

Championing what matters to you

Healthwatch Harrow
Annual Report 2021-22



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Message from the Chair of Community ConneX and Enterprise Wellness

A year of challenges!

The pandemic and our limited and disproportionately low budget continued to provide new and different challenges for the Healthwatch Harrow staff team and volunteers. Individually and collectively, they worked tirelessly and creatively to ensure that we reached out to our communities and delivered our role as a local health and wellbeing champion as best as possible.

The challenging times were exacerbated by the advent of global energy issues, associated economic difficulties and other factors beyond our control.

Community ConneX Ltd (formerly Harrow Mencap), as the holding charity for Enterprise Wellness Ltd, which in turn is the custodian of the Healthwatch Harrow service and brand, provided the necessary financial and non-financial support through the difficult period.

Achievements

The team did exceptionally well to deliver our statutory obligations and maintain positive relationships with key stakeholders and partners.



“Over the year we have had a lot of interaction with residents, we engaged with the Romanian Community, held a Mental Health & Learning Disability Engagement Forum working in partnership with Community ConneX to get their feedback about services and ran a dental conversation event themed around patients experiences with accessing dental care.”

Ash Verma, Chair of Community ConneX and Enterprise Wellness



Our commitment

As an established and leading West London-based health and social care organisation, Community ConneX helps people to live healthier, happier, and more independent lives by supporting individuals and families in their daily lives, providing them with opportunities to engage with others and helping to make their voices heard.

Our Board of Trustees has prioritised various cross-cutting charity-wide activities and resources to ensure that in line with the Health & Care Bill's expectation, Healthwatch Harrow plays a key role in supporting both the Integrated Care Boards and the Borough Based Partnerships.

Finally, we will work with commissioners and major stakeholders, including Healthwatch England, to ensure that additional resources are made available so that residents' and patients' health, social care and economic needs are not compromised.



Ash Verma
Chair of Community ConneX and Enterprise Wellness



"For the future, we will ensure that those most impacted by health inequalities and people with learning disabilities are not left behind."

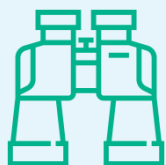
Ash Verma, Chair of Community ConneX and Enterprise Wellness



About us

Your health and social care champion

Healthwatch Harrow is your local health and social care champion. We are the independent champion for people who use health and social care services in Harrow. We're here to find out what matters to people and help make sure your views shape the support you need by sharing these views with those who have the power to make change happen.



Our vision

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



Our mission

"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."



Our purpose and approach

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

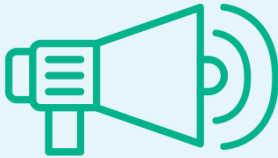
People's views come first – especially those who find it hardest to be heard.

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.

Our year in review

Find out how we have engaged and supported people.

Reaching out



3,400 people

have engaged with us through outreach, meetings, community festivals and events.

830 stakeholders

are in our database, which includes individual residents, community groups and organisations and professionals working in health and social care.

Making a difference to care



We published

14 reports

focusing on Mental Wellbeing – How are you feeling? Dental Panel Event, Your thoughts on Mental Health from people with a learning disability and Experience of Services for GP practices and Northwick Park Hospital.

Reports can be accessed here:

[Healthwatch Harrow Insights and Reports](#)

Health and care that works for you



We are lucky to have

20 volunteers

outstanding volunteers, who gave up 73 days to make care better for our community.

We are funded by Harrow Council. In 2021-22 we received:

£65,000

which is the same amount provided by Harrow Council last year.

We also currently employ

5 part-time staff

who help us carry out our work.

Our year in review

Find out how we have engaged and supported people.

Reaching out



29,000 items of service user feedback

have been collected, processed and analysed. This means that Healthwatch Harrow has built up a substantial, meaningful evidence base, one that we and our partners including community groups, commissioners and regulators have utilised frequently. This depth of evidence is important - routine reports such as on GPs, Hospitals or Mental Health services will be underpinned by large volumes of feedback.

6 newsletters

have been produced and have been used to disseminate and promote key issues and information to over 700 people.

[Click here to view our newsletters](#)

Making a difference to care



180 activities

have been conducted, such as meetings attended and events held.

145 volunteer sessions

have been recorded. This year our volunteer team has contributed around 580 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 this.

Reaching out through social media



1,554 followers on Twitter

55,409 Impressions and 33,348 Profile visits

544 followers on Facebook

514 Likes and 4,823 Views

405 followers on Instagram

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



The Healthwatch Champion role is developing. Our recruitment drive continues to extend the diversity of Healthwatch Champions to reflect diversity within Harrow.



We presented our trend and analysis report (findings and responses) at the Health & Wellbeing Board, and also at the Health & Social Care Scrutiny Committee. These presentations included our Mental Health Report.

Summer



We have increased visibility through promotion at Harrow-wide community events, a drive on social media where traction with the Tamil community and youth has doubled. Currently we have banners at the Civic Centre and the Somalian Women's Hub.

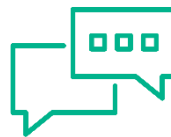


We continue to escalate concerns identified through our outreach and intelligence gathering through the Harrow Borough Executive Group where Healthwatch Harrow now holds a seat. Our concerns have influenced the current planning for Primary Care Network/General Practitioner development.

Autumn



In September we held a Mental Health & Learning Disability Engagement Forum working in partnership with Community ConneX (formerly Harrow Mencap).



Ongoing work on the development of Integrated Care System and Borough Based Partnership. We are developing a strong relationship at a local level, which is where we are funded to operate and where we feed into the governance structure to ensure we are sharing the residents' views that we hear.

Winter



We held a conversation event with the Romanian community themed around COVID-19 hesitancy.



In November we held a conversation event themed around patients' experiences with accessing dental care.

Outreach and community engagement

We recognise that we have had another challenging year with our outreach work; however, with the help of our volunteers and the Healthwatch Harrow team, we have reached 3,400 people with our engagement through outreach, meetings, community festivals and events.

Methods and systems used across the year's work to obtain people's views and experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2021/22 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media and using online polling. Whilst we are a small team, some fantastic work has been done by Darren, Ravi, Ed, Pooja and Jenny. With the exception of myself, all the team work a maximum of 1 day a week or less.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, regular conversation evenings with the Romanian and Somalian communities.



Yaa Asamany
Healthwatch Harrow Manager



Darren Morgan
Associate Data & Information Manager



“Without the involvement of Harrow residents engaging with Healthwatch Harrow we would not have gained intelligence for our reports. Our team of volunteers have helped in extending our reach and reaching diverse communities. Our thanks go to them and our stakeholders. We will continue to develop relationships that will ensure we champion your views.”

Yaa Asamany, Healthwatch Harrow Manager



Listening to your experiences

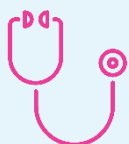
Services cannot be improved without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and provide feedback to improve services to drive change.



The shape of local services – GPs

Over the year we recorded the experience of 1,942 local people. Thanks to the work of our Patient Experience Panel, who met regularly throughout the year to review this information, we have a good sense of residents' collective experiences.

When comparing this year with last, we find that general satisfaction has fallen by 5%. The vast majority of people continue to receive good quality, compassionate treatment and nursing care, with most feeling supported and involved.



746 patients

We examined the stories of 746 patients from surgeries across Harrow.

On service access however, complaints have risen by a sizeable 7% overall, with booking processes, telephone systems and waiting lists commonly criticised by patients. Choice is also becoming an issue – while telephone consultations are often convenient and work for many, those needing a diagnosis in particular feel that in-person appointments should become more widely available.

When looking at online systems specifically, we find that satisfaction has improved marginally by 1%.



What difference did this make?

We continue to produce our Trend Analysis reports quarterly which reflect the services in Harrow that are shared with commissioners and stakeholders.

To view our reports click [here](#).



“When I eventually got through to the surgery, they said all appointments are gone and to phone back tomorrow. I can't wait, will either phone 111 or go to A&E.”



The shape of local services – Northwick Park Hospital

When comparing this year with last, we find that general satisfaction has declined by 7%. Patients comment on good quality, compassionate treatment and care from staff across the hospital; however, many would like greater levels of communication, involvement and support.



247 patients

We reviewed the experience of 247 patients across the hospital, including A&E (Accident & Emergency), Maternity, Inpatients and Outpatients.

Satisfaction on A&E has slipped by some 25% this year, compared with last. While this is significant, it is comparable with other large hospitals, who are facing unprecedented demand.

When reviewing feedback, it would appear that waiting times exceeding 8 hours are not uncommon. On maternity, we find that satisfaction levels remain the same as the previous year.



What difference did this make?

We continue to produce our Trend Analysis reports quarterly which reflect the services in Harrow that are shared with commissioners and stakeholders. To view our reports click [here](#)



“I attended an appointment with a hospital consultant who said I’ll be booked in for surgery the following month. Six months later and I’ve heard nothing!”



The shape of local services – Dentists

When comparing this year with last, we find that general satisfaction has improved by 2%. Those visiting services report good organisation, with hygiene and infection measures clearly visible, appointments on time, and a personal and caring approach by all staff.



823 patients

We examined the stories of 823 dental patients from practices across Harrow.

We also heard from dozens of residents, many in need of urgent treatment, who found it extremely difficult to register for and receive treatment on the NHS.

In November 2021 Healthwatch Harrow held a Dental Panel Event to which the residents of Harrow were invited to ask their questions to our panel members in relation to dental services in Harrow.



The event provided an excellent opportunity for Healthwatch Harrow to ask questions directly posed from the residents to the panel and for the panel to explain the issues experienced which were as follows: dental access, dental charges and patients with LD and autism. For more information on the Dental Panel Event click [here](#)

What difference did this make?

Our Dental Panel Event provided an excellent opportunity for Healthwatch Harrow to ask questions directly posed from the residents to the panel and for the panel to explain the issues experienced.



“I need some dental treatment, I phoned ten dentists in the area and none were accepting NHS patients. Going private is not an option for me.”



Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



Conversation events

Setting up monthly **conversation events** online with Somalian and Romanian groups resulted in information sharing with the support of an interpreter. As a result, the language barrier was tackled and participants were successfully signposted to appropriate services.

Over the 6-month period people became more confident in accessing health and social services.



Working innovatively

We were innovative when seeking information from people about the way they felt during COVID-19. We ran polls to measure sentiment when COVID-19 restrictions were lifted and shared the results through our trend analysis reports which helped give commissioners an insight for better decision making.



Online events

We provided the opportunity for residents to talk to providers at online events (conversation events). We followed up patients' concerns about lack of NHS (National Health Service) dental services and facilitated conversation with local dentists and public health staff. Follow-up was escalated in conjunction with other Healthwatch teams and there is currently work being done at national level to address the reshaping of dental contracts. Additionally, an information sheet was shared in our newsletter and social media explaining how to access a dentist and the pricing structure.

Assessing mental health services

Healthwatch Harrow and Community ConneX jointly hosted a virtual conversation to hear directly from local people with a learning disability and/or autism about their experiences of accessing mental health services in Harrow.

We decided to hold this event as we were increasingly hearing how people were struggling to access the support that they need.

The event was attended by 25 residents of Harrow: people who have learning disabilities, their carers and families. We brought together users of health and social care services with commissioners and practitioners who provide support.

Our report, detailing findings in full, goes on to make several recommendations for commissioners and service providers.

To read our Mental Health Forum Report click [here](#)



Signposting people who needed additional support

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:

- Holding Healthwatch Forums/conversation events
- Engagement Outreach within the community and working with other organisations
- Running surveys and focus groups
- Attending stakeholder meetings, such as the Health & Wellbeing Board and other Commissioning Governing Body meeting amongst others.



We are not commissioned to deliver an information and signposting service. However, we do work closely with, and refer people to SWiSH (Support and Wellbeing Information Service Harrow).

In addition, we refer people to Advocacy 1st who provide a health complaints advocacy service to all Harrow residents – supporting them with making their complaints.

We asked the students and teachers at Stanmore College: How do you cope with your mental health?



Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Harrow. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year 20 people formed the volunteer team:

- Attended co-production sessions
- Promoted the brand by leafleting in Harrow
- Attended college and university fairs to promote volunteering
- Participated in Patient Experience Panel sessions monthly
- Increased our social media reach by engaging new followers
- Shared insight at monthly volunteer meetings for our database
- Community champions in Romanian and Somalian groups encouraged feedback at conversation events.



Our volunteers told us

“Volunteering is about making a difference in people’s lives. My story as a volunteer begins in January 2021, during the pandemic, when I felt the need to offer my time and my help and to get involved with the community. I started to volunteer for RCCT (Romanian Culture & Charity Together), a Romanian charity which offers information, advice and guidance to Romanians and Eastern Europeans living in the UK. Couple of months later, I started volunteering for Healthwatch Harrow after meeting one of their inspirational managers.



Working as a volunteer helped me get new skills and gain valuable experience. I enjoyed volunteering work so much that I decided to change my career completely and I got a job as referral coordinator for Community ConneX. The job satisfaction is impressive when you have the chance to make a difference in someone’s life, especially when you are working with vulnerable people.

Volunteering had a great impact on me as a person. It helped me connect with people who have been an inspiration for me personally. Working with vulnerable people was also a humbling reminder of how privileged I am.”
(Healthwatch Harrow Volunteer)




“The Outreach Manager was very helpful in ensuring that volunteering would also fit in with my career goals. There was never any pressure and I was able to fit volunteering activities around family commitments, which was really good. Always nice to see Yaa’s smiling face during virtual meetings. I’ve currently ‘paused’ volunteering to concentrate on a postgraduate course. Thanks for a great volunteering experience!”
(Healthwatch Harrow Volunteer)



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

 www.healthwatchharrow.co.uk

 0203 432 2889

 info@healthwatchharrow.co.uk



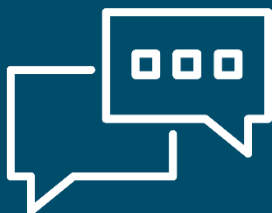
Finance and future priorities

To enable us carry out our work, we are funded by our local authority under the Health and Social Care Act 2012.

Income		Expenditure	
Funding received from local authority	£65,000	Staff costs	£50,589
Additional funding	£0	Operational costs	£ 6,095
		Support and administration	£8,316
Total income	£65,000	Total expenditure	£65,000


Top three priorities for 2022–23

1. To hear from those who suffer the greatest inequalities from health and social care services.
2. Ensure that the views of those that we engage with are fed through the appropriate channels that are in place, so they are heard at borough level and escalated to North West London through those channels.
3. Ensure delivery is aligned to funding.



Your Voice, Your Harrow – have your say on local health and social care services:

 www.healthwatchharrow.co.uk

 0203 432 2889

 info@healthwatchharrow.co.uk

Message from the Operations Manager

Healthwatch Harrow continues to deliver in the current environment with the constraints of limited resources, the impact of the pandemic on us and how we engage with residents.

We continue to provide different ways for residents to feed back to us through online sessions, surveys, our website, and newsletters. Our reports and newsletters receive positive comments and our findings have been presented at key boards over the past year, highlighting the key issues our residents are facing to those who commission the services.

However, as we move forward Healthwatch Harrow has already started to reflect on current funding and what can realistically be delivered for the final year of the current contract from April 2022 to March 2023. A year into the 2-year plan, we have assessed the increasing pressures being placed on Healthwatch Harrow, including the increase in living costs, running costs etc. and concluded that we need to target our work even more so in line with the limited resources.

The Health & Care Bill sets out a clear expectation that Healthwatch, as the statutory champion for service users and the public, will play a key role in supporting both the Integrated Care Boards and the Borough Based Partnerships in delivering their statutory duties to engage communities.

Healthwatch Harrow / Enterprise Wellness bring added value in being a local organisation who understand the make-up of one of the most diverse boroughs in London. During the pandemic, we have continued to operate and have offset costs, but we are not able to do this going forward. The current funding level does not do justice to the residents of Harrow: it is the lowest per resident across Northwest London.

Our inherent positive approach and outlook means that our fantastic and passionate team of staff and volunteers remain committed as ever to ensuring that the community's voice is heard. I extend my thanks to them and to all the residents who engage with us and take the time to share their views, without whom we could not operate.



Marie Pate
Operations Manager



“My personal commitment, and that of the team to our residents, is that we will work with the Local Authority and the new Borough Based Partnership to ensure that collectively we are hearing your voice.”

Marie Pate, Operations Manager



Statutory statements

About us

Enterprise Wellness Ltd., 3 Jardine House, Harrovia Business Village, Bessborough Road, Harrow HA1 3EX

Healthwatch Harrow uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and laypeople in our governance and decision-making.

Enterprise Wellness Ltd. (EWL) manages the Healthwatch Harrow contract, who are a subsidiary of Community ConneX Ltd., (formerly Harrow Mencap), and are governed by the Board of Community ConneX Ltd.



healthwatch
Harrow

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