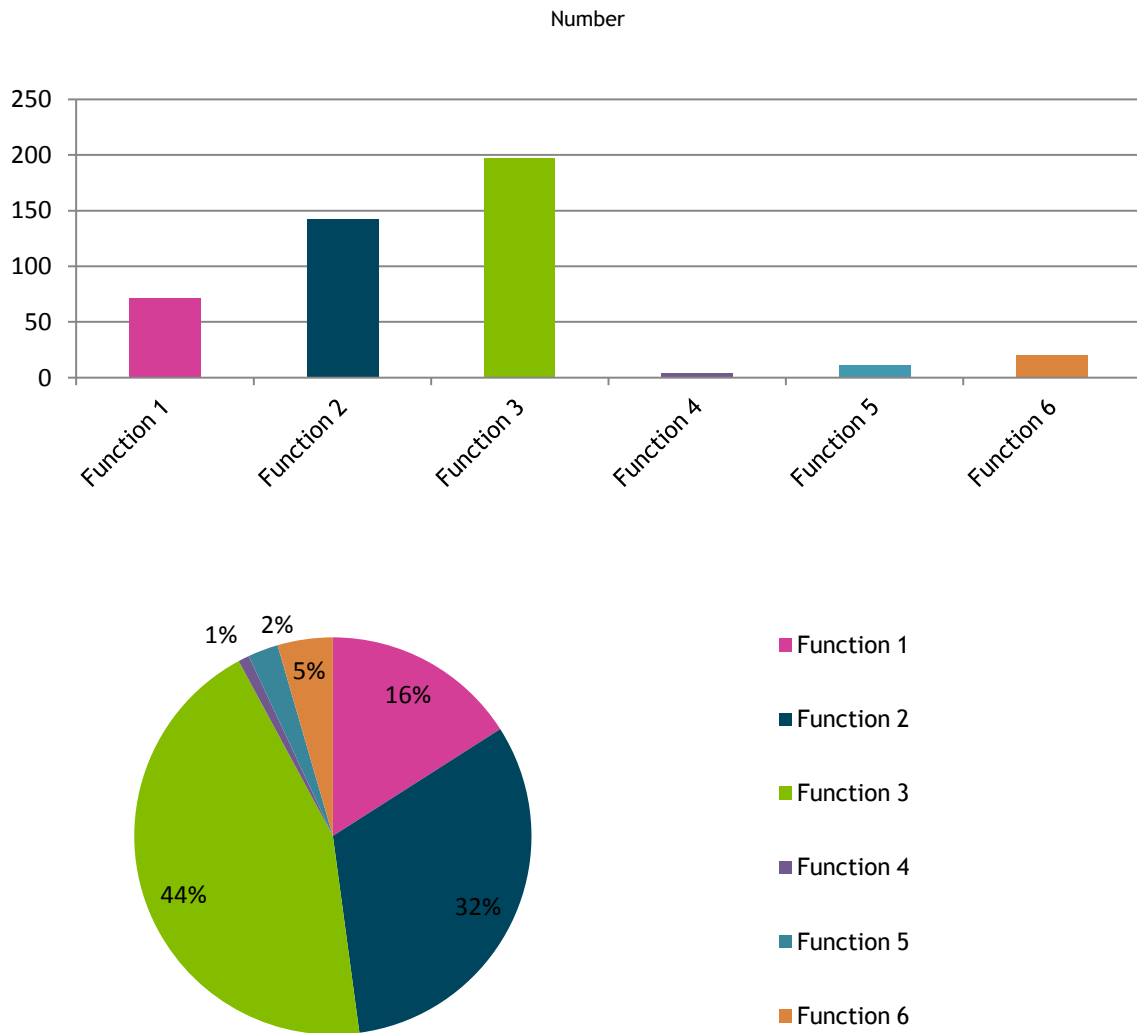


HEALTHWATCH CORE FUNCTIONS

What are the Healthwatch Functions?

- 1: Gathering views and understanding the experiences of patients and the public.
- 2: Making people's views known and acting as a credible voice at strategic meetings.
- 3: Supporting the involvement of people in the commissioning, provision and scrutiny of services.
- 4: Recommending investigation or review of services via Healthwatch England or the CQC.
- 5: Signposting for access to services and support for making informed choices.
- 6: Making the experiences of people known to Healthwatch England and other local Healthwatch.

1.3: Healthwatch Core Functions

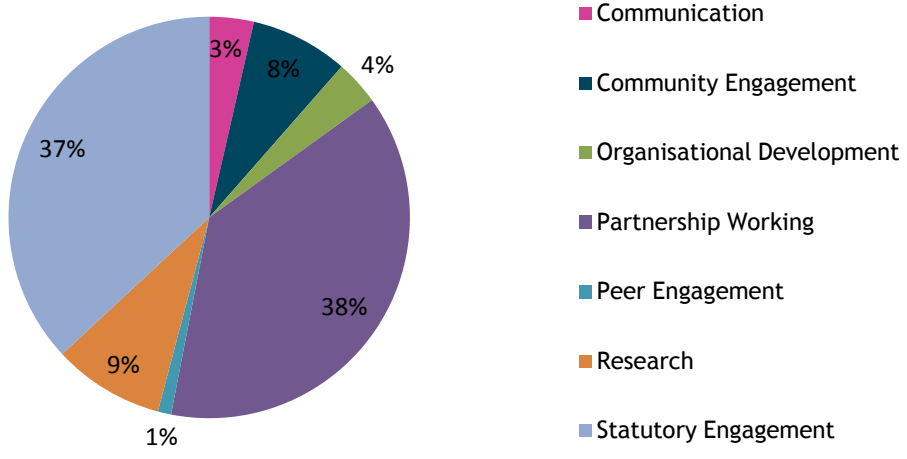
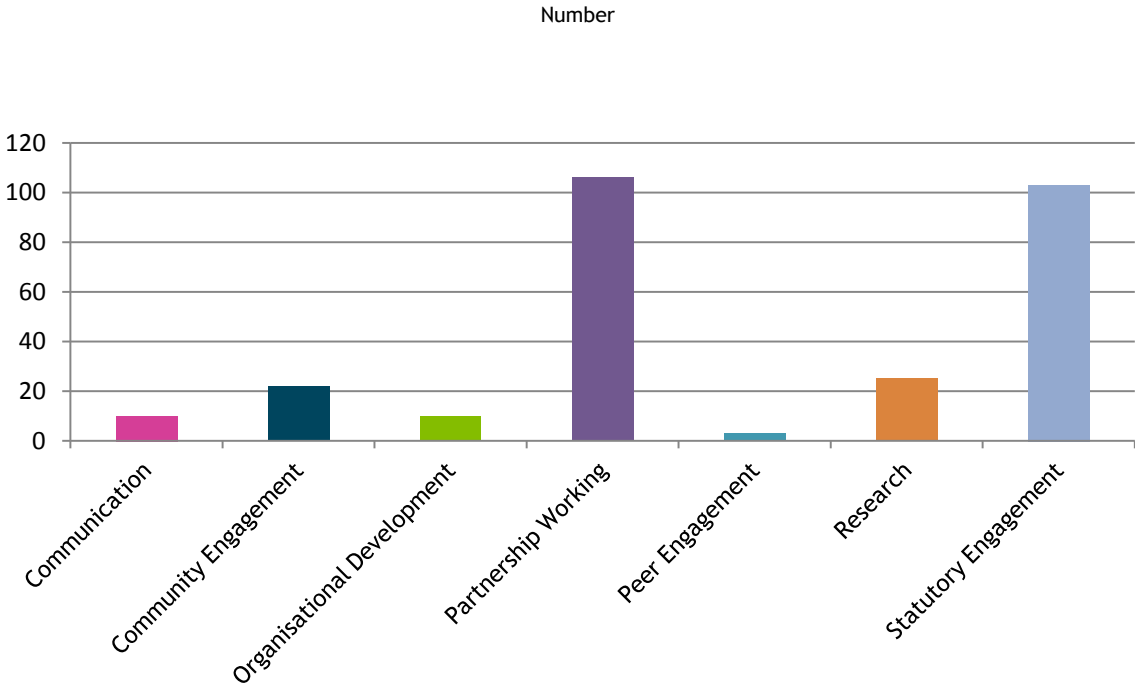


Trends:

In 2019/20, HWH has placed emphasis on being 'evidence based'. Over 70 activities were focussed on gathering people's views (Function 1), and around 340 on working with partners to influence service commissioning and delivery (Functions 2 and 3).

SECTION 1.4: OBJECTIVES

Top Objectives

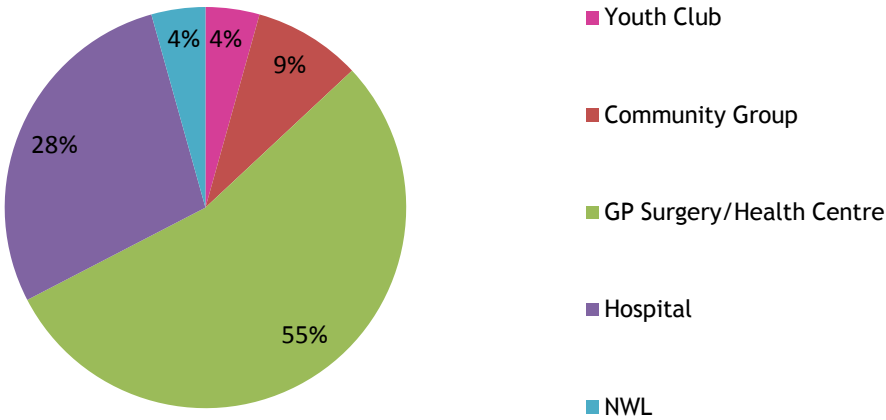
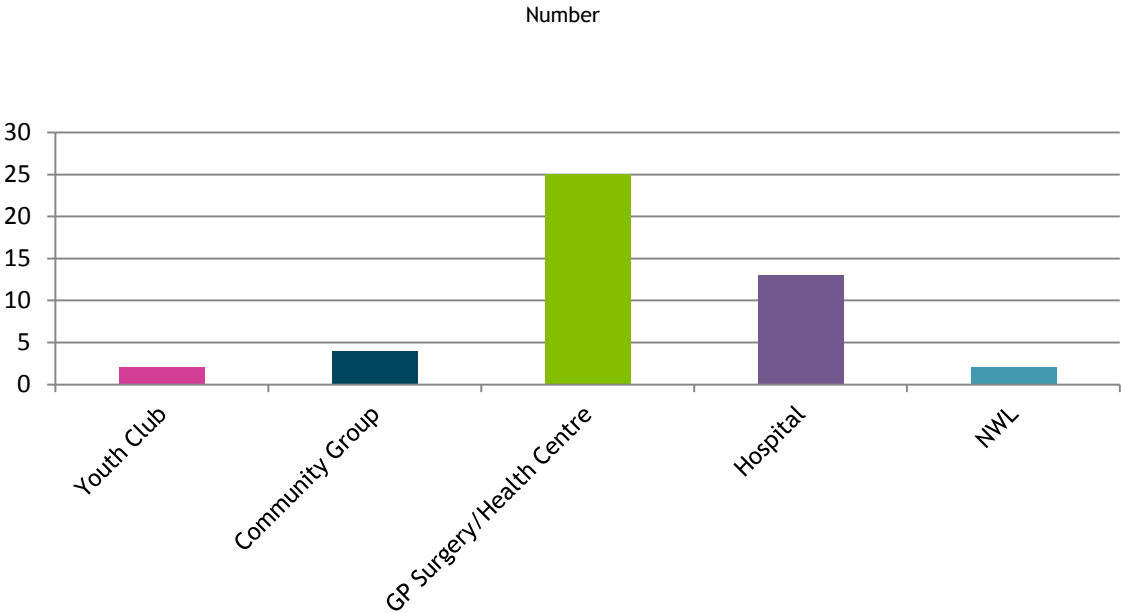


Trends:

A priority was strengthening our network. As part of this, we worked with partners on around 100 occasions - this included forging new partnerships and building on existing ones, particularly with statutory bodies.

SECTION 1.5: THEMES

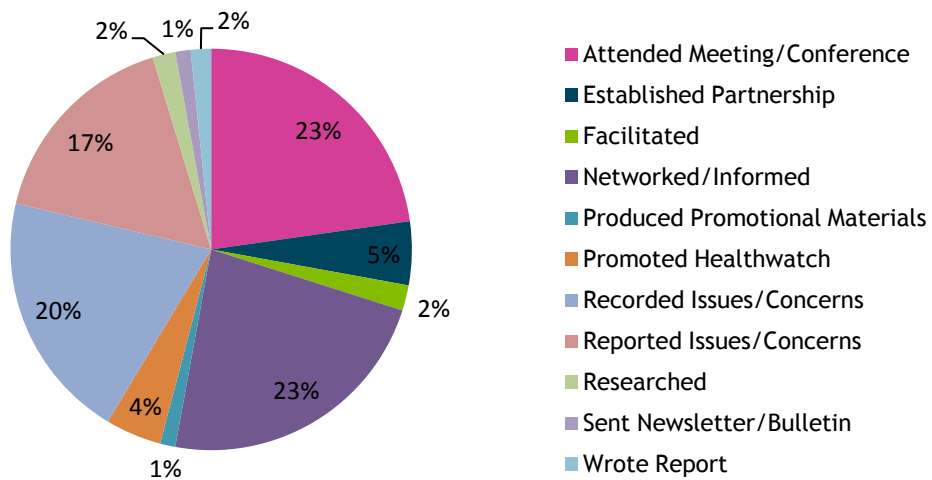
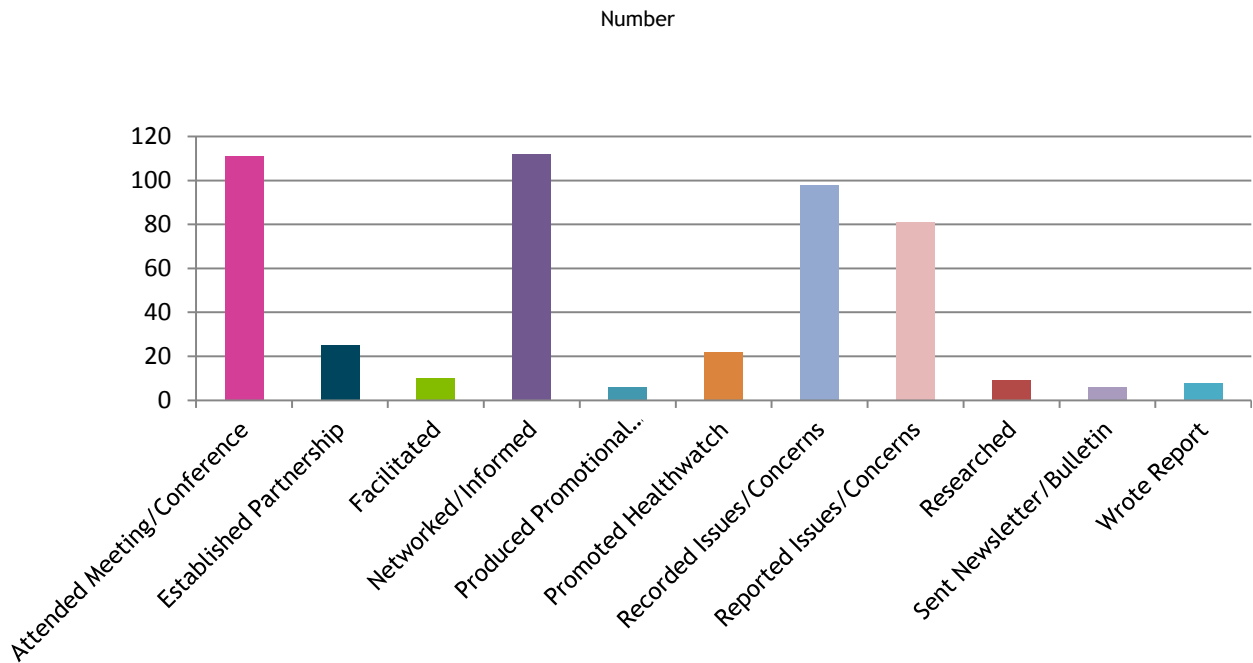
Top Themes



Trends:
The top activity theme was on GP services.

SECTION 1.6: ACTIONS

Top Actions

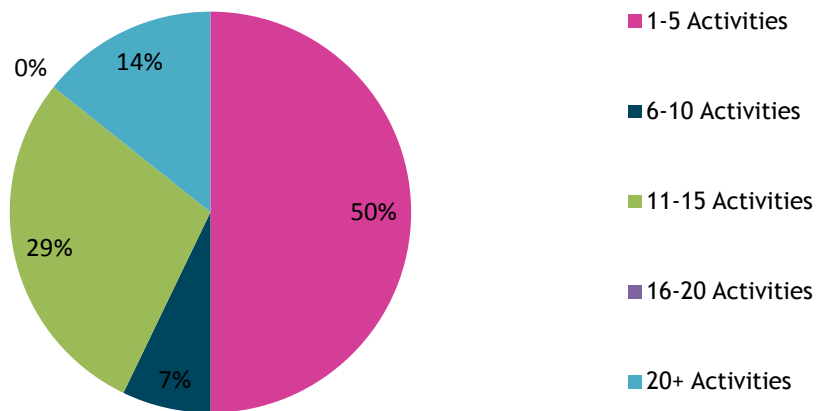
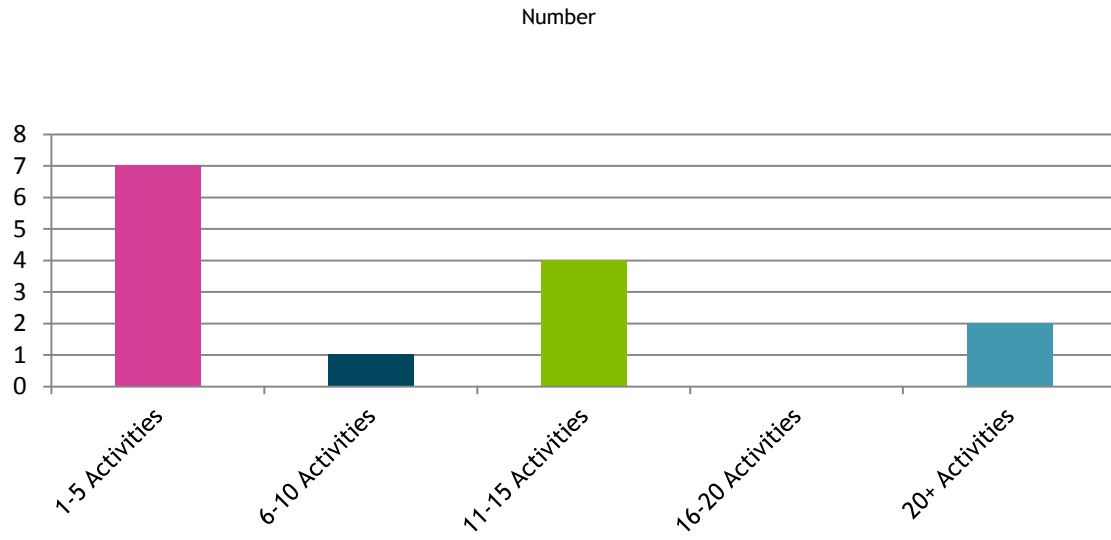


Trends:

Collectively, staff and volunteers attended over 100 meetings with much networking taking place. We were also proactive in recording or reporting on local issues and concerns. Over 20 new partnerships were established - particularly with community groups.

SECTION 1.7: VOLUNTEER ACTIVITY

Volunteer Activity



Trends:

We were assisted by 14 volunteers, 7 of whom made a significant contribution.