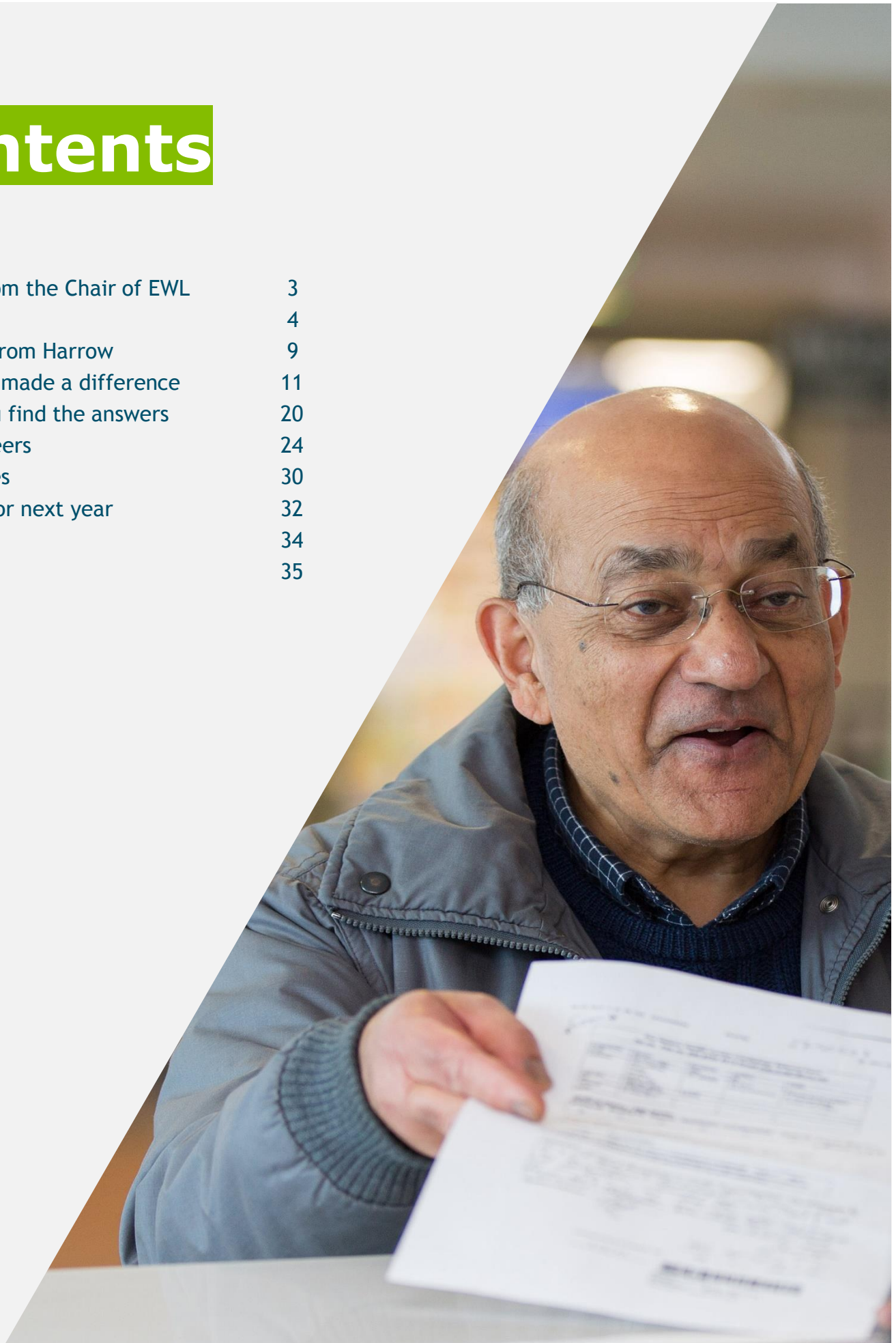


Contents

Message from the Chair of EWL	3
About us	4
Highlights from Harrow	9
How we've made a difference	11
Helping you find the answers	20
Our volunteers	24
Our finances	30
Our plans for next year	32
Thank you	34
Contact us	35



Message from the Chair of EWL

I am pleased to present this report on the issues that matter to our local community and the various engagement activities we have undertaken during what has again been an incredibly challenging year.

Without the on-going financial and non-financial support provided by all since the successful merger in April 2018 between Enterprise Wellness and HM Partnership, I am certain that we would not have been able to provide a credible and viable voice for our community.

Staff and volunteers continued to juggle priorities to ensure that the Engagement; Signposting; and Monitoring and scrutiny of health and social care services priorities and activities were maintained at a good level. Despite having arguably one of, if not, the lowest budgets within the Healthwatch network. Furthermore, we maintained a healthy balance and focus on ensuring that our role in championing local needs and delivering statutory obligation was not compromised.

We continued to reach out to our local community, especially via our e-bulletins and newsletters which, along with our regular Healthwatch Harrow Forums, have allowed us to gather evidence and share local and national developments in health and social care matters.

The following are some of the most important issues for local people.

- + Improvement in GP access, which we have given due priority in the light of the NHS Ten Year Plan;
- + Raising awareness and treatment for diabetes;
- + Maintaining improvements in A&E services.

We have continued to support high profile

awareness raising of other issues, such as employee wellbeing and organ donation amongst the Black Asian Minority Ethnic (BAME) communities. We are hopeful that our collaboration with various stakeholders and partners, like Brunel University, Asian TV/Radio channels (especially Zee TV, Lyca Radio) and the GLA's Health Committee, will give us further opportunities for engaging with more hard-to-reach communities and open up opportunities to lever in much needed financial support.

We have a productive and forward-looking relationship with Harrow Council. A robust two-year Delivery Plan from April 2019 has been agreed with Harrow Council to ensure that the further reduction to our budget, down to £65,000.00 in each of the next two years, does not put the viability of the local service in jeopardy. Healthwatch England will have an important role to play in this regard.

My colleagues and I look forward to playing our part in continuing to gather information and evidence on the local health and social care system and meeting our statutory obligations and remain committed to the challenge of delivering an effective, efficient and viable service.



Ash Verma
Chair, Enterprise Wellness
And Vice-Chair HM Partnership

About Us

Healthwatch Harrow is here to improve local health and social care services

Healthwatch Harrow are an independent body set up to help people who use local health and social care services in Harrow. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally or access to help to make a complaint.

Our sole purpose is to help make care better for local people in Harrow.

Healthwatch Harrow works as part of a national network of Healthwatch organisations, coordinated and supported by Healthwatch England.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Harrow, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which reads "Robert Francis".

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

To provide an independent voice and source of information and influence for the residents of Harrow.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Running surveys and focus groups
- + Going out in the community and working with other organisations
- + Attending stakeholder meetings

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



Our Mission

“To champion concerns about health and social care provision based on focused engagement, signposting and monitoring and scrutiny activities gathered from the diverse Harrow resident, working and business community within available resources”.

Our priorities

Engagement - To engage at a local level to gather intelligence and be the voice for local people around issues relating to health and social care in Harrow to influence commissioning of services;

- + Healthwatch Forums
- + Stakeholder Engagement
- + Intelligence Reports
- + Outreach/surveys

Signposting - Provision of signposting service for queries/ complaints and information sharing:

- + Signposting services for queries and complaints
- + Community Insight CRM
- + Information Sharing & scrutiny meetings

Monitor & Scrutiny - Monitor and scrutinise specific aspects of HWBB, CCG and STP Priorities and targets

- + Policy, Strategy & Scrutiny Meetings
- + Healthwatch Annual Report
- + Quality Statement Accounts
- + Local Intelligence to CQC
- + Trend Analysis Report

Our Objectives

- + To organize bespoke on-line surveys, focus groups, events and workshops and disseminate findings via e-bulletins and press releases
- + To provide a signposting service to local people via e-bulletins using the Community Insight CRM and other information sources;
- + To monitor and scrutinize specific aspects of Health & Wellbeing Board, Clinical Commissioning Group, Harrow Safeguarding Adult Board and Health and Social Care Scrutiny Sub Committee. Also looking at STP priorities and targets being delivered through the Integrated Care Programme.



Changes you want to see

Last year we heard from 2,300 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.

GP Services

Reduced waiting times at GP surgeries - also ensuring greater access to out of hours appointments and longer appointments when required. Improved access, ensuring choice in how you access the service, to meet the different needs of patients.

Communication

Better/more accessible communication regarding available services and general information around appointments and referrals.

Mental Health

Improved access to mental health services and the provision of greater support for young people. Waiting times for referrals is a key issue at a crucial time for young people.

Northwick Park Hospital

Improved general administration at Northwick Park Hospital ensuring patients can easily make contact with the hospital. An improved telephone system and communication quoting the correct information.



Waiting times are a key issue

The Statutory activities of local Healthwatch

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England
- Providing advice and information about access to local care services so choices can be made about local care services
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved, and sharing these views with Healthwatch England
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC): and to make recommendations to Healthwatch England to publish reports about particular issues
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.





althwatch
Harrow

making a difference
to your Health
and Social care

your
voice
counts

www.healthwatchharrow.co.uk

020 3432 2889

info@healthwatchharrow.co.uk

[facebook.com/HealthwatchHarrow](https://www.facebook.com/HealthwatchHarrow)
[Twitter HealthwatchHarr](https://twitter.com/HealthwatchHarr)



Highlights from

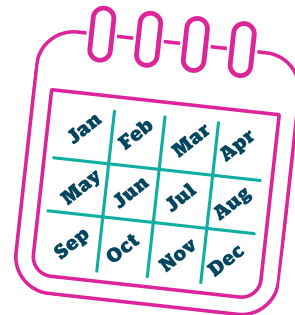
Harrow



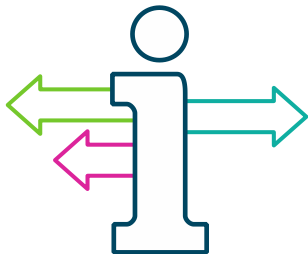
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



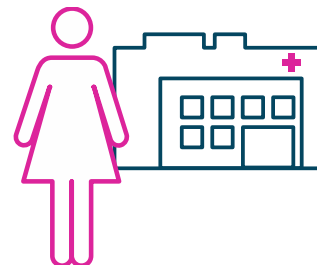
2,300
people have engaged with us



130
Substantial activities have been recorded, such as meetings attended and events held.



6,000
Items of service user feedback have been collected, processed and analysed. This means that Healthwatch Harrow has built up a substantial, meaningful evidence base



500
Stakeholders are in our database - from individual residents, community groups and organisations who we regularly communicate with.



15
Healthwatch Harrow 'Patient Experience Panel' meetings have been concluded, enabling us to keep a constant close eye on health and social care related trends



110
Volunteer sessions have taken place from developing strategy to attending meetings



**How we've made
a difference**

Listening to peoples views

Engaging with the people of Harrow is fundamental to Healthwatch Harrow being able to capture the views of local people to ensure that we are gathering intelligence which can be used to influence commissioning of health and social care services to improve all our lives.

Information & Signposting

In this 'modern age' of social media and email you may assume the telephone seldom rings, however this is not the case at Healthwatch Harrow.

A well publicised, and therefore utilised part of our work is the 'Information and Signposting' service, where we support residents with guidance on any health or social care related topic. Some enquiries are straightforward and dealt with swiftly, while others are complex. Cases are extremely varied, ranging from a mental health patient who has difficulty accessing services, poor quality treatment and diagnosis at a local hospital and lack of support and respite for a carer of children with learning disabilities.

Complaining for Change

The 'Complain for Change' initiative by the Parliamentary and Health Service Ombudsman portrays complaining in a positive light, and we share this view, encouraging many residents to exercise their right to complain. It is through complaining, that issues are documented within the system, and may lead to service improvements that benefit not just the complainant, but all other service users.

However we know that residents can be reluctant to complain as the complaints system is not easy to navigate and the process can be complicated. Healthwatch Harrow has sought to

provide residents with clear guidance, issuing an easy-to-follow flow chart and a two-sided advice sheet that details in plain language how to make a complaint and who to contact. People with valid complaints should never be put off by the system.

Working Together

Local people who need assistance when complaining may be entitled to receive advocacy support - somebody who can help draft, submit and follow the complaint. We have developed a close working relationship with Advocacy 1st, the local Health Complaints advocacy service. Meeting with staff on a regular basis, we share information on current themes and trends, giving us all oversight of particular local issues.

Some examples of our engagement as follows:

- + Healthwatch Forum
- + RNOH
- + Milman's Resource Centre
- + Trend Analysis Reports



Accessibility - Engaging Residents 'On Their Terms'

Healthwatch Harrow places great value on its relationship with its stakeholders, and with the wider local population. Respecting people as individuals, we ensure that the personal attributes of our stakeholders and volunteers, such as interests and special requirements are formally recorded, so that we are able to engage in a way that is meaningful and productive. With details recorded in the database, we are able to determine the target audience for any given topic, and method of communication in each case.

Speaking of communication, our main publication, the Healthwatch Harrow Newsletter has been produced routinely in various formats - regular, text only (compliant with text readers), large font and traditional print. This would have been done anyway, but we are mindful of the NHS 'Accessible Information Standard', and aim to lead by example.

On language, people regularly tell us to 'keep it simple' and we ensure that our publications and reports, whatever the topic, contain plain wording throughout. Comments on our newsletter and reports include:

"Very good newsletter, I hope this is widely shared locally." (Harrow CCG Head of Quality)
 "This is a really good publication. Very informative and the links are great." (Mencap CEO)

Connecting Communities

To work effectively, good partnerships are vital - particularly so when resources within the community are limited.

The ability to forge and strengthen partnerships is something that Healthwatch does well - we do this naturally while working around the borough (for example connecting a school with a dietician to arrange a talk, or putting an expert patient in touch with a local peer support group).

This year, we forged new partnerships with 36 local organisations, such as Shopmobility, The

Disability Foundation and Mosaic Reform (a community group specialising in older people). Working with groups such as these is an opportunity to discover what works, or not, for local people. In the case of disabilities we hear about good accessible local activities, while on the other hand a lack of mobility and social isolation.

Through partnership working we recorded the experiences of 260 local people - many of whom are vulnerable or disadvantaged. Their feedback is an important part of our evidence base.

Statutory Partnerships

Of course, we also work closely with statutory partners such as the Care Quality Commission (CQC). This year we strengthened our links with primary and acute inspectors at the CQC, passing on vital intelligence about GPs and Northwick Park Hospital. A lead inspector says the information will be 'most useful during our annual review process', in addition to 'forming part of stakeholder engagement'.

We also work more effectively with Harrow Clinical Commissioning Group (CCG), passing on quarterly trends analysis reports and also working jointly to identify and address specific issues, such as service access difficulties at a local hospital

*"I read your latest reports online, they are very clear and to be honest it's very refreshing. Well done indeed! "
 (local resident).*

Healthwatch Harrow Forum

The purpose of the forum is to champion HWH activities, provide advice and guidance on key issues, engage with the public to discuss and identify local issues around health and social care in Harrow and feedback on intelligence reports/research.

Diabetes

We launched our Diabetes Care Report in May 2018 and Jason Parker, CCG Commissioning Manager responded to the report and provided an update on what is currently happening in Harrow.

In addition the event was filmed by Zee TV, therefore raising greater awareness of Healthwatch Harrow and raising awareness of Diabetes in the Asian network. Part of the forum focused on prevention of diabetes and we were joined by a yoga expert and a Bollywood Fusion. 125 residents participated in this service review and the key issues identified from patients and carers are follows:

- + lack of education and better integrated care of diabetes services
- + Long waiting times experienced to see Diabetes Nurse Specialists (DNS)
- + Improvements required in the podiatry services

Recommendations

- Diabetes Specialist Nurse to be attached every GP Practice
- Effective shared learning and feedback on Protocol/ standards and good practice across all key stakeholders between CCG, LNWHT & CLCH DSNs/Consultants and GP's around the care of diabetes patients and those at risk of diabetes

- Development of a more holistic and integrated service provision ensuring sufficient trained resource and expertise and flexibility in provision e.g. evenings and weekends
- Raised awareness of and access to structured education programmes, understanding what is available and how to access it
- Improved provision of information/ guidance in a greater number of languages particularly for the Black and Minority Ethnicity Groups e.g. Asians, Somali, and Middle Eastern Groups
- Raised awareness of the local plans of the Diabetes Transformation Programme.

+ Please click [here](#) for Diabetes Report



Mental Health & Wellbeing

This forum was attended by residents, mental health service users and professional, families, carers and community groups. The following themes emerged from the Forum please click [here](#) to view them in detail:

- + Training for health professionals
- + Service Accessibility
- + Medication and side effects
- + Information & Advice on mental health services
- + User Involvement
- + Mental health Awareness in the workplace
- + Support for Carers

Here are some of our findings:

Service Accessibility

Many people found services to be unresponsive - with telephone messages not returned (routinely in some cases). The lack of named contacts can also make it difficult to plan, or follow-up, treatment and care. Some families had 'no alternative' but to use emergency services - a cause of 'huge distress'.

The Forum said:

Named contacts would provide assurance to patients, families and carers, while making services more personable, accessible and accountable. Use of emergency services including A&E may be a valid pathway, but does often cause discomfort and distress.

User Involvement

One person commented 'it's only when you have mental health issues, you realise what mental health is' and delegates felt that having a 'hidden condition' is harder because services may try to 'fit you into a medical model'. Mental health and learning disabilities are often ignored or overlooked, especially if clients have learned to mask their condition in order to cope, or fit in with society.

The Forum said:

We need more integrated working and information sharing between services, to achieve a holistic approach. Services need to be better at recognising and diagnosing mental health conditions, this means they need to listen to patients, families and carers.



Royal National Orthopaedic Hospital

As part of our engagement within Harrow, we researched the experience of the Royal National Orthopaedic Hospital.

During March 2019, a staff and volunteer team visited the hospital to talk to patients, families and carers at the outpatient department.

Our Findings:

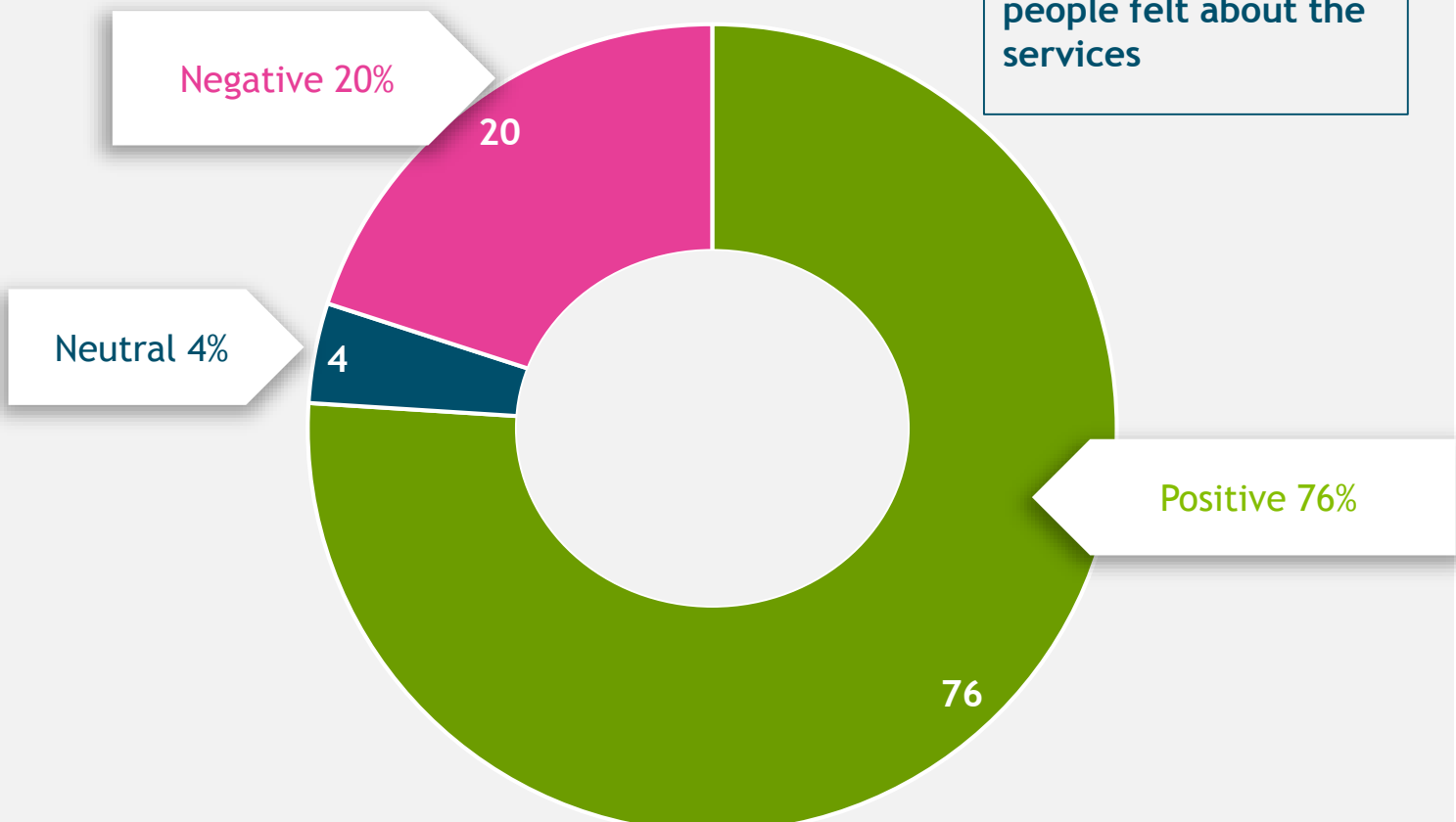
We collected and reviewed the feedback of 62 people in total. This includes 44 experiences obtained during the six visits and an additional 18 stories posted on the internet and through social media

From the feedback we identified themes around:

- + staff attitude
- + quality of treatment and care
- + administration and levels of communication
- + involvement and support

Please click [here](#) to view report

On the whole, how people felt about the services



Milman's Resource Centre

We held a meeting with carers from the Milman's Resource Centre in June, the key themes raised which will be captured within HWH intelligence were:

- + Many elderly carers experience difficulties accessing electronic information and booking online GP appointments due to lack of access or inability to use a PC
- + Poorly funded and lack of appropriate dementia support services for patients and carers
- + Support for people after being diagnosed with Dementia in Harrow is poor. Once your case has been closed from the memory clinic and consultant the patient and carers are left to follow up with their GP, who often lacks knowledge or expertise in managing dementia patients in the community.
- + Carers assessments are not seen to be beneficial and often tokenistic as the respite support needed is not available for carers and some carers do not wish to engage in the carers assessment as it was felt to be intrusive and compromise personal privacy
- + Lack of dementia awareness of hospital staff leading to poor quality or care for dementia patients in hospital settings
- + Lack of specialist follow up care after hospital discharge with no access or an Admiral Nurse or keyworker to signpost to other support services and lack of information on treatment, care and support and in managing the behavior of someone, living with dementia
- + Need for specific bereavement support or counselling services for Dementia patients
- + Carers experience feelings of abandonment, exhaustion and isolation from both health and social services as there is no one to turn to and no centralized support available in Harrow for carers to have access to seek advice or guidance
- + Need to develop Dementia Champions across health and social care professionals.

“Dementia is treated as a third-class disease”





Harrow Day of Action

In July 2018 Healthwatch Harrow attended the Harrow Day of Action in Harrow Town Centre. This is a great opportunity for Healthwatch to engage with residents of Harrow and promote Healthwatch Harrow to the public.

We also asked the public to take part in our surveys about services from Northwick Park Hospital and GP surgeries.

This intelligence has been incorporated within our quarterly trends and analysis report - please click [here](#) and it has highlighted certain issues which Healthwatch Harrow is taking forward with the service providers.

“It was great to meet with local residents and share with them what Healthwatch Harrow is all about and how we can help improve local health and social care services” Marie Pate, Operations Manager



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchharrow.co.uk

t: 020 3432 2889

e: info@healthwatchharrow.co.uk

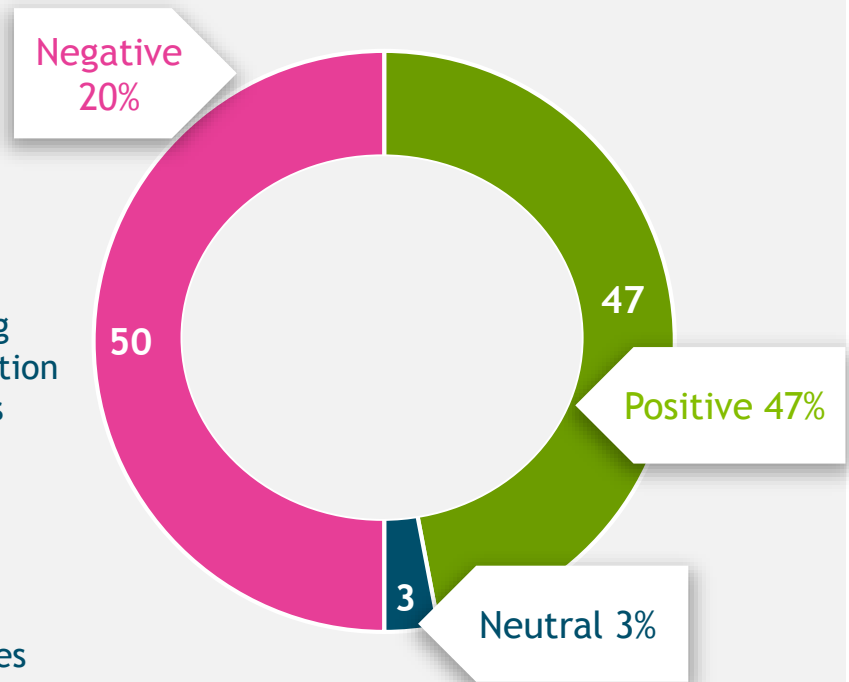
Northwick Park Hospital Experience Report

The feedback of 126 local people was scrutinised, with 1,448 service related issues detected.

Findings show that most people receive compassionate treatment and care, however service access including waiting lists, telephones and general administration are cited as negative trends. Comments suggest a lack of support at A&E, while Maternity receives positive feedback.

[View report](#)

This trend has continued leading to Healthwatch Harrow escalating this issues to Northwick Park Hospital and meeting is scheduled for May 2019 to look at how this concerns will be addressed.



On the whole how do people find the services at Northwick Park Hospital





Helping you find

the answers

information into trends...

A core function of Healthwatch Harrow is to establish issues and trends, negative or positive, and bring this evidence to those who commission, deliver and scrutinise our local health and social care services. This requires credible and robust evidence, and Healthwatch Harrow has placed significant investment this year in its research methodology and database, to deliver just that.

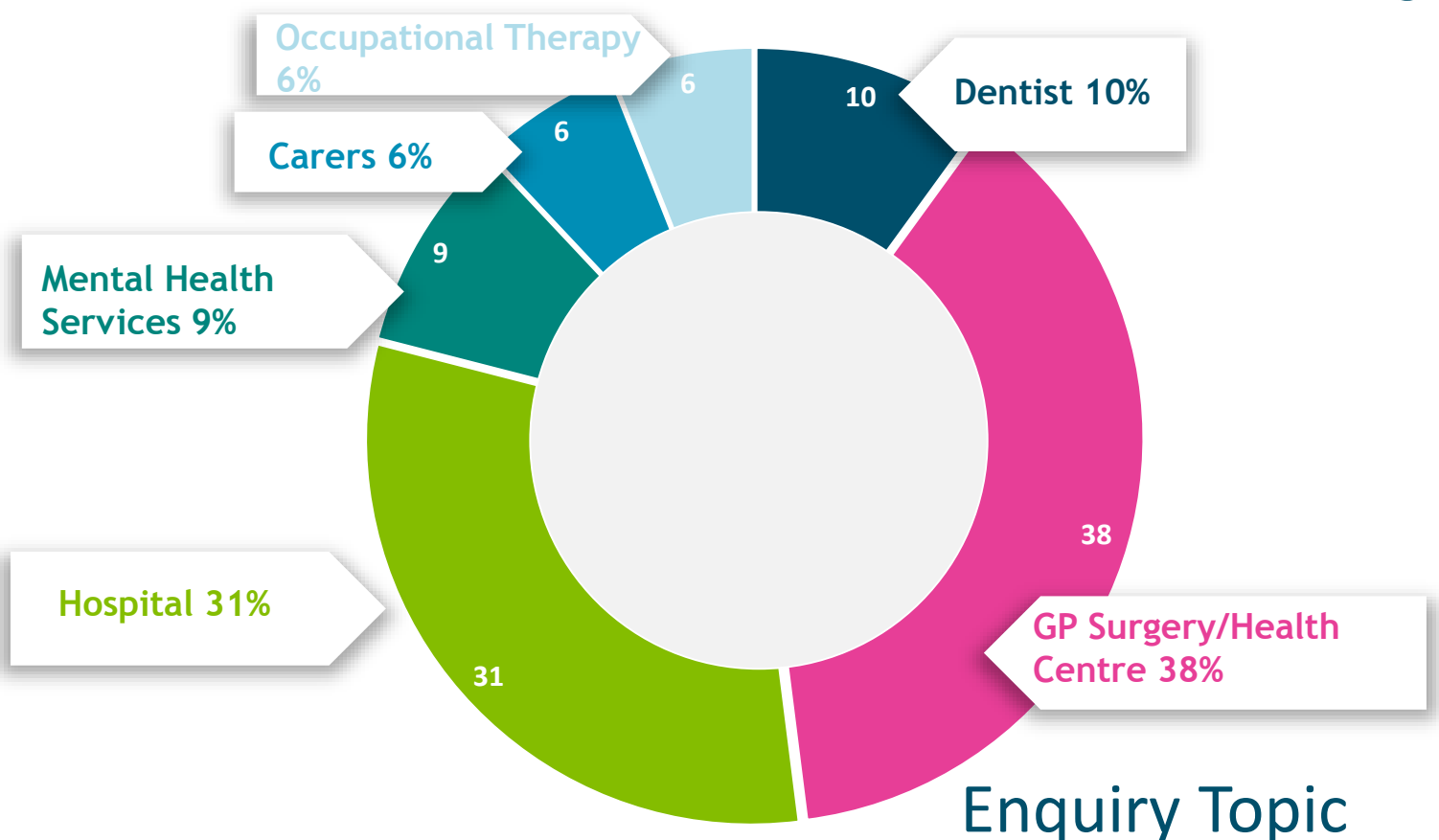
As part of its daily work, Healthwatch Harrow acquires service user feedback in a variety of formats (qualitative comments and qualitative surveys) and from a variety of sources (service users, provider websites and reports). This information is transferred to the database, in as large a quantity as possible (numbers do matter) and this year we collected feedback from 2,300 people.

The Patient Experience Panel (PEP)

Acquiring feedback is one thing, making sense of it is another - this is the task of our Patient Experience Panel (PEP), established in September 2018. A staff and volunteer team, the PEP is an opportunity for local people to get involved in scrutinising their local services.

Meeting fortnightly with Darren Morgan, Associate Information Manager for Healthwatch Harrow, the team reviews all feedback and applies themes - for example on service access, communication, waiting times, quality, empathy and support. Working as a group, care is taken to identify as many themes as possible from each story - it all helps to build the 'bigger picture', adding weight to our evidence base.

Please click [here](#) for further reports.



How we provide people with advice and information

Through our information and signposting service, we receive various enquiries, some of which may be complex. Our role is to signpost individuals to where they will receive the appropriate help and support. We have developed a strong working relationship with Advocacy 1st. Here are 2 examples of where our referral to Advocacy 1st has provided the individual with the support required.

Andy's Story:

Andy has several diagnosed conditions: emotionally unstable personality disorder, impulsive type; mild Learning disability with significant impairment of behaviour; depression and autism.

He has significant difficulties in processing information; this interferes with his understanding of his own safety and safety of others. Andy has an impulsive nature and acts without consideration to consequences. He responds well to social stories when encouraged to reflect upon behaviour, he needs extensive daily support in order to prevent from self harming, putting himself at risk and hurting others when he is anxious and which can lead to property being broken.

Andy has been an inpatient (under S2 and 3 of the Mental Health Act) in mental health hospitals consistently since the age of 18 up to early twenties. He requires supervision or someone around all of the time and 2:1 support out in the community due to the unpredictability of his behaviours when situations escalate.

Andy came to Healthwatch Harrow as he required support to make a formal complaint about the lack of mental health support he is receiving in Harrow as no one team had taken responsibility for his mental health care. When Andy was a Hillingdon resident, he received Psychiatric support via Riverside Centre (Hillingdon hospital) in the form of

frequent outpatient appointments during which his mental health and PRN meds would be reviewed. This support ceased when he moved out of borough to a temporary placement. In July 2018 Andy moved to supported living in Harrow with a local care provider. Several referrals have been made to both mainstream and LD mental health services for support since then.

Andy has been without Psychiatric support for over 18 months now. His PRN medication has not been reviewed and his incidences of challenging behaviour are increasing. Risk of readmission is increasing. His current support network (Social Care, GP and Care Provider) have for some months been attempting to engage Psychiatry support for Andy. There is a disagreement between Harrow Community Mental Health Team and Harrow LD Mental Health Team about who should pick up the referral. Both services state that they are 'not commissioned to support those with a mild level learning disability'.

This issue has been escalated to the borough director but unfortunately there is still no progress. All the while Andy is left without mental health support and the situation is now critical. Advocacy 1st are providing ongoing support with this complaint





Abbie's story:

Abbie went to the GP multiple times over 2 months with complaint about breathlessness. She was repeatedly advised by GP that it was muscle pain and given breathing exercises and told to rest. Abbie, has a history of deep vein thrombosis (DVT) and when she enquired about this being a possibility, the GP reassured her that it was not a concern. Blood tests were done but they didn't provide answers.

She went back to her GP practice and saw a different GP who having looked at her medical history directed her to a hospital. This hospital found that she had a clot on her lungs. She is now required to be on Warfarin for life.

She contacted Healthwatch as she wished to make a complaint against her GP and receive some answers as to why she wasn't referred earlier but she didn't know how to go about it and needed help to raise her complaint.

Healthwatch advised her on the process of how to raise a complaint and referred her to Advocacy 1st to get help in raising the complaint. She would possibly like to pursue a legal route to compensation and she has been advised by Advocacy 1st to do so by a solicitor.



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Harrow is here for you.

t: 020 3432 2889

e: info@healthwatchharrow.co.uk

www.healthwatchharrow.co.uk



Our volunteers



How do our volunteers help us?

At Healthwatch Harrow we couldn't make all of these improvements without the support of our 9 volunteers that work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Support our day to day running e.g. governance, represent Healthwatch Harrow in Stakeholder meeting
- + Collect people's views and experiences which we use in our reports.



110 Volunteer sessions have been recorded. This year our volunteer team has contributed around 440 hours (18 days), assisting us at every level in the organisation - from developing strategy, attending meetings to helping out with outreach and engagement. It is thanks to the dedication and commitment of our volunteers, most of whom are residents of Harrow, that we have been able to achieve what we believe, are impressive milestones.



Volunteer with us

Are you feeling inspired?

We are always on the lookout for more volunteers.

If you are interested in volunteering, please get in touch.

w: www.healthwatchharrow.co.uk

t: 020 3432 2889

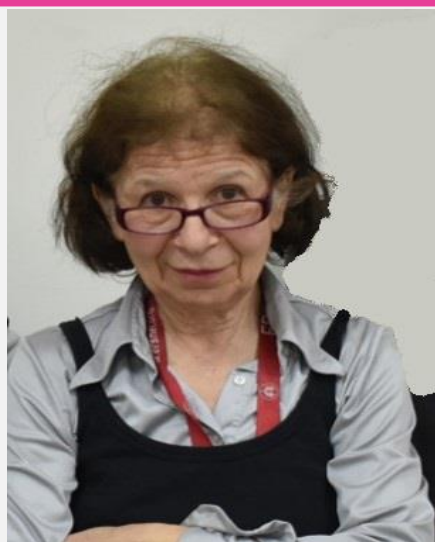
e: info@healthwatchharrow.co.uk

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

Julian

Being a Volunteer for Healthwatch Harrow is very rewarding as you are supported in achieving the Healthwatch aim of being the Patients Champion for health and social care to the residents of Harrow and North West London.



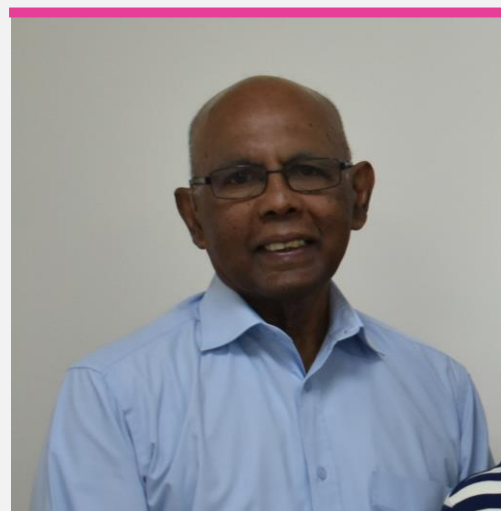
Nannette

I joined Healthwatch to use my experience as a former healthcare professional and as a patient to support and improve the health service for everyone. Also to advise patients how to improve their own health, using the NHS with respect to other patients (turning up to appointments, treating staff in an appropriate way) and knowing how realistic their expectations should and can be.

Thusitha

Enjoyed my working life - ended up as the Manager of a Clinical Department in a large NHS Hospital.

Being a volunteer for HealthWatch is an attempt to give something back!



“We are very lucky in this country that patients have an input and having a voice regarding their care and service”

Healthwatch Volunteer

talk
to us
...we are listening



GP Services



Hospital Services



Community Services



Mental Health



Ambulance Services



Social Care



Opticians



Pharmacians



Dentists

Help us to improve health
and social care services in
Central London



The Shape of Local Services

Over the year we recorded the experience of 1,587 local service users, and our database contains some 6,200 items of feedback overall. Thanks to the work of our Patient Experience Panel who met regularly to evaluate this information, we have a good sense of residents' collective experiences.

GPs

This year we examined the stories of 423 patients, from practices across Harrow.

Treatment and Care: When talking about their doctors and nurses, patients are generally pleased with the overall quality, with accounts of pleasant, professional and supportive staff. Most patients feel listened to, but some would like greater levels of communication, information and advice.

Access: Getting appointments can be difficult - patients tell us appointments are not always available and waits of days (or more) are common - particularly when seeing a GP of choice. When booking, many experience congested telephone lines, and some say that online systems can be difficult to access, or offer limited choice.

Reception: Generally patients would like to see shorter waiting times, however most say that reception staff and practice managers are polite, supportive and helpful.

Northwick Park Hospital

This year we reviewed the experience of 377 patients across the hospital, including A&E, Maternity, Inpatients and Outpatients.

Treatment and Care: The vast majority of patients comment on good quality treatment and care, with many accounts of professional and compassionate doctors, nurses and staff. However, a significant number of patients would like greater levels of support, involvement and communication.



Administration: While most patients experience good quality clinical services, there is widespread dissatisfaction with general administration - we hear many accounts of congested telephone lines, inability to leave messages and a lack of response when doing so. Appointment letters often contain insufficient or inaccurate information and some people who attended, or cancelled their appointments later received 'did not attend' notices. Some patients also comment on longer than expected waiting times and lists.

Royal National Orthopaedic Hospital (RNOH)

As part of our outreach programme we visited the RNOH on six occasions, acquiring the feedback of 117 patients overall.

Treatment and Care: The vast majority of people experience good quality, compassionate treatment and care, with accounts of good clinical outcomes. Patients are broadly complimentary about all staff categories, with most feeling well supported, informed and involved.

Administration: Many people also compliment the general administration and some say that the hospital is 'well run', with departments 'working well together'.

The Shape of Local Services

Mental Health

This year we heard from 271 mental health patients, carers and family members. On examining their feedback, we discovered some strong negative themes.

Access: Many people comment on long waiting lists for diagnosis and treatment, with accounts of delayed referrals and a lack of information.

Treatment and Care: People also told us they would like to be more involved in their treatment and care, with more options available including alternatives to medication and greater choice generally. A large number of people say they 'do not feel listened to'.

Social Care

We heard from 62 people about social care services, including service users, carers, family members and professionals.

Access: People comment on long waiting lists for services, with some experiencing 'lengthy waits' for social workers, care workers and other services. Lack of a 'named contact' is a problem for some families, who as a result find it difficult to book appointments or access timely support.

Treatment and Care: Some service users, families and professionals (including advocates) also say that services are not responsive, with accounts of telephone messages not returned



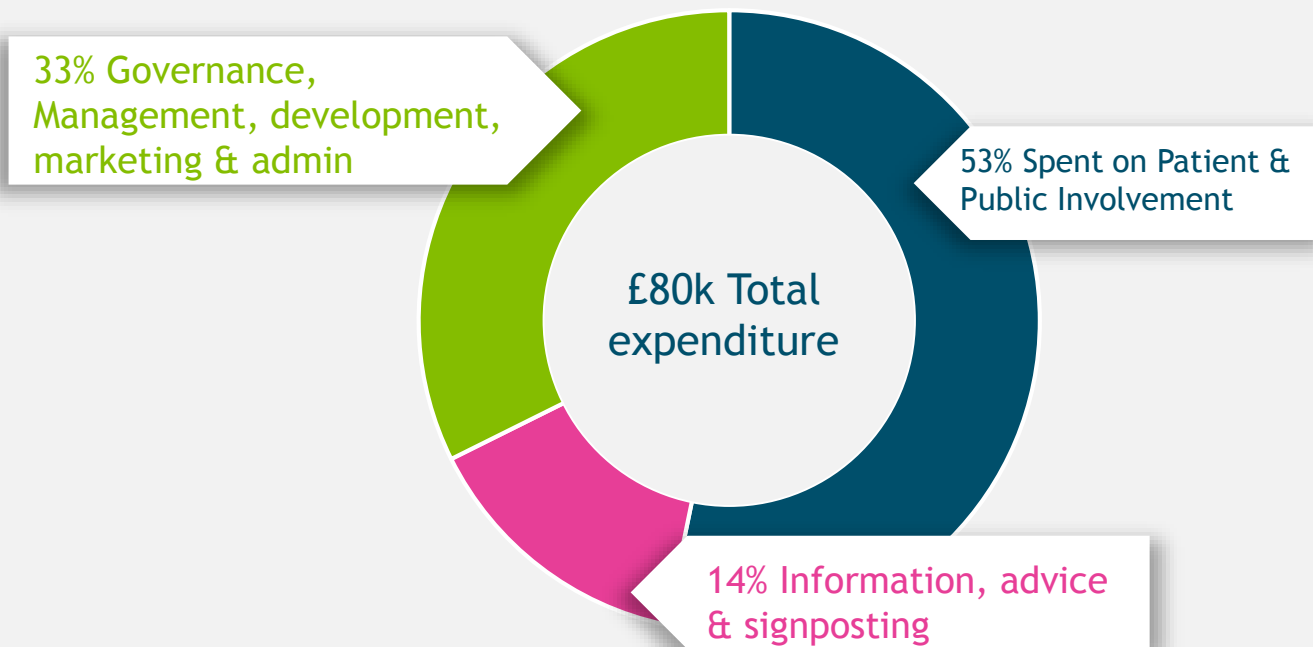
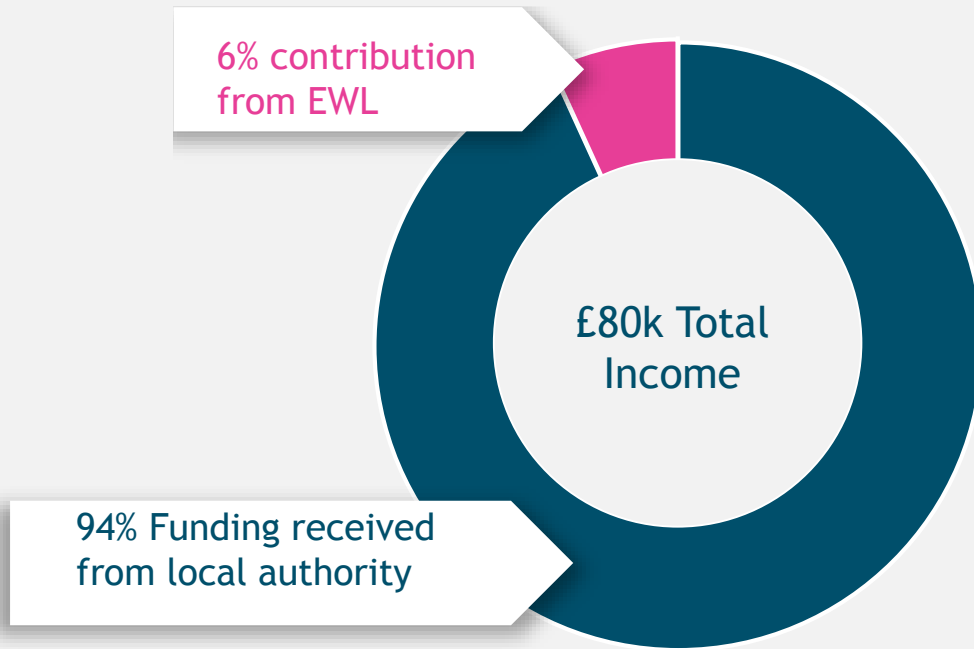


Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £80k.

We also received £5k of additional income/contribution from Enterprises Wellness Limited.





**Our plans for
next year**

Message from our Operations Manager

Our volunteers have continued to provide excellent support and I would like to take this opportunity to thank them for their hard work and dedication.

Darren Morgan, joined us this year as our Information Manager, he has been fundamental in establishing our new Community Insite database, producing our bi-monthly newsletter, setting up the Patient Experience Panel and producing our Quarterly Trend Reports. These reports are shared with our key stakeholders including the Health & Wellbeing Board, Clinical Commissioning Governing Body, Harrow Safeguarding Adults Board and Healthwatch England. The shared intelligence is key in establishing key positive and negative trends.

The Healthwatch Harrow forums are now fully established and have been a great way for us to engage with the residents of Harrow, as we have already covered earlier in this report, we have covered topics such as Diabetes and Mental Health and identified some key issues to be addressed.

In addition, we have supported both the Local Authority Commissioning team and Healthwatch England in looking at how we can effectively deliver for the coming year with the reduced budget whilst still ensuring the Local Authority meet their Statutory Duties. This has been challenging and taken up considerable time however, we have produced a focussed delivery plan against which are successfully delivering.

As we look forward to the coming year, we aim to:

- + Hold a Healthwatch Forum on a quarterly basis
- + Produce our quarterly trend analysis reports and share these with our stakeholders

- + Engage at key strategic meetings
- + Develop our Outreach, reaching further into social care as well as continuing with health care
- + Develop case studies
- + Providing advice and information via our signposting service
- + Provide Quality Statement as per our delivery plan
- + Engage with Healthwatch England and the North West London Healthwatch's.

Finally, I would like to take the opportunity to thank the residents of Harrow who take the time to speak with us, complete surveys, engage and share their stories, so that local services can be improved.



Marie Pate
Operations Manager

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care in Harrow, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work



Contact us

Healthwatch Harrow
3 Jardine House
Harrovia Business Village
Bessborough Road
Harrow
HA1 3EX

- + 020 3432 2889
- + info@healthwatchharrow.co.uk
- + [@HealthwatchHarr](https://www.healthwatchharrow.co.uk)
- + www.healthwatchharrow.co.uk

Healthwatch Harrow is Managed by:

Enterprise Wellness Ltd.
3 Jardine House
Harrovia Business Village
Bessborough Road
Harrow
HA1 3EX
Company No: 01689903

- + 020 8427 6188
- + info@enterprisewellness.uk

We use the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us



Enterprise Wellness

Business of Health



healthwatch
Harrow

Healthwatch Harrow
3 Jardine House
Harrovia Business Village
Bessborough Road
Harrow
HA1 3EX

w: www.healthwatchharrow.co.uk
t: 020 3432 2889
e: info@healthwatchharrow.co.uk
tw: [@HealthwatchHarr](https://twitter.com/HealthwatchHarr)
fb: facebook.com