

The value of listening

Healthwatch Harrow
Annual Report 2023–2024



healthwatch
Harrow

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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from the Chair of Community ConneX and Enterprise Wellness

The small Healthwatch Harrow staff and volunteer team discharged its statutory obligations to our communities at forums, public meetings and through surveys with usual expertise, commitment and foresight.

Making a difference

Despite our limited budget we continued to be a proactive voice for residents, especially by targeting the most disadvantaged and isolated communities and people in the area.

We engaged with 5,500 local people, published 36 reports, issued 6 newsletters, held many focus groups, and delivered an inspiring *Social care. Who cares?* forum.

Our quarterly trend analysis reports and surveys contributed to the wider shaping of the London North West (LNW) University Healthcare NHS Trust's *Patient Experience and Engagement Strategy*.

Partnership working

We shared our findings and residents' views at the Health and Wellbeing Board to ensure that commissioners and providers could adapt delivery priorities.

We also maximised on the Community ConneX management, partnership networking, and delivery infrastructures.

Our commitment

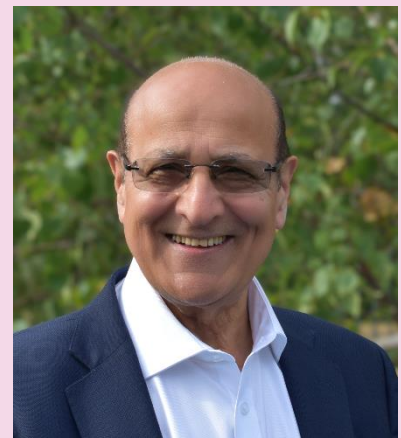
Community ConneX is a leading health and social care provider, not just across North West London, but now in Luton and Oxfordshire.

This coming year, we will engage with Healthwatch services outside of London to gather information about any new or different practice that would benefit our residents.



“We are here to champion and act on your health and social care concerns, needs, and aspirations. Tell us about these.”

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 are 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 is 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 improvements are made.



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 people 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:

5,500 people

have engaged with us this year, whether that is at outreach, meetings, community festivals, or events. That is a lot of conversations, information and advice given, and experiences shared.



880 stakeholders

are in our database: from individual residents, community groups and organisations to professionals working in health and social care. These are the people we communicate with regularly, many of whom actively participate in our projects and initiatives.

Making a difference to care:

We published

36 reports

including *Social care. Who cares?; How has social care changed for you?; Experiences of GP services; Experiences of Northwick Park Hospital; and Experiences of health, care, and community services.*



Our reports can be accessed here:

[Healthwatch Harrow insights and reports](#)

Health and social care that works for you:

We are lucky to have

10 outstanding volunteers

who gave up 448 hours to make care better for our community.

We are funded by our Local Authority.
In 2023-2024 we received

£65,000

(this is the same as the previous year)



We currently employ

5 part-time staff

who help us carry out our work.

Year in review

Reaching out:

54,000 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 used frequently. This depth of evidence is important: routine reports, such as those on GPs, hospitals or mental health services, will be underpinned by large volumes of feedback. Whatever the topic, there will usually be something in the database.



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:

292 activities

have been conducted this year; these include meetings that have been attended and events held.



112 volunteer sessions

have been recorded. This year our volunteer team has contributed around 448 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.

Reaching out through social media

1,585 followers on X (formerly Twitter)

5,216 impressions

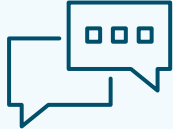





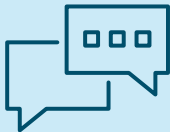

655 followers on Facebook

613 likes

448 followers on Instagram



How we've made a difference this year

Spring	 <p>In April 2023 we held a successful forum for the community which was attended by more than 80 people. It was titled <i>Social care. Who cares?</i> Communication and access seemed to be the most prevalent problems.</p>	 <p>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.</p>
Summer	 <p>We attend Health & Wellbeing Board meetings and ensure the voice of the residents of Harrow is heard at borough level.</p>	 <p>Monthly meetings are held with our volunteers to draw on their knowledge and to facilitate peer-to-peer support among volunteers.</p>
Autumn	 <p>"Your Voice Counts": our team and volunteers reach out to residents to hear their experiences of health and social care services and to share intelligence.</p>	 <p>LNW University Healthcare NHS Trust's <i>Patient Experience and Engagement Strategy</i>: feedback from Healthwatch Harrow's trend analysis reports has influenced the Trust's priorities and will improve hospital care.</p>
Winter	 <p>In November we held a successful forum for the community which was attended by more than 75 people. The title of the forum was <i>How has health and social care changed for you?</i></p>	 <p>From March to April 2024, 63 local people completed our survey on access to GP services in Harrow. As a follow-up to our forum, <i>You and your GP</i>, we have decided to conduct annual surveys on GP access with this year providing the baseline.</p>

Your voice heard at a wider level

Healthwatch Harrow is funded to operate at a local level and inputs into the Harrow Borough-Based Partnership, Health & Wellbeing Board, Joint Management Board, and the Health and Care Overview & Scrutiny Committee. Through the borough-based governance structure we ensure our intelligence is fed to the North West London Integrated Care Board (ICB). None of the 8 Healthwatch in North West London are funded to work collectively to provide a single North West London Healthwatch voice.



Achievement 1: In April we held a forum called *Social care. Who cares?* This brought together Harrow Council Adult Social Services and service users; it provided an opportunity for the public to be able to ask direct questions.

Communication and access seemed to be the most prevalent problems. Our report has been published with strong recommendations for better communication with residents and better-timed discharges from hospitals to the community, with adequate support packages.

Achievement 2: Our quarterly trend analysis reports are used to inform boards of the key issues residents are facing. They are also used to inform the Harrow Borough-Based Partnership on which issues are trending regarding GPs, dentists, community services and hospitals. Our reports are shared with commissioners, Harrow Borough-Based Partnership, Harrow Public Health, Harrow Council, Primary Care Executive Group, LNW University Healthcare NHS Trust, Central and North West London (CNWL) NHS Foundation Trust, Joint Management Board, Health & Wellbeing Board, Care Quality Commission, and the Health and Care Overview & Scrutiny Committee.



Achievement 3: In November 2023 we held a public forum called *How has social care changed for you over the last 2 years?* We recognise that there is significant work being undertaken to improve the provision of health and social care services by the commissioners and providers of these services. Their aim is to ensure that services are integrated and easy to access, and that people do not have to repeat their story to many people. The people that commission the services worked with Healthwatch Harrow in delivering this forum and they wanted to hear from residents to find out if what they are doing is working.

Achievement 4: LNW University Healthcare NHS Trust's *Patient Experience and Engagement Strategy* – feedback from Healthwatch Harrow's trend analysis reports has influenced their priorities. The strategy sets out how the Trust, which manages Central Middlesex, Ealing, Northwick Park, and St. Mark's hospitals will improve hospital care for people in Brent, Ealing, and Harrow. The Trust is aiming to resolve important issues that affect their patients and communities in a local targeted way from 2023 until 2026.





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 to feed this back to services and help them improve.

The shape of local services

Over the year we recorded the experiences of 3,052 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 9%. The vast majority of people continue to receive good quality, compassionate treatment and nursing care, with most feeling supported and involved.

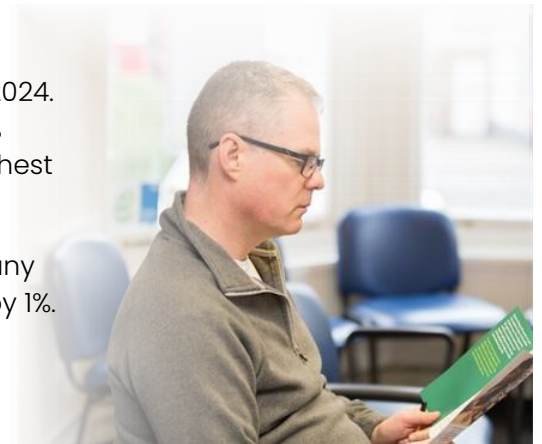
1,341 patients

This year we examined the stories of 1,341 patients from surgeries across Harrow.



On service access, satisfaction has improved by 12%, with a significant improvement recorded from October 2023 to March 2024. Complaints about ability to book appointments are down by 22% compared with last year, with satisfaction at 67% – one of the highest levels recorded in recent years.

That said, those preferring telephone booking have not noticed any improvement over the year – with complaints rising marginally by 1%. In our GP access report, we found that 58% of respondents were usually able to make telephone contact within 10 minutes.



“I was worried about my daughter so contacted the surgery. Not only did they respond to my online request within an hour, I had a face-to-face appointment soon after and the GP prescribed some medicine. The service was there when we needed it, and everyone has been fantastic!”

“It took several attempts to get through and when I did, I waited for 45 minutes – only to be cut off! Extremely frustrating as I can only book by phone.”

Harrow residents

What impact did we have?

Our trend analysis reports provided evidence for GPs and primary care networks to identify surgeries with best practice and those where improvement is required. This is shared and utilised by the commissioners and the GP networks to improve services. [To view our reports, click here.](#)

The shape of local services

Northwick Park Hospital

When comparing this year with last, we find that general satisfaction is down slightly by 2%. Experiences continue to reflect good quality, compassionate treatment and care from staff across the hospital, with good levels of involvement and support reported.

329 patients

This year we reviewed the experience of 329 patients across the hospital, including A&E, Maternity, Inpatients and Outpatients.



On service access, satisfaction is down by 5% compared to last year. Patients are waiting longer than expected – especially at A&E.

Additionally, some patients are frustrated at a lack of information, with staffing levels and general conditions noted. While demand remains at very high levels, we find that overall satisfaction on quality and empathy is up by 3% on last year. This demonstrates that staff are committed and working as hard as ever.



“All staff have been superb – from the porter who took mum to the clinic, to the radiologists and lovely nurses.

The experience was much easier than I’d expected.”

“I’ve been here for well over 10 hours now (lost count)!”

“I wouldn’t mind the wait so much if I knew what was happening. You can see staff are extremely busy, to say the least, so I can’t really approach them for an update. They need more doctors and nurses, and also more chairs; people are lined up in the corridor.”

Harrow residents

What impact did we have?

The evidence provided by our trend analysis reports has helped to influence priorities for the *Patient and Experience Strategy* at LNW University London Healthcare NHS Trust. In addition, the evidence is presented at strategic meetings and regular patient experience meetings to help influence the changes required. [To view our reports, click here.](#)

The shape of local services

Royal National Orthopaedic Hospital

Feedback suggests that overall satisfaction is at a very high level: 90%. High rates of satisfaction apply to individual service aspects: 96% on support, 95% on staff attitude, 91% on overall quality, and 75% on communication. The environment also receives an 88% satisfaction level.

50 people

This year we reviewed the experiences of around 50 people.



The comments we have received mention hard-working, dedicated staff of all categories: clinicians, nurses, and administrative and support staff. The organisation and effectiveness of treatment and care is also widely complimented by patients and their families.



“Can’t fault it. From being admitted to discharge, it was clean, everyone was friendly, and we were talked through treatment at every stage. The food was even good!”

Harrow resident

Dentists

Overall satisfaction remains at well over 90%.

Those accessing 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.



1,226 dental patients

This year we examined the stories of 1,226 dental patients, from practices across Harrow.



“On arrival I was immediately put at ease by the receptionists. I was seen on time and the dentist talked to me throughout the procedure. It was very reassuring and I’m not nearly as nervous about my next appointment.”

Harrow resident

The shape of local services

In conclusion

During 2023-24, we recorded a definite improvement in all clinical services. Patients are feeling more supported and involved, compared with last year. Satisfaction with staffing is up by 2%.

On service access, there are indications that online systems are becoming more effective. However, comments suggest that more traditional methods of contact, such as the telephone, are becoming less responsive. 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.

On the whole, although patients are aware there are pressures in the system, they want easy access and good quality care when they see a professional.

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



The reports represent the collective experience of local people. Each and every story is read and scrutinised fully to see what has worked well, and what could have worked better.

We use the trends and indicators within our reports to identify areas of potential improvement, and equally to learn from existing good practice. We also benchmark – looking at how services perform over time and how they compare with similar services in other boroughs.



“Most of my work for Healthwatch Harrow involves writing reports and sharing up-to-date analysis about our work. But none of the facts, figures and insights would be possible without our dedicated team of volunteers who engage with local residents and professionals throughout the year.”

Darren Morgan, Associate Information Manager



Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences are not often heard.

Bringing together services and the public

On 27 April 2023, 75 local people attended our *Social care. Who cares?* forum. This was an opportunity to share experiences around social care, and to put questions to our panel of social care professionals.

Local people were encouraged to suggest questions, which were submitted to the panel prior to the event. Their topics included the ability to seek and receive support, eligibility, ensuring that needs are met, accountability in decision-making, respite, service gaps, parental support, and hospital discharge.



Senel Arkut, Corporate Director of People at Harrow Council, said: "We want to engage in conversations; we want to hear from people and the impact on the end user. We care, and if you think things are not right, we are open to improvement." [Click here to view our reports](#)

Improving care over time

On 29 November 2023, 75 local people attended our *How has health and social care changed for you?* forum. We recognise that there is significant work being undertaken to improve the provision of health and social care services by the commissioners and providers of these services. Their aim is to ensure that services are integrated and easy to access, and that people do not have to repeat their story to many people.

The people that commission the services worked with Healthwatch Harrow in delivering this forum, and they wanted to hear from residents to find out if what they are doing is working. Lisa Henshen, Managing Director of Harrow Borough-Based Partnership, shared positive changes but took on board residents' comments. To hear some of the stories was distressing and she apologised that despite the work that is ongoing, in some areas things were clearly not right. [Click here to view our reports](#)



Involving the public

Recently, light has been shed on people's experiences when accessing GP services. There has been media publicity and the general population have been sharing stories in their communities.

All GPs are contracted to offer a variety of ways to access appointments: via telephone, online, or in person. Patients should have a choice as to which they want to use. Since 2020 more remote services are becoming popular. Although this increases the number of services available, research has shown that older people and those who are not computer literate are at a great disadvantage.



We developed a survey, as we wanted to know if patients are being treated fairly and equally, and if any support offered met the wide variety of needs and circumstances. We intend to run this annually, so we can benchmark and assess any change in access. The evidence from this survey will feed into our reports to the commissioners. [Click here to view our reports](#)



Hearing from all communities

Over the past year, we have heard from different parts of our communities – our forums are open to all, and we reach other organisations that represent and work with many communities in Harrow with our newsletters, mailing list, forums, and surveys.

This year we have reached different communities by:

- Holding two forums themed on social care and open to all communities
- Hearing from Advocacy 1st (a free, independent service provided by advocates) about those that struggle to get their voice heard
- Working with hospitals to hear what patients are saying
- Attending a community event at the Honeybun Community Centre, organised by EACH Counselling Services, and meeting mothers who shared their views on local health services. We were pleased to hear that GP surgeries prioritise appointments for young children
- Attending the HUG Forum, organised by Mind in Harrow. We presented the work of Healthwatch Harrow and heard from people who were struggling to get an assessment for ADHD
- Working closely with Community ConneX and hearing from people with a learning disability
- Sending out a survey on access to GP services in Harrow as well as targeting our existing mailing list and encouraging people to forward our survey to their contacts. We asked questions on ability to book appointments by telephone, online and in-person; waiting times; experience of reception services; choice and quality of consultation; and whether issues related to disability, physical or mental health, or the move towards online/remote services, or language have presented any barriers



Advice and information

Healthwatch Harrow is not funded to provide advice and information; this is done through Support & Wellbeing Information Service Harrow (SWiSH), which provides a signposting service to Harrow.

Healthwatch Harrow works closely with SWiSH by sharing key updates on information regarding health and social care, and we refer people to them.

We gather intelligence with SWiSH to identify trends around our health and social care services. This information is entered into our database and analysed.

[To visit the SWiSH website please click here](#)



Volunteering

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

This year our volunteers:

- Attended stakeholder and community meetings
- Helped develop our strategies and delivery plan
- Promoted the Healthwatch brand in Harrow
- Participated in monthly Patient Experience Panel sessions
- Shared insights at monthly volunteer meetings
- Shared experiences of services in Harrow



"I have been volunteering with Healthwatch Harrow from the very start in 2013 and wanted to have an influence on NHS engagement with patients. I feel that an important health requirement is the maintenance of primary care by local GPs, and social care needs adequate funding for this. I feel the challenges facing Harrow for health and social care would be the expanding patient population and a shortage of GPs and practice estate.



Volunteering with Healthwatch Harrow has expanded my knowledge of the NHS and how it provides healthcare, and I would encourage people to get involved with Healthwatch as it's an opportunity to meet with a friendly group and help improve health and social care services in Harrow."

Healthwatch
Harrow volunteer



"I have been a volunteer for an awful long time! If I tell you how long you will start figuring out how ancient I am! If you really want to know, I have been a volunteer since 1997 and I am now 91 years young! My working life finished when I retired as the manager of a busy hospital imaging department – you know, X-Ray, CT, ultrasound, nuclear med, etc. I really enjoyed my working life, and when I retired, I wanted to give something back – hence the volunteering in this type of field. Firstly, the Patients Association, then Link and now Healthwatch Harrow (and the local hospice).



Probably the most important issue in Harrow – and also the rest of the country – is the lack of trained personnel in all health professions: medical, nursing, and technical. Without the expenditure of resources in making good these shortcomings, I cannot see any real improvements for those seeking good quality health services for the people of the country.




I think I have personally benefited from my volunteer journey in that I feel I have been able to, in little ways, make use of my work experience in discussions and related meetings. At the same time, I encourage my friends and colleagues to volunteer to ensure that we can all work for the common good."

Healthwatch
Harrow volunteer

Do you feel inspired?



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

-  www.healthwatch.org/Harrow
-  020 3432 2889
-  volunteer@healthwatchharrow.co.uk



“I wanted to volunteer with Healthwatch Harrow so that I could meet like-minded people who are passionate and care about the NHS as I do. I represent my surgery and find out what is happening in the NHS from Healthwatch Harrow and other surgeries. I then report back to my Patient Participation Group (PPG), sharing the information.



Since 2013 I have been working on my programme of successfully reducing the number of DNA (missed appointments at GP surgeries) and sharing my results with other PPGs, Healthwatch Harrow, and interested people.

It has been a great pleasure volunteering with Healthwatch Harrow and meeting Marie, Yaa, Jenny, Darren, Ravi and others!”




Healthwatch
Harrow volunteer



Do you feel inspired?

Healthwatch is about health and social care, and we would love to have more volunteers with an interest in, or experience of, social care in Harrow.



-  www.healthwatch-harrow
-  0203 432 2889
-  volunteer@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 Harrow Council	£65,000	Expenditure on pay	£54,641
Additional income	00	Non-pay expenditure	£10,359
Total income	£65,000	Total expenditure	£65,000

Next steps

Over the next year, our focus will be to look at where Healthwatch Harrow can add most value and not duplicate existing work streams that are being funded through other channels. We will continue to focus on our trend analysis reports, forums, and newsletters to support greater sharing of intelligence. We will use this information and data to inform Harrow Borough-Based Partnership and commissioning bodies to influence change.

We will also work together with partners and our local Integrated Care System to help improve health and social care services where, at every level, staff strive to listen and learn from residents to make care and support better.

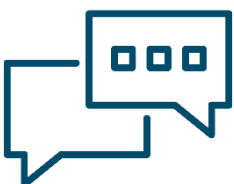
This last year has seen some key initiatives being introduced to hear the voice of people living in Harrow, such as the Community Champions Programme and the Citizens Forum. A key focus in all of our work is to look at how we work collectively in Harrow to ensure all voices are heard.

Our top four priorities for the next year are:

1. To hear from those that suffer the greatest inequalities from health and social care services.
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 and escalated to NWL ICB through those channels.
3. To hold commissioners to account for delivery of services in line with the Health & Wellbeing Board strategy and the Harrow Borough-Based Partnership plan.
4. To work with the Local Authority to develop an achievable model and delivery plan for the service going forward.



Your Voice, Your Harrow



Have your say on local health and social care services.

www.healthwatch-harrow

0203 432 2889

info@healthwatchharrow.co.uk



Statutory statements

Enterprise Wellness Ltd. (EWL), 3 Jardine House, Harrobian Business Village, Bessborough Road, Harrow HA1 3EX.

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

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

Message from the Healthwatch Harrow Manager

My role involves managing the day-to-day operations of Healthwatch Harrow. We would like to say a big thank you to everyone who has enriched our work directly and indirectly over the year.

Involving our volunteers

Volunteering at Healthwatch Harrow can take many forms. Our longest serving regular volunteers have been with us for ten years – since Healthwatch was set up. Others engage in micro-volunteering (short-term) as well as virtual volunteering (remotely online). Micro 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 are involved in coding data. Volunteers have visited services and helped assess existing services within 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. Some of the volunteers have moved into employment.

Sharing trends with decision makers

Over the year Healthwatch Harrow has successfully continued to champion the voices of Harrow residents. The team has 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 and improve change in the health and care sectors.

This year it has been particularly important to ensure that our presence is embedded in borough-based activities to ensure that the Harrow voice is heard at North West London level.

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

We have had positive feedback from Harrow Council and LNW University Healthcare NHS Trust, among others, to the evidence in our quarterly trend analysis reports. Our insights into people's experiences of health and social care services help providers to prioritise services and identify where services need to improve.

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.

From 2023 to 2024 we have been available by phone and email; provided a webform on our website; attended virtual meetings of community groups and forums; delivered our own in-person forums; and engaged with the public through social media.

We ensure that our Annual Report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.



“We want you to share your stories with us so that we can recognise and escalate trends with decision makers within Harrow.”

Yaa Asamany, Healthwatch Harrow Manager



Message from the Corporate Services Business Manager

It is always a pleasure to end our Annual Report, as this provides me with the opportunity to reflect on what we have achieved over the past year and to thank all those who are involved in delivering Healthwatch Harrow.

We end the financial year on a positive note, with a new contract for one year from April 2024 to March 2025 with a slight increase in our funding but also with a commitment from the Local Authority to work with Healthwatch Harrow over the coming year to look at how we redress the funding position and how we focus our work to ensure we achieve our key objectives going forward. The aim is to be in a position to have a more sustainable longer-term contract going forward.

Our key objective remains to ensure that we hear from those that suffer the greatest inequalities from health and social care services, and that we make sure that what we hear is fed through to those who commission services and make the decisions that affect us all in delivery of those services.

The Healthwatch Harrow Forums are fundamental in hearing what people have to say about health and social care services. This year, both of our forums focused on social care. The April 2023 forum asked if the needs of people in Harrow were being met, and our previous forum in November 2023 asked the question 'how health and social care has changed for you over the past 2 years?'. The full details are contained within the reports, but the key findings were that some aspects have improved but access remains an issue in many areas as does understanding pathways to services. We also found that communication and waiting times need to be improved.

Our role following the forums is to capture what is shared and, through our forum reports and trend analysis reports, ensure these issues are escalated to commissioners and to the key strategic boards that operate within Harrow. These reports are widely shared and used to provide the evidence of where services need to change or improve.

The Healthwatch Harrow newsletter is now distributed to over 700 people/organisations and, along with our social media activities, our reach and influence continues to grow.

We could not do this without the talented team that we have in place, without our wonderful volunteers who give up their time freely. Finally, my thanks go to the people who talk with us and share their stories: without this we would have nothing to say.



“Our role is to make sure that your voice is heard; please keep talking to us!”

Marie Pate, Corporate Services Business Manager




healthwatch

Harrow

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