

healthwatch

Harrow



Annual Report 2019-20

Your Voice Counts

Contents

Message from the Chair of Enterprise Wellness Ltd.	3
Our Priorities	5
About us	6
The Statutory Duties of local Healthwatch	8
Highlights from our year	9
How we've made a difference	14
Long Term Plan	18
Helping you find the answers	22
Volunteers	28
Finances	32
Our plans for next year	34
Our Team	36
Thank you	37
Contact us	38

Message from the Chair of Enterprise Wellness Ltd



The onset of the COVID-19 crisis has caused global havoc and exposed all of us to challenges not experienced by any one of us in our lives. We owe a huge debt of gratitude to all frontline staff in the health and social care sector for combatting the crisis under immense pressure and difficult circumstances. They are truly, saviours and heroes each one of them, locally and nationally.

Our heartfelt condolences go out to the families and friends that have lost loved ones.

COVID-19 compounded what was already a year of intense and diverse pressure caused by the exceptionally low level of resource we receive. As the provider of the local service, we undertook a time-consuming, but necessary, 360° review that helped us to agree an acceptable delivery plan with key stakeholders.

However, the burden of supporting both the Local Authority Commissioning Team and Healthwatch England (HWE) to design and then deliver an effective service within a £65,000 budget, again fell on our shoulders as the provider.

Our research indicates that this drastic level of cuts is unprecedented within the network - exactly £110,000 less than the initial allocation of £175,000 in 2013.

The volunteer team has been strengthened. This in turn has helped to enhance the huge efforts of the small staff team in meeting the challenges Healthwatch Harrow has faced with vigour, professionalism, and flexibility, and to ensure that we maintained a business as usual experience for our residents and the wider stakeholder and partnership community.

We look forward to working with our residents, the business community, stakeholders and partners in the coming year and developing a new paradigm for discharging our statutory responsibilities in the post-COVID-19 era with a commensurate budget. It is what our local communities expect and deserve.

The following achievements are a testament to the team's commitment and energy:

- Contributing to the NHS Long Term Plan by undertaking an online survey, holding workshops, and producing reports of our findings which formed part of the Healthwatch England national response delivery regarding the NWL Long Term Plan. Our summary report can be found [here](#)
- Active engagement with the Health & Social Care Scrutiny Sub Committee, Health and Wellbeing Board, Clinical Commissioning Group (CCG) Governing Body, Quality Safety & Risk Committee, Primary Care commissioning committee [PCCC] and the Harrow Provider Management Board.
- Influencing and shaping priorities e.g. GP Access, Mental Health Provision, access to Northwick Park Hospital and raising the patient voice through engagement with London North West University Healthcare NHS Trust (LNWH), the Managing Director of the CCG, Central and North West London NHS Foundation Trust (CNWL), commissioners of children's services and with the Head of Social Services Health and Wellbeing Team.
- Healthwatch Harrow forums generated vibrant discussions on key areas relating to Mental Health, Social Care, and services at our local Northwick Park Hospital (LNWH) where key representatives attended to respond to concerns.
- Production of Quarterly Trend Reports leading to invaluable evidence from residents in helping providers to address issues, such as access to our GP Surgeries and Mental Health Services.
- Dissemination and promotion of key issues and information via Newsletters to over 600 people, community groups and statutory organisations.
- Development of a COVID-19 handling plan, including the launch of a bespoke COVID-19 newsletter and survey to capture how the virus is impacting on individuals and those around them.

The dangerously low budget cannot sustain the level and quality of activity, productivity, and outcome without continued financial and non-financial support by Enterprise Wellness. Nor will it allow us to respond to the aftermath of COVID-19, which will remain complicated, challenging, and uncertain and place further constraints on our ways of working, morale, and impact.

Indeed, the year-on-year reduction in the budget has meant that our own investment in innovative community and business outreach and promotion of wellbeing activities in partnership with the Greater London Assembly and others, have been curtailed, or brought to a halt. Such activities include organ donation campaigns to BAME communities – a significant challenge, addressing mental health issues and building resilience in the workplace, especially in small and medium size enterprises.

We will encourage HWE and Commissioners to find creative solutions to providing an uplift in the budgets so that we can play our full part in supporting on-going COVID-19 activities in general, and those that can assist in addressing the challenges faced by BAME communities, in particular. In this regard, we have a research and delivery capability to design and deliver local and London wide solutions and at the same time add value to the wider HWE network.

We look forward to working with our residents, business community and stakeholders and partners in the coming year and developing a new paradigm for discharging our statutory responsibilities in the post-COVID 19 era with a commensurate budget. It is what our local communities expect and deserve.

Ash Verma

Chair of Enterprise Wellness Ltd.



Enterprise Wellness

Business of Health

Our priorities

Last year we heard from 1,481 people who told us about their experience of a number of different areas of health and social care. This influenced our planning and the areas we focused on which were:



- **Engagement** – Outreach, targeting all parts of the community including the hard to reach groups and young people. To ensure their voices are heard.



- **Information Sharing and Engagement** - Through our newsletters and Healthwatch Harrow (HWH) forums covering topics such as NHS Long Term Plan, Health and Social Care and Mental Health services in Harrow.



- **Our Patient Experience Panel group** – In which we monitor and scrutinise trends analysis reports to ensure we provide evidence for commissioners.



- **Reporting** -
- Quarterly Trend Analysis Reports shared with key stakeholders
- Quality Statement Accounts
- Local intelligence to CQC



- **Signposting – services** - for queries and complaints
- Capturing intelligence in our Community Insight CRM
- Information sharing & Scrutiny meetings



- **Collaboration** - With other community organisations, CCG, Social Care to identify key trends, best practice and working together to ensure the voices of the people of Harrow are heard to ensure they have impact & influence on future service delivery.

About us

Improving and shaping local health and social care

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 about how 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.

The role of Healthwatch England is to ensure each local Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

We are contracted by the Local Authority to listen to what people like about services and what could be improved. There are 8 statutory duties that Local Authorities need to meet through the Healthwatch Service.

As well as seeking the public's views ourselves, we also encourage health and social care services to involve people in decisions that affect them.

It is important that services continue to listen, so please do keep talking to us. Let's strive to make the NHS and Social Care services in Harrow the best they can be.

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.



Healthwatch Harrow are here to champion your concerns about health and social care provision in Harrow by making sure your views on local health and social care services are heard and fed back to the people who commission these services to ensure they improve.

Improving and shaping local health and social care



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 who 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.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Holding quarterly Healthwatch Forums
- Running surveys and focus groups
- Going out in the community and working with other organisations
- Undertaking outreach activities
- Attending stakeholder meetings, such as the Health & Wellbeing Board and Clinical Commissioning Group Governing Body amongst others.

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.



Find out more about us and the work we do

Website: www.healthwatchharrow.co.uk

Twitter: [@HealthwatchHarr](https://twitter.com/HealthwatchHarr)

Facebook: [@HWHarrow](https://www.facebook.com/HWHarrow)

Instagram: [healthwatchharrow](https://www.instagram.com/healthwatchharrow)

The Statutory duties 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 Care Quality Commission): 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.

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you

9 Volunteers

Helping to carry out our work. In total, they gave up **840** hours.



3 staff employed

We are a small team consisting of an Operations Manager undertaking 7 hours per week, an Outreach Manager for 3 days per week and an Associate Information Manager for 2 days per month.

£65,000 in funding received

From our local authority in 2019-20, circa 15% less than the previous year.

Providing support



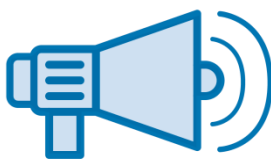
2,800 residents

Shared their health and social care story with us, 20% more than last year.

1,481 residents'

Experience has been recorded through our Patient Experience Panel who meet regularly to review this information or contacted us with questions about local support.

Reaching out



We ran

3 Forums

Engaging with 146 people on topics such as the NHS Long Term Plan, Health and Social Care and Mental Health Services.

Making a difference to care



We published

21 reports

About GP Patient experiences, Northwick Park Hospital, general health care and social services, Mental Health Services and the Long Term NHS Plan
Click [here](#) to view reports.

Information Gathering



We hosted or took part in

189 activities

Which includes outreach, events and statutory meetings, 35% more than last year.

Information Sharing



We sent out

6 e-newsletters

Around 600 people who live or work in the borough subscribed to our newsletter.

Reaching out through social media

Our tweets were seen by other users on

43,176 occasions

Our twitter profile was visited over

900 times

We have

1452 Followers on twitter

including a variety of notable organisations and individuals such as MPs Gareth Thomas and Bob Blackman, local councillors, Age UK Harrow, Hillingdon and Brent, Harrow Mencap, the Eden Academy Trust and the London BAME sexual health charity NAZ.

Healthwatch Harrow have been developing our social media capacity this year with a key focus on Twitter.

Monitoring Services



We held

19 PEP Meetings

Healthwatch Harrow 'Patient Experience Panel' meetings have been concluded, enabling us to keep a constant close eye on health and social care related trends, while monitoring safeguarding, general patient safety, dignity and equality.

The Shape of Local Services

Over the year we recorded the experience of 1,481 local people. Thanks to the work of our Patient Experience Panel (more on page 24), who met regularly throughout the year to review this information, we have a good sense of residents’ collective experiences.

GPs

This year we examined the stories of 628 patients, from practices across Harrow. When comparing this year with last, we find that general satisfaction has dropped by 4%.

The vast majority of people continue to receive good quality, compassionate treatment and nursing care, with most feeling supported and involved. However, complaints about service access have increased - the ability to obtain timely appointments is a problem for many, with accounts of congested telephone lines and waits of days (or more) to see a clinician.

Northwick Park Hospital


This year we reviewed the experience of 312 patients across the hospital, including A&E, Maternity, Inpatients and Outpatients. When comparing this year with last, we find that general satisfaction has improved by 1%.

Patients comment on good quality, compassionate treatment and care from staff across the hospital. After working with Healthwatch Harrow, complaints about administration and telephone access have almost halved over the year – with more people getting through on the phone, and the content of letters more accurate and concise.

While the overall service has improved, many people would like greater levels of communication, involvement and support.

The Experience of GP Services

A trends analysis report by Healthwatch Harrow



22 April 2020

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.


Reporting Period: 1 April 2019 - 31 March 2020

[Please click image for report](#)



The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow



22 April 2020

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of Northwick Park Hospital.

Reporting Period: 1 April 2019 - 31 March 2020

[Please click image for report](#)



Mental Health Services

This year we examined the stories of 247 people, looking at hospital and community based services.

When comparing this year with last, we find that general satisfaction has unchanged.

The majority of people using hospital services are complimentary overall, citing good levels of involvement and support from all staff.



Please click image for report

healthwatch
Harrow

On community based provision, there is broad praise for older people's services, including memory clinics and healthy ageing.

Those using the community mental health team are less satisfied, with accounts of long waiting lists, lack of support and response (such as calls not returned) and parents and carers say options have become more limited - with negative impact on holistic, personalised care.

Other Services

This year we continue to receive complimentary feedback about Royal National Orthopaedic Hospital, St Luke's Hospice and local Dentists, with satisfaction levels remaining high.

Social Care Services

This year we have developed relationships with the Adult Social Care Team and will develop opportunities to work more closely in the coming year to ensure local views are heard.

In Conclusion...

When looking at services as a whole across the borough, we find that general satisfaction has risen by 3%.

We end on an interesting statistic – while demand for services has clearly increased, satisfaction levels on quality and empathy are relatively unchanged year-on-year – this suggests that staff are committed, and working harder than ever.



Further reading – please click links

[Information and Signposting - Trend Analysis Report April 2019-Mar 2020](#)

[Activity Report - April 2020-Mar 2020](#)

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 and signposting

Healthwatch provides an "Information and Signposting" service, where we support residents with guidance on any health or social care related topic.

Complaining for Change

You are entitled to expect good quality health and social care services, and when this does not happen, you have a right to complain. Healthwatch Harrow has provided a Guide to Complaining and an easy read flow chart, showing steps with how far you can go with your complaint the method of escalation e.g. CCG Governing Body, H&WB). Click [here](#) for more details.

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:

- Community organisations, connecting, sharing intelligence to identify trends e.g. Harrow Carers, Harrow Youth Foundation, Firm Foundation, Samaritans, Faith and Ethnicity Groups
- Advocacy 1st
- SWISH
- Statutory organisations.

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, 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 e.g. Working Youth Foundation to engage with young people and Firm Foundation regarding people who are homeless.

Quarterly Trend Analysis Reports

Production of quarterly reports based on various sources of intelligence leading to invaluable evidence from residents in helping providers to address issues.



Connecting Communities

As a small team it is imperative that we are able to forge and strengthen partnerships particularly when resources within the community are limited. We do this naturally while working around the borough and through the distribution of our bi monthly newsletter which is shared with a distribution list of over 600 people. We help by sharing information and initiatives with other local community organisations.

Statutory Partnerships

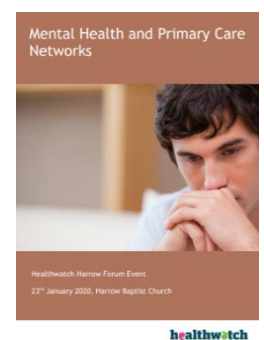
Over the past year we have developed new statutory relationships with the Quality Safety & Risk Committee, Primary Care Commissioning Committee [PCCC] and the Harrow Provider Management Board whilst strengthening existing relationships with the Health & Social Care Scrutiny Sub Committee, Health and Wellbeing Board, Clinical Commissioning Group Governing Body and CNWL.

Healthwatch Harrow Forum

Through our forum we 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.

- **Healthwatch Harrow Forum** held in May 2019 – the key theme was the NHS Long term plan, our key speaker was Dr Genevieve Small, Chair of CCG Governing Body presenting on what the plan means for Harrow. As part of this work also collaborated with other local Healthwatch's in North West London, we held a focus groups with Learning Disability & Autism groups and the Greenhill Manor Resident's Association asking them to share their experiences.
- **Healthwatch Harrow Forum** held in September 2019 was an opportunity for local people to hear from Health & Social professionals and to ask questions. Guest Speakers included: Angela Morris, Director of Adult Social Services, London Borough of Harrow and Donna Adcock, Deputy Chief Nurse, London North West University NHS Trust.
- **Healthwatch Harrow Forum** held on 23rd January 2020 – covered Mental Health Services in Harrow and an introduction to the Primary Care Networks and what that means to patients in Harrow.

For a summary of the key findings from the forums click the image to the right or visit our website [Healthwatch Harrow Forums](#)



What do people tell us

A listening ear...

During our forum events and regular outreach, we took detailed accounts from local people - with experiences ranging from hospital to community mental health services.

What did people tell us? On hospitals and consultants, we heard that delayed tests and treatment have resulted in real discomfort. In some cases this could have been entirely avoidable - with the right levels of care, awareness and support. We also heard heart-warming accounts of staff going 'above and beyond' to support and reassure patients – from the waiting room, ward, operation theatre to being discharged.

Other examples include assisting two GP practices to refine their telephone appointment systems, so that vulnerable people - such as the elderly, those with learning or sensory (deaf/blind) disabilities, and ethnic groups relatively new to the area, do not miss out on vital contact with their GP.

Evidence large and small matters - as well as the trends in our reports, we also act promptly on individual experiences, such as reporting a hygiene risk at A&E, or flagging issues where patients have been discharged inappropriately, without support.



"It has become impossible to make an appointment with a doctor. Receptionists take it upon themselves to carry out triage and decide whether or not you should have a call back from a doctor!"

Long

Term

Plan

#WhatWouldYouDo

Highlights



More than 63 local people shared their views with Healthwatch Harrow



Healthwatch Harrow held 3 focus groups, Learning Disability & Autism Focus Groups x 2 and Greenhill Residents Association engagement event



Healthwatch Harrow hosted a Forum with guest speaker Dr Genevieve Small, Chair of CCG Governing Body presenting on what the plan means for Harrow

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Healthwatch organisations in Central and West London, alongside the national Healthwatch network has collected local views on the Long Term Plan through surveys, focus groups and events between April and June 2019, to give tens of thousands of people the opportunity to help local hospitals, GP surgeries and community services hear about the changes people would like to see.

Hosting 18 events in April, May and June 2019, local Healthwatch organisations in Central and West London engaged with a total of 257 local people.

What matters most to people in Harrow?

We find that local people consider communication, staffing levels, continuity of treatment and care, and service access to be important in current and future services.

Way forward:

A combined North West London Healthwatch Report was produced and shared with Healthwatch England who co-ordinated the national response.

[Please click here for NHS Long Term Plan Engagement Report](#)

[Please click here for NHS Long Term Plan Survey Results](#)



NHS Long Term Plan

What matters most to people in Harrow?

We find that local people consider communication, staffing levels, continuity of treatment and care, and service access to be important in current and future services.

Communication

When talking to local people about present and future services, communication is an important topic. People tell us that good communication is important - at both individual level (between service and patient) and for the wider community (having information about services available in and around the borough). As well as a good level of information, people prefer use of simple, accessible language and formats, ideally suited to the needs of the recipient. This also means that the 'drive for greater use of technology' should not altogether replace traditional formats such as written letters and verbal communication.

Staffing and Continuity

Many people have noticed that health and social care services are under 'full stretch', with sometimes considerable pressures on staff. It is desirable that future changes are equitable for staff and service users alike, with good levels of support available to all. While many people are happy to see a different health or care professional to reduce their waiting time, a significant number, such as people with Dementia require consistency and a named contact. When looking at continuity, there is no one size fits all.

Service Access

It is clear that people would like greater access to services (particularly GPs) and better support in obtaining their appointments. A large number of people still use the telephone as their preferred booking method and switchboard facilities often do not meet current demand – at primary, acute and social care services. People would also like greater levels of co-ordination between services locally and regionally - for example one patient experienced considerable delays with hospital discharge, as the hospital and community rehabilitation service were in different boroughs.



“Inconsistency across GP surgeries, some it is easy to get an appointment in others extremely difficult – why is there such inconsistency?”

NHS Long Term Plan

What did people tell Healthwatch?

"If you see the same person regularly the appointments are smoother and quicker – surely this saves the NHS in the long run."

"Doctors – knowledgeable, helpful and we trust them."
"Medical professionals are informed, and we trust that they know what they are talking about."

"People aren't aware of community services and therefore we can't get access."

"Not being responsive to people's needs and ignoring people with a disability."

"For social care, definitely the same person. The carer on the phone 'tries to find someone to talk to', it often takes an hour and they get someone they don't know. It's not effective or efficient."

"Language, when communicating to the public, needs to be simple."

"It sometimes depends on the 'generation gap'. Digital information is good for most people, but not all. Verbal and written communication is still essential for many of us"

"NHS boundaries and discharge – mother who has had hip replacement 'still in hospital after 3 weeks' because the hospital is in a different borough to the rehabilitation service."

Helping you find the answers

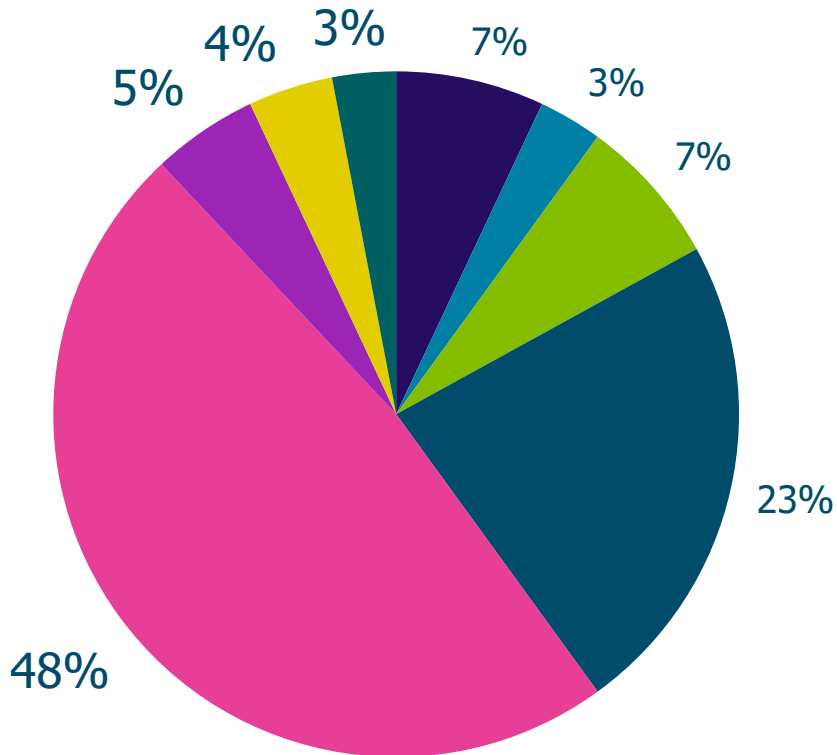


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year the number of people we helped get the advice and information they need increased by 75%. We provided this service by:

- Sharing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



- Mobility
- Sexual Health
- Dentist
- GP Surgery/Health Centre
- Hospital
- Mental Health Service
- Care Home
- Domiciliary Care

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 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 analysed 1,481 experiences.

We produce quarterly reports which are shared with commissioners and other key stakeholders on the following:

- GP Patient Experiences
- Healthwatch Harrow General Experiences
- Mental Health Services
- Northwick Park Hospital.

These reports provide the evidence to support the trends that we identify which have resulted for example in consultation with GP Surgeries regarding access to appointment and access to Northwick Park

being improved and a planned mystery shopping exercise with Mental Health Services.

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 member of staff and volunteer team, meet for the PEP it 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.





**Central and
North West London**
NHS Foundation Trust

Community Mental Health Services:

On community mental health, parents and carers talked about a lack of communication and support, with treatment and care options and how it has reduced in recent months without any communication. In these cases, we have escalated the issues and liaised with the service providers to ensure that local concerns were identified and addressed.



**London North West
University Healthcare**
NHS Trust

Northwick Park Hospital:

A number of concerns were being raised regarding how to get through to Northwick Park Hospital either to make or change an appointment or to speak to a specific department. Either phones weren't being answered, phone numbers were incorrect and took you through to the wrong department etc. We escalated our concerns with the hospital which has resulted in a regular meeting with the hospital, our concerns have been addressed and trends show an improvement.



ADVOCACY 1ST



Community Collaboration:

We have developed an excellent working relationship with Advocacy 1st a local Advocacy Agency and SWiSH a local signposting service. This has resulted in queries being responded to more quickly and those individuals requiring advocacy support being made aware that there is help available to support them. It also means that we can identify more widely trends for areas of concern and also good practice.



Contact us to get the information you need

If you have a query about a health or 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.

Website: www.healthwatchharrow.co.uk

Telephone: 020 3432 2889

Email: info@healthwatchharrow.co.uk

Some examples of what people share with us

A gentleman aged 50 plus was diagnosed with type 2 diabetes by his GP. He has had this condition for over 2 years. He was prescribed the 'Desmond' 1 day course after 2 years. This referral to the course has come late in the day. His situation is now worse and really, he could have used the learning from the course to make some lifestyle changes which would have helped with self-management.

Parents tell us that NHS funded activities for their autistic son have been withdrawn, without notification. Attempts to clarify the situation have not been successful and the son's mental wellbeing is deteriorating.

Parents tell us that their son, with a serious personality disorder has been discharged from hospital without any support whatsoever. He is living at home and this is not suitable or appropriate

A young lady, has suffered from back pain since an early age due to abuse which means she is in constant pain and suffers from depression. She feels she is labelled, judged and her condition dismissed, she was once told that her back pain is 'all in her head'. As soon as her history is read she feels all current symptoms are put down to historical matters.

A Harrow resident talked about when her partner had a psychotic episode, she phoned Bentley House constantly and could not get a response. By the time support did come the situation was much worse and required more attention/treatment was required.



Case study: My Experience at Northwick Park Hospital

Rheumatology patient Anne talks about her experiences at Northwick Park Hospital.

Anne says "At first, it was quite scary for me. I was not an easy patient, since I was paralysed from the waist down and could not move. The staff, seeing I was anxious, really looked after me.

I was told there were no free beds in day care, but they found a single room for me a floor up. There was no bed so they put a very thick mattress on a trolley and made it up like one - it was actually comfortable! Also later in the theatre, they covered me in a

warm blanket and even put an electric blanket under my back.

I'm always well cared for and the staff are very friendly – offering tea or coffee and making sure I'm updated on my treatment and care. At outpatients I'm seen on or around the appointment time and I recall one consultant spending a long time with me, looking at my previous health issues – she did not show any impatience or signs that she may have been in a hurry.

I can only say it's been brilliant, and I know I'm in safe hands whenever I visit Northwick Park."



Volunteers



Our volunteers

We could not do what we do without the support of our amazing volunteers Here is what some of them had to say!

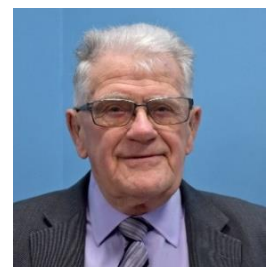
At Healthwatch Harrow we are supported by 9 volunteers who help us find out what people think is working and what people would like to improve, regarding services in their communities.

210 Volunteer sessions have been recorded. This year our volunteer team has contributed around 840 hours, 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.



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.



Mary

Being a volunteer with Healthwatch enables me to keep in touch with service provisions, to reflect on the inequality of such and to ensure a forum to put this forward.

Nannette

As a volunteer for Healthwatch Harrow, I can help patients to get the best out of the NHS and use my own experience and skills which I find rewarding.



Our volunteers



Pooja

Volunteering at Healthwatch Harrow has given me a chance to expand upon my knowledge and experiences of health within a local context. I have been involved in local outreach events which has enabled me to understand how to better communicate with the diverse Harrow residents.

Being a part of the research team has given me an opportunity to lead the youth engagement project and learn more about young people's health which I have enjoyed very much. This has taught me the importance of reaching out to the younger residents of Harrow and how we can best engage with them. Through this, I have gained new skills and competencies including project management and leadership skills. It is a privilege volunteering at Healthwatch Harrow and I will take all I have learnt forward for the future!

Ravi

I got introduced to Healthwatch Harrow Nov 2019. It has provided me with an opportunity to take part in community based projects. Since joining the organisation, I have met proud, hardworking individuals with clear objectives and aims, working on different social and healthcare projects. As a Volunteer, it gives me an opportunity to work on the grassroot level discussing issues on local, Harrow, Geographical, North West London and National, UK wide Level with social and healthcare programme.



Rasila

I worked for the NHS for 39 years and had found the input from organisations representing patients invaluable when planning/changing services. As a volunteer for Healthwatch, I feel in a better position to influence local services.

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!



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Harrow:

Website: www.healthwatchharrow.co.uk

Telephone: 020 3432 2889

Email: info@healthwatchharrow.co.uk

Case study: My Work Experience with Healthwatch Harrow

I joined Healthwatch Harrow on a Student Placement for 15 days to undertake outreach and also support research on engagement with young people. During my time at Healthwatch, I learned much from Yaa Asamany my supervisor and the other volunteers that I worked with. I was delighted and I am grateful for the opportunity I was given to improve my knowledge of what outreach and surveillance work entails and the skills needed to carry such work out, but also the communication and effort it involved to travel to different organisations and charities and understand what they do for the people of the borough and what aspects within the health and social care sector need to be improved upon.

Upon my start to the placement, my supervisor greeted me with a smile and introduced me to what Healthwatch is and what is involved in working for the charity. I agreed with Yaa that I would enjoy outreach work and this was something that I would like to do.

During one of my first days as a volunteer, myself and Yaa went to visit Ignite Trust and we aimed to understand the work that they do and how they may be able to support the community further. Over the course of the meeting, the Ignite Trust members were extremely helpful and insightful in what they did. They explained that their focus was on implementing change in the young

population in harrow which is ages from 11-25. This involved providing youth the support to get them back into education and support them away from gang-involvement and improve their employability prospects. Yaa proposed that teaming up with Healthwatch to develop case studies to promote the issue that exist and to help create further change in the borough.

We also visited a church in Wealdstone and looked at how they were supporting the isolated and elderly by offering a Friday event that anyone is able to attend. The aim was to provide isolated individuals the opportunity to meet up and create friendships. But it also gave me a incite into the issues they faced locally with health and social care provision.

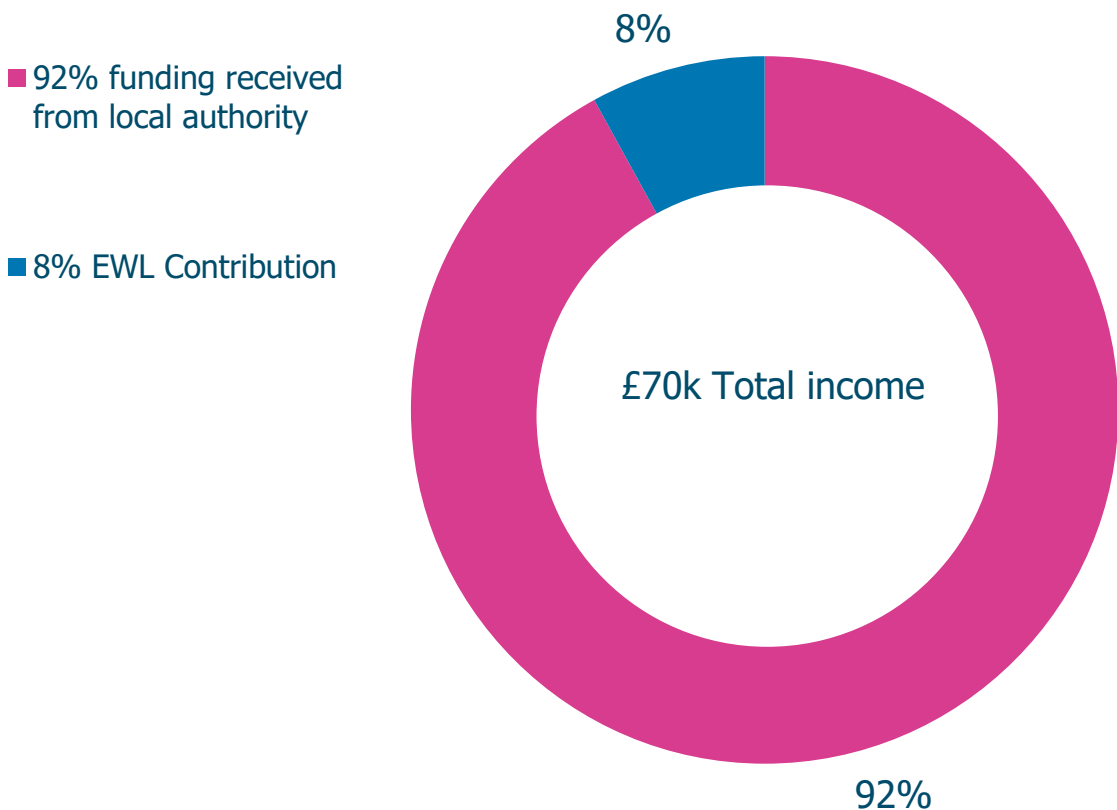
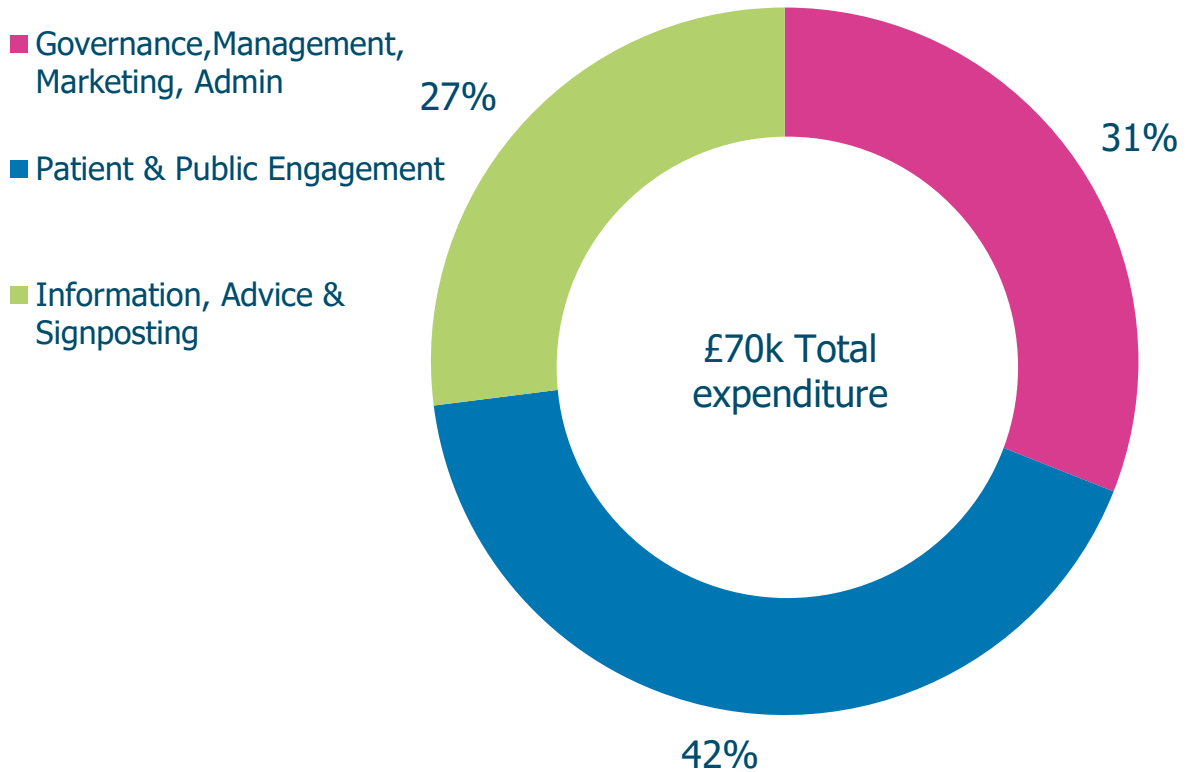
Although my time at Healthwatch was brief and only lasted 15 days, there was much I learned from my supervisor and I am grateful for the experience Healthwatch Harrow provided me with. I was also involved in a Youth project with a fellow volunteer known as Pooja. This was an excellent experience and allowed me to gain a strong insight to the issues that are present in Harrow for youth people and what needed to be done to implement positive change. I thank the team at Healthwatch for all their support and I wish them nothing but the best in future!



Finances



We are funded by our local authority under the Health and Social Care Act (2012). This years funding amounted to £65k.



Our plans for next year



Message from the Operations Manager



Over the past 12 months we have built stronger foundations with our Strategic Stakeholders and expanded the networks and individuals that we engage with to ensure we are hearing what people have to say about the provision of health and social care services in Harrow.

We are a small but “perfectly formed” team. Over the coming year, our Outreach Manager, Yaa Asamany will continue to work with our excellent team of volunteers to undertake Healthwatch Harrow outreach, so we hear what the residents of Harrow have to say about local services and take action. Darren Morgan our Associate Information Manager will continue to produce our bi-monthly newsletters, run our Patient Experience Panels and produce our Quarterly Trend Analysis Reports, which provide the evidence we need for commissioners. In addition, Jenny Boxall is in valuable in her general support of Healthwatch in particular the production of this annual report and Edward and Denzil equally so who help us with our communications. They are not regular members of the team, but support in emergencies and are crucial to operations.

At the time of pulling this report we are in the middle of the COVID-19 pandemic which is having a major impact on everyone. All staff are now working from home, but we are continuing to operate on a business as usual basis. Our outreach activities will be affected; however, we are connecting with our community groups and local partners via online technology and are continuing to respond to queries. Our website is regularly updated signposting people to the Government & Public Health websites and provides useful signposting on local information and support.

In April we will produce a COVID-19 Newsletter and launch our survey to capture how the virus is affecting people. A number of our key monitoring and scrutiny meetings are temporarily on hold due to the virus, but once we are in a position we will continue with this crucial role.

I would like to take the opportunity to say thank you to all our wonderful volunteers who give up their time to support us, without which we would not be able to operate.

Finally, a massive thank you to the residents of Harrow who take the time to speak with us, complete surveys, attend our forums, engage and share their stories, so that local services can be improved.

Marie Pate
Operations Manager

Our Team



Yaa Asamany, Outreach Manager

This year has seen some exciting areas of work undertaken by our staff, wonderful team of volunteers and stakeholders. We have partnered and collaborated with private, statutory and voluntary sector as well as above all the diverse Harrow community.

Diversity within Harrow has meant that we have sought to remove barriers which exclude certain groups. Inclusiveness underpins our work. There are groups within Harrow who in the coming year we hope to support in getting their voices heard, this is a key part of my role.

We are aware that different groups engage in different ways. Social media seems popular but inaccessible to others. Healthwatch Harrow will continue to evolve and respond to the different strands which are flagged up by the community.

Our intelligence about provision within Harrow drives signposting. We have a variety of providers who share information with us through our website, newsletter and social media channels.

Our work is enhanced by what our volunteers put in. The added value ensures that we grow and are visible in various settings. Volunteers come to us with various strengths and for different reasons and we aim to provide support to further develop our volunteer skills base. The following year will see more virtual and micro volunteering. We also plan to grow the Healthwatch champion base (recruitment from within existing groups and communities). Hopefully by this time next year we will have Young Healthwatch Harrow targeted at young people.

Darren Morgan, Associate Information Manager

Darren says "It's been a pleasure working with staff and volunteers throughout the year, and also with the residents of Harrow, whose stories have given us real insight about local services – what works well, and what could be improved.

Through analysing hundreds of experiences, I know that local people receive excellent health and social care services on the whole, with many accounts of compassionate and hard working staff.



I also know that demand continues to rise – meaning services are more difficult to access, not always responsive (for example calls not returned) and less personal – with fewer options for treatment and care generally.

Knowing that staff will always work hard, and that demand will always be high, I'd like to highlight more stories of good practice next year. It could be services working more closely together, clever use of technology, or simply people going the 'extra mile' to ensure the best quality for patients, residents and families or carers. I look forward to hearing your stories!"

Thank you

Thank you to everyone that is helping us put people at the heart of social care, 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](#)

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**



Enterprise Wellness
Business of Health

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.

 **Improving and shaping local
health and social care** 

Company No: **01689903**
© Copyright Healthwatch Harrow 2020

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

www.healthwatchharrow.co.uk

t: 020 3432 2889

e: info@healthwatchharrow.co.uk



Instagram [healthwatchharrow](https://www.instagram.com/healthwatchharrow)



Twitter [@HealthwatchHarr](https://twitter.com/HealthwatchHarr)



Facebook [@HWHarrow](https://www.facebook.com/HWHarrow)
