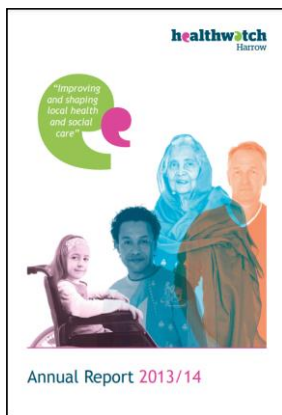


Championing what matters to you

Annual Report 2022-23



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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from the Chair of Community ConneX and Enterprise Wellness

I was honoured to have been involved in leading the then voluntary and community sector consortium that established Healthwatch Harrow in April 2013. I remain privileged to have been its chairman for the last ten years.

Despite the significant policy, funding and delivery changes since our inception, Healthwatch Harrow's passion to be an important, leading voice and champion for gathering and promoting local people's health and social care needs and concerns has not waned.

A Year of Challenges!

Community ConneX Limited, as the holding charity for Enterprise Wellness Limited, which in turn is the custodian of the Healthwatch Harrow service and brand, has continued to subsidise our championing role and associated responsibilities in the face of severe external financial constraints and the ongoing cost of living challenges.

The part-time team and volunteers reached out to our communities at forums, public meetings and through surveys, targeting those most disadvantaged and isolated. We discharged our statutory obligations with commitment, experience and foresight.



“Reaching out to and engaging with the most disadvantaged and isolated residents and holding commissioners and providers to account will be important priorities for the year ahead.”

Achievements

The team has been an important catalyst for:

- Galvanising providers to engage with local people at our public forums and meetings.
- Focusing on what really matters to local people, for example; mental health, GP access and dental services.
- Publishing 12 reports focusing on health and social care.

Our Commitment

Although we are not resourced to undertake the range of local and regional stakeholder and partnership activities or scrutinising the various ongoing structural changes as we used to, we will continue to contribute and influence these through our wider links with the North West London Integrated Care System and Borough Based Partnerships and cross-cutting services delivered by Community ConneX.



Ash Verma
Chair of Community ConneX and Enterprise Wellness

About us

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, 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

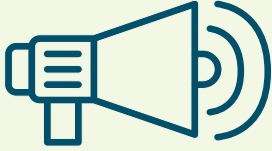
To find out what matters to you and to help make sure your views shape the support you need.

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.

Year in review

Reaching out



5,300 people

have engaged with us this year, through outreach, meetings, community festivals, events, social media and our website.

870 stakeholders

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

Making a difference to care

We published

12 reports

Focusing on You & Your GP, Community Pharmacies, London Ambulance 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're lucky to have

14 volunteers

who gave up 64 days to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£65,000

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

We currently employ

5 part-time staff

who help us carry out our work.

Year in review

Reaching out

40,000 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 662 people.

[Click here to view our newsletters](#)



Making a difference to care

310 activities

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

127 volunteer sessions

have been recorded. This year our volunteer team has contributed around 508 hours, assisting us at every level in the organisation – from developing strategy, attending meetings, to supporting 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.



Reaching out through social media

1580 followers on Twitter

13,659 impressions and 10,970 profile visits.

594 followers on Facebook

556 Likes and 1,586 Views.

419 followers on Instagram



How we've made a difference this year

Spring



Monthly meetings are held with our volunteers to draw on their knowledge and to facilitate peer-to-peer support amongst volunteers.



Our Trend Analysis reports highlight issues around access to services especially with specific surgeries and dentists – GP issues are escalated to the Primary Care Development team to follow up on.

Summer

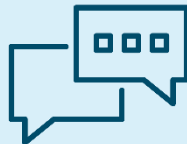


We are developing a strong relationship at a local level with ICS (Integrated Care System) and our focus remains to ensure the voice of the residents in Harrow is heard at borough level.



We supported the #BecauseWeAllCare campaign which saw 54,000 people come forward to Healthwatch England about issues they faced with services.

Autumn



We held a forum themed 'You and Your GP' which was attended by over 100 people and involved presentations from 5 GP's.



We surveyed local people about community pharmacies to give them the opportunity to share their general views and experiences.

Winter



Our volunteers took part in PLACE (Patient Led Assessment of the Care Environment) programme – visiting Northwick Park Hospital Mental Health Centre, Rosedale Court and Roxbourne Complex and Annex.



We were invited by London Ambulance Service to engage with local people and provide input to shape a new organisational strategy for 2023-28.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Strategic Engagement



We have worked closely with our strategic partners: the Health & Wellbeing Board, NHS and voluntary sectors, Borough Based Partnership and the Joint Management Board, to name just some. Our Trend Analysis reports highlight issues around access to services especially with specific surgeries and dentists – GP issues are escalated to the Primary Care Development team to follow up on. We play an important role at a strategic level in ensuring that your voices are heard where decisions are made about services.

Patient Experience Panel



PEP was set up as a working group and 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.

Healthy Harrow Day



A two-part event in Harrow that brought together commissioners, CCG, Public Health and members of the Healthwatch Harrow Delivery Board under one roof to promote their services and hear from the wider public about their concerns and suggestions for improvements in local health and social care.

You and Your GP



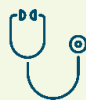
This forum brought together a diverse audience and a panel of GPs from Harrow’s 5 Primary Care Networks (PCN). A PCN brings together a group of GP surgeries to deliver health services in collaboration to achieve better impact and economies of scale.

Dental Panel



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 Dental Access, Dental Charges and Patients with Learning Disability and autism.

GP Access



We consulted with patients to capture their experiences of GP access to produce the GP Access Report, the recommendations of which were integrated into Harrow CCG Primary care work plan.



Healthwatch Hero



Celebrating our heroes in our local community.

Over the last 10 years, our longest serving regular volunteers have supported Healthwatch Harrow with their stories, experiences and feedback from meetings they attend in order to help improve health and social care services for everyone in Harrow.

So, to mark the 10th anniversary of Healthwatch, we want to celebrate and say thank you to our Healthwatch Harrow Heroes!



Listening to your experiences

Services can't make improvements 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 feed this back to service providers so they are aware of what needs to improve.

The Shape of Local Services

Over the year we recorded the experience of 2,496 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.

GPs

When comparing this year with last, we find that general satisfaction has improved by 7%. The vast majority of people continue to receive good quality, compassionate treatment and nursing care, with most feeling supported and involved.



924 patients

This year we examined the stories of 924 patients from surgeries across Harrow.

On service access, satisfaction has improved by 9%, with a significant improvement recorded in the final months especially (January to March 2023).

Complaints about online systems have decreased with more patients saying they have received a timely response once completing the online form. On telephone access, complaints are up by 4% compared with last year.



What difference will this make?

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



"I tried the online form and didn't expect much in terms of a response (I have read many negative reviews). I Was pleasantly surprised when the GP called within 2 hours and renewed my prescription there and then."

Harrow Resident

The Shape of Local Services

Northwick Park Hospital

When comparing this year with last, we find that general satisfaction has improved by 7%.



355 patients

This year we reviewed the experience of 355 patients across the hospital, including A&E (Accident & Emergency), Maternity, Inpatients and Outpatients.

Patients comment on good quality, compassionate treatment and care from staff across the hospital, with good levels of involvement and support. On potential improvements, patients say they would like greater levels of communication.

Satisfaction on A&E has improved by 6% this year, comments suggest, with staff working harder than ever to meet increasing demand. On waiting times specifically, complaints have not decreased and many patients have observed a lack of staff.



What difference will this make?

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



“I had to take my son to A&E last Thursday evening. We waited literally hours which was disappointing, but it was busy. You could see the staff were doing their best and the nurse apologised. She was also very good with my son. Overall thankful for the service.” **Harrow Resident**

The Shape of Local Services

Dentists

When comparing this year with last, we find that general satisfaction has improved marginally by 1%. Those visiting services say that appointments are well organised and on time and that staff: receptionists, dentists and assistants, have been caring with good levels of communication and involvement.



1,110 dental patients

This year we examined the stories of 1,110 dental patients from practices across Harrow.

Community Pharmacies

Over 100 people commented on their local pharmacies this year, with many dropping in for their annual vaccinations as well as for routine medication, and advice. We hear about compassionate treatment from counter staff, with good levels of support across the majority of services mentioned.



Conclusion

During 2022-23 we record a definite improvement in all clinical services. Patients are feeling more supported and involved on the whole, compared with last year, with satisfaction on staffing up by an impressive 4%.

On service access there are indications that online systems are becoming more effective. At the same time however, more traditional methods of contact such as the telephone, are becoming less responsive over time. Going forward, we would like to see some steady improvements across all forms of access so that all residents, including our most vulnerable, get the services and support they need.




"Greeted with a smile by reception staff and seen right on the appointment time. The dentist and his assistant talked me through every stage of the process and offered follow on tips and advice. As a nervous patient it was very reassuring and I will definitely use them again!"

Harrow Resident

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.


Bringing together services and the public



Over 100 people attended an information-packed health forum in Harrow on the 14th September 2022, organised jointly by Healthwatch Harrow and Community ConneX, 'You and Your GP' forum brought together a diverse audience and a panel of GPs from Harrow's 5 Primary Care Networks (PCN). A PCN brings together a group of GP surgeries to deliver health services in collaboration to achieve better impact and economies of scale.

In addition, we had specialists from both Cervical and Bowel Cancer Screening services raising awareness of the importance of screening. To view our report, click [here](#). The report shows the key issues that were highlighted which need to be addressed which Healthwatch Harrow will continue to monitor.


Involving the public



During Autumn 2022, 69 local people completed our survey on community pharmacies. A 'community pharmacy' is typically a service not in a clinical setting (such as a hospital) and widely includes local services in high streets, supermarkets and other community spaces.

We asked questions around access, medical and clinical advice, which services are currently utilised and preference for additional services. Participants also had the opportunity to share their general views and experiences. To close the survey, we obtained feedback about GP prescribing (such as experiences of medication renewals and reviews). To view our report please click [here](#). This helps bring clarity to residents about additional services offered by community pharmacies.

Getting services to involve the public



The London Ambulance Service NHS Trust (LAS) invited every local Healthwatch in London to provide input to shape a new organisational strategy for 2023-28. As the official 'Consumer Champion' for users of Health and Care services, Healthwatch is ideally placed to engage with local people (service users, their families and carers) on their experiences, views and thoughts, and to evaluate the information collected.

Healthwatch Harrow engaged with 52 local people during November 2022 to January 2023. Healthwatch engagement with local residents in London has been one of the key data inputs into the LAS five-year strategy development process. To view our report please click [here](#).

Healthwatch Harrow Trend Analysis Reports

The following reports examine the experience of health and social care services in Harrow – click on the icon below to view the report.





Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Holding a forum on You and Your GP
- Supporting Community ConneX with a presentation on Bowel Cancer Screening to Harrow African Caribbean Association Society
- Running a survey on Community Pharmacies
- Attending Summerfest
- Working with Community ConneX and their Self-Advocate Team
- Engaged with local people to provide input to shape a new organisational strategy for the London Ambulance Service

Bowel Cancer Screening Presentation

We worked with Community ConneX to share Bowel Cancer screening information with the Harrow African Caribbean Association Society.

This was an opportunity to learn about Bowel Cancer Screening and to encourage more people to take this up.

Some key concerns about GP access were raised which we took forward with the local GPs.



Summerfest in Harrow

Healthwatch Harrow were pleased to attend Summerfest in July – a day of celebration, showcasing all that our communities in Harrow has to offer.

This was an opportunity to listen to residents, network with other organisations, to raise awareness of Healthwatch and talk about volunteering opportunities.

Learning Disability & Autism Forum

Healthwatch Harrow supported the Learning Disability & Autism Forum which was arranged by the steering group of self-Advocates at Community ConneX. The forum theme was about feeling safe in the community which included speakers from the Safer Neighbourhood Team, Police, Self Defence demonstration, the Learning Disability Nurses from Northwick Park Hospital and the Community Learning & Disability Team.

In addition, we also raised awareness of the importance of annual health checks and the benefit of having a health passport.





Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community we're able to understand what is working and what needs improving.

This year our volunteers:

- Attended co-production sessions
- Promoted the brand in Harrow
- Participated in PLACE Assessments
- Participated in Patient Experience Panel sessions monthly
- Shared insight at monthly volunteer meetings for our database
- Shared their experiences of services in Harrow

Our volunteers told us



"I enjoyed my working life, and was privileged to work in, and for, the NHS. The opportunity to volunteer for Healthwatch Harrow - an organisation whose primary aim is to be the voice of the community - was received by me with open arms. It makes use of the knowledge I have acquired over many years and benefits the community and allows me to give something back!"



"Working with Healthwatch Harrow gave me the satisfaction that the NHS locally is putting the patient first.

Participation also enables me to be part of supporting the health service from GP to specialist hospital."



"It is interesting to be a part of Healthwatch Harrow.

I have now learnt more about how the health services in Harrow operate and its problems.

As dentist in the area, I have been able to provide some information about the current state of NHS dentistry in Harrow."



"My working years in hospitals was mainly with cancer patients, I probably spent several years in total working unpaid which is a way of volunteer work.

I enjoy volunteering as I like to keep busy, there is always something to learn. I get some kind of 'job satisfaction' if I manage to make people smile or by giving them a bit of attention, and also meeting people from organisations to residents."



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 help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£65,000	Expenditure on pay	£56,476
Additional income (specific project)	£5,179	Non-pay expenditure	£3,203
		Office and management costs	£10,500
Total income	£70,179	Total expenditure	£70,179

Next Steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackle inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, your income or race.

Top three priorities for 2023–24

1. To hear from those that suffer the greatest inequalities from health and social care services so that we can monitor and influence change.
2. To ensure that the views of those we engage with are fed through the appropriate governance channels that are in place, so they are heard at Borough level and are escalated to NWL through those channels.
3. Holding commissioners to account for delivery of services in line with the Health & Wellbeing Board Strategy and the Borough Based Partnership Plan.



Statutory statements

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

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

Enterprise Wellness Ltd. (EWL) manages the Healthwatch Harrow contract. EWL is a subsidiary of Community ConneX Ltd. and is governed by its Board.

The way we work

Involvement of volunteers

Volunteering at Healthwatch Harrow can take many forms. Our longest serving regular volunteers have been with us for 10 years – since Healthwatch was set up. Others engage in micro-volunteering (short-term) as well as virtual volunteering (remotely online). The micro involved and virtual volunteering involves desk research.

Our general long-term volunteers are involved in community events and meetings where they collect data which forms intelligence that feeds into our database. Some of them attend Patient Experience Panel sessions where they get the coding data. Volunteers have visited services and helped assess existing services within PLACE (Patient Led Assessment of the Care Environment).

Our volunteers are invaluable, and we are grateful for the massive effort and time they devote to Healthwatch Harrow.

Taking people's experiences to decision makers

Over the year Healthwatch Harrow have successfully continued to champion the voices of Harrow residents. The team have engaged in various meetings and events to ensure that not only do we hear about people's experiences, but we also drive this through to decision makers in order to influence change.

This year it has been particularly important to ensure that our presence is embedded in Borough-based activities as well as in the Integrated Care Partnership through our presence in North West London.

Our engagement has included attendance at community events, communication with over 700 people on our contact list through mail outs, newsletters and social media communications.

We have had good feedback from Harrow Council and London North West University Hospital Trust amongst others, on our quarterly trend analysis reports which provide insight into people's experiences of health and social care services.

Methods and systems used across the year to obtain people's 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 2022/23 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own forums and engaged with the public through social media.



Yaa Asamany
Healthwatch Harrow Manager

Message from the Corporate Services Business Manager

Writing our Annual Report is a good way of reflecting on the year that has passed and what is to come over the next 12 months. The environment in which we are all living is currently extremely challenging and brings with it uncertainty about the future. As individuals we have to learn how to live with this but also organisations and the voluntary and community sectors need to plan ahead for how they operate with these challenges.

Healthwatch Harrow is no different in this respect. Whilst the cost of everything is increasing our funding has remained the same over the past 3 years, we remain one of the lowest funded Healthwatch's. Our strategy to manage this is to ensure that we focus our efforts on ways that target the areas where we can have the most impact and ensure that the voice of those we engage with is heard by those that commission services, so we can help bring about change where required.

Some of our key achievements over the past year include:

- Our Quarterly Trend Analysis Reports
- Our Mental Health Survey Report – looking at the impact of the pandemic on mental wellbeing
- Our Health Forum: You and your GP – attended by over 100 people, with a panel of GP's who listened to what residents had to say.

Over the past year we have also been engaged with the changes that the Integrated Care System has introduced. In Harrow, we fall into the North West London Integrated Care System (NWL ICS). Operationally it is the Harrow Borough Based Partnership (BBP) that we engage with, as we are not funded to operate at a NWL level. The Borough Based Partnership brings together NHS organisations, Harrow Council, GP's, local Voluntary and Community Sector and citizens.

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. We have a fantastic team of volunteers that support our small but passionate team who strive to ensure that your voice is heard.

Without hearing what the Harrow residents have to say, we cannot operate, so my thanks go to you, for continuing to engage with Healthwatch Harrow and for sharing your experiences with us.



Marie Pate
Corporate Services
Business Manager of
Community ConneX and
Enterprise Wellness



“Our role is to make sure that your voice is heard, please talk to us!”

healthwatch Harrow

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