



**Annual Report
2014/15**



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Chair's foreword

Susan Toole

Welcome to this report, and the work of Healthwatch Waltham Forest this year. I am proud of the many activities we have delivered during the year and it seems clear that we are becoming a credible voice on behalf of local people.

Our role is to say what people think about services - both the good and the bad - and get organisations to respond to this feedback and improve services. To do this we rely on YOU to continue to give us your views, comments and feedback on the health and social care services you experience. THANK YOU to all of the local people who have shared and helped play an important role so far.

I also want to thank the staff for their unstinting hard work, the Board members for their direction and guidance, our growing band of volunteers who make this work possible and our colleagues in the health and social care sector.

These are difficult times, with hard hitting spending cuts in both the NHS and other public services. This report highlights some of the achievements and the many

challenges facing us in the future. One of our biggest concerns is the quality of care at Whipps Cross Hospital. Local people want a good, accessible hospital service that they can be proud of, so we are working with Barts Health NHS Trust as a "critical friend" - holding them to account and supporting better involvement of local people in the improvements Barts have promised.

On a positive note, it was a pleasure for me to personally join our Enter & View visits to care homes during the year. On a recent visit, we heard gales of laughter coming from the residents' living room, where people were having a bowling competition and singing. We saw that the people living there were having fun and were well looked after and this is reflected in our report.

We look forward to meeting you and working with you in the coming year.

Chair, Healthwatch Waltham Forest

About us

Healthwatch Waltham Forest is the independent ‘consumer champion’ for health and social care. We were created by the Health & Social Care Act 2012 to represent the views of patients and the public in our local area.

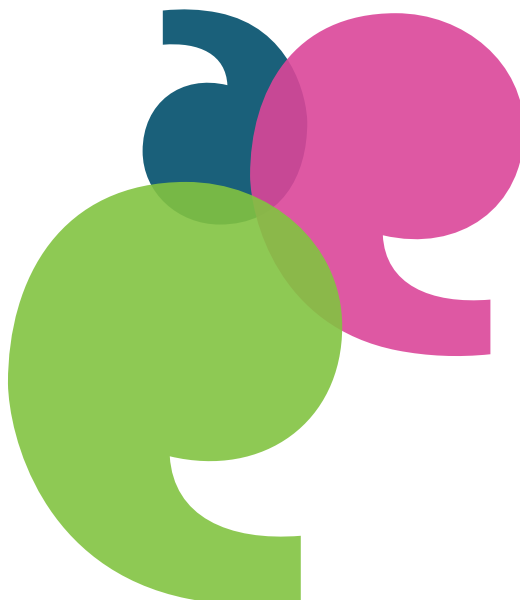
Whether it's improving them today or helping to shape them for tomorrow, Healthwatch Waltham Forest is all about local voices being able to influence the delivery and design of local services. Not just for people who use them now, but anyone who might need to in the future.

We believe that people should be at the heart of health and social care services and that when it comes to shaping the future of those services, every voice counts.

Our mission is to empower local people to understand and get involved in improving health and social care services.

We actively strive to achieve this by working through our six core functions:

1. Gathering the views and experiences of Waltham Forest patients and public.
2. Making those views known to providers and commissioners.
3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised.
4. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
5. Providing information and signposting about access to services and making complaints, and support for making informed choices.
6. Making the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion.







What we have done

Finding out what local people think

Healthwatch Waltham Forest needs you! Your views, your stories and your experiences are what make Healthwatch what it is.

One of our most important tasks continues to be reaching out to all the different communities in the borough. Two years down the line we are still meeting new people, connecting with new organisations and exploring different pockets of our borough to find out what you

think about the health and care services you use.

During 2014/15 we attended, ran or took part in over 500 activities gathering local people's views:

We had stalls at the Chingford Village Show and Learning Disability Festival in the Park.

We took part in a health show on Ramadan live radio.

Case Study: Outreach at GP Surgeries

In summer 2014 we carried out research at 4 GP surgeries in Waltham Forest. We visited once a week for six weeks to speak to the patients attending the surgery on that day. The aim was to find out what patients thought worked well at their surgery and what could be improved.

In total we spoke to approximately 500 people, identifying almost 1,000 issues from the comments they made.

These reports are available at

www.healthwatchwalthamforest.co.uk/reports

These comments have been collated into a report for each individual GP practice based on what people told us.

Individual practices are now taking the recommendations forward, in some cases working with their Patient Participation Group (PPG) to prioritise action plans and agree how to address some of the most common issues that people identified.

Case Study: Hearing the seldom heard

While meeting with voluntary and community organisations locally, such as the Stroke Association and SCOPE, we learned that their members increasingly face challenges with things that many of us take for granted, such as being able to dress, cook, wash and get around.

Among the many issues we heard about this year, access to advice and information is a major topic, with comments suggesting that people are often unclear about which services exist, public, private or community, and are confused about how to get access, who to contact and eligibility criteria.

Support is also a big issue, with one stroke patient commenting that he wears felt-lined boots as he cannot put socks on, has a limited diet as he cannot use a tin opener and cooking utensils, and does not travel because he finds it difficult to swipe his Oyster card. Another told us she cannot wash her hair unaided.

We also frequently hear about access to community transport, where one resident with learning disabilities has had to halve the time he spends at the day support centre - his only opportunity for meaningful social interaction.

We connected with the over 65s attending the Waltham Forest Asian Seniors Club and talked to over 100 people at the NHS Retirement Fellowship (Waltham Forest & Redbridge branch).

We spoke to children at school summer fairs and nurseries and carried out a specific piece of engagement work connecting with children and families during January - April 2015. The full report will be available soon.

During the year we also made new connections with an organisation called PL84U-Al Suffa. Through attending their Sunday community lunch we spoke to over 50 homeless

people, listening to individual experiences of health and social care services. We also made sure local pharmacists attended, providing some basic health tests, and signposting to further treatment where it was needed.

Organiser Saira said, “Healthwatch have been great in connecting with some of the ‘hard to reach’ communities we work with. This, in turn, has made them feel valued and accepted as part of society. Their experiences and opinions matter and they were listened to.”

In total we now have 18,393 patient experience issues identified in our database!

What we have done

Making people's views known

Once we have gathered your views, we make sure these can have impact, feeding the patient voice back to those that plan, buy and run health and social care services. We carry this out by:

- Attending meetings to highlight what you've told us.
- Running workshops and focus groups with our partners so they can hear about people's experiences first-hand.
- Writing reports on specific topics which we send to our relevant partners.

● We also use individual patient stories in order to raise awareness and highlight wider themes across the health and social care sector.

There are a variety of ways we can get your voices heard and we utilise the full range of these.

Attending local, regional and national meetings to make sure that patient voices from Waltham Forest are heard remains a priority for Healthwatch Waltham Forest.

Case study 1: GP Access

As a result of the patient voices contained in our 2013 report on GP Access, Waltham Forest Clinical Commissioning Group (CCG) established a Primary Care Improvement Steering Group in 2014 to look into some of the areas identified. Building upon this work, Healthwatch Waltham Forest also started to publish quarterly GP Patient Experience reports, breaking

down your views into locality areas (Walthamstow, Chingford, Leyton and Leytonstone). The reports show where good practice is present and can be shared, and where improvements are needed. These reports have been presented at meetings where both CCG and NHS England partners are able to hear them, and most importantly, act.



During 2014/15 we made people's voices known on 102 occasions, attended 212 meetings and published over 15 reports.

One of our key partners is Barts Health NHS Trust, which run Whipps Cross Hospital. Barts Health is the biggest provider of local health services in the borough and we meet with the Trust on a quarterly basis to share patient experiences, feeding back local people's views, comments and concerns about the services they receive at Whipps Cross. This year we have developed a protocol for sharing more urgent patient cases with Barts Health, and

we will be monitoring this further in the coming year, making sure patient experiences are heard and service improvements are made.

During the course of 2014/15 we also remained in close contact with Waltham Forest Clinical Commissioning Group (CCG) and the Care Quality Commission (CQC) to share patient concerns about Whipps Cross Hospital. In addition we made sure that these concerns were reported regionally through mechanisms such as the North Central and East London Quality Surveillance Group (NCEL QSG).

Case study 2: 'A&E is for emergencies only'!

Use of urgent and emergency health services is a hot topic nationally and regularly features in the press. Healthwatch Waltham Forest wanted to find out about the picture locally, so during October half-term in 2014 we attended the Emergency and Urgent Care Centre at Whipps Cross Hospital for 6 days, from 10am-10pm, to hear from patients.

Supported by Waltham Forest Young Advisers and the Youth Independent Advisory Group,

we completed over 500 surveys, asking people how they came to be at the hospital and what other services they had used in the lead-up to attending.

The findings were reported in January 2015 and have been fed back to the Urgent Care Working Group and into the draft Urgent Care Strategy. We continue to monitor and review progress, ensuring that the patient voice is included in discussions about the development of these services.

What we have done

Local people driving decision-making

If local services are to meet local needs, then local people need to be involved. For Healthwatch Waltham Forest this means working with commissioners and providers to make sure your voices are heard.

Sometimes the topic is something we have already discussed with the community and the information is already on our database ready to be

pulled off into a report; at other times, we have worked to get local people round the decision-making table, valued as equal partners alongside the commissioners and providers.

We check, challenge and champion people's involvement at every turn. Here are some of the ways we have done that this year.

Case study: Training Patient Representatives

In early 2015, we ran a series of training workshops for new and current patient representatives. Supported by the CCG, these workshops helped people build on existing skills, develop confidence and understand ways they can get involved in decision-making around health and social care in the borough.

There were five training modules and 26 people took part, including existing representatives

from the CCG Patient Reference Group and the Whipps Cross Patients' Panel.

Topics covered included commissioning, procurement, contracting, and service monitoring and scrutiny. Some of those who are new to being a patient representative have already gone on to get involved in PLACE (Patient-led assessments of the care environment) inspections at Barts Health hospitals.



Case Study: **Creating opportunities to be involved**

Despite our best efforts, Healthwatch Waltham Forest was disappointed with the plans for involving local people in the new Transforming Services Together (TST) programme, so we teamed up with Healthwatch in Newham and Redbridge to run our own event.

TST, (formerly Transforming Services, Changing Lives or TSCL) is a large programme of potential health service changes and improvements launched in 2014 by local CCGs across three East London boroughs.

Healthwatch had championed public involvement throughout the planning stages, but were not convinced that the proposals to engage and involve people met the necessary need (considering the population size that might be affected by the plans).

In August 2014, the three Healthwatch organisations held an event at Whipps Cross Hospital. Over 100 people had the opportunity to hear about the TST programme, ask questions and discuss particular service areas. Local people were able to raise concerns and feed in their views, giving a clear steer to the managers and clinicians involved. A feedback report from the event was produced which was also incorporated into an overall engagement report for the programme.

As the TST plans progress over 2015/16, we are expecting a greater level of engagement and involvement from patients and members of the public. We will continue to check, challenge and champion for local people's involvement and influence in the developing programme and in decision-making itself.



Case study: **Young peoples' sexual health & wellbeing centre**

Waltham Forest Public Health is planning to build a new Health and Wellbeing Service in the borough, and has been keen to include the voices of local young people in the process.

In December 2014, Healthwatch was asked to arrange a session with young people to explore their views. We worked with the Council's Young Advisers and Youth Independent Advisory Group to run a small discussion group early in January. Young people discussed at length what they would want from such a service, how it would work, the positive aspects of other services they would like to see incorporated, who should run the

service, where it should be located, and how targeted services for sexual health and substance misuse could be delivered alongside GPs and other mainstream services. The commissioners were present at the session to hear first-hand from young people and Healthwatch wrote up a formal report on the event. The views of young people captured in the report are being fed into the service specification and tendering process.

We are now awaiting the final outcome and look forward to helping drive the involvement of local young people in the procurement exercise and future running of the service.



What we have done

Working with Healthwatch England and bodies that oversee and regulate services

Where we have concerns about services we report these up the chain so bodies with different roles and powers can act. In particular, we work closely with Healthwatch England and the Care Quality Commission (CQC), sharing copies of our reports and specific local concerns where relevant. We make sure the views and experiences of local people are known, helping to provide a steer to any national and regulatory work taking place.

We provided Healthwatch England with 2,082 individual items of intelligence relating to 2014/15, containing a wealth of experiences about local health and social care services.

During the year we have also been active participants in the London Healthwatch network and responded to Healthwatch England calls for evidence for their special inquiry on discharge. Our extensive work around primary care services was also featured in Healthwatch England's national report (published

in March 2015), which can be found on the Healthwatch England website, www.healthwatch.co.uk

Where Healthwatch Waltham Forest has particular concerns about services, we have been fortunate to be able to share and escalate these locally, working with partners such as Waltham Forest CCG to get these addressed. We have therefore not had to make any specific recommendations for investigation or special review of services either to Healthwatch England or to the CQC. However, we did contact the CQC on two separate occasions - once to share good practice in relation to a local GP and once to share some concerning patient experience information we had received around local mental health services.

We also worked extensively with CQC and Waltham Forest CCG during the year concerning issues at Whipps Cross Hospital.



Case study: CQC and Whipps Cross Hospital

During 2014, Healthwatch Waltham Forest remained very concerned around patient experience at Whipps Cross Hospital and prior to an inspection we submitted a report to the CQC. Before, during and after the inspection we remained in close contact with the CQC, championing the early release of the report findings. We attended a variety of meetings, continuing to share our patient experience concerns and escalating the status of these. We participated in a Whipps Cross Risk Summit in February 2015, presenting one of the 'key lines of enquiry' around concerning patient experiences and patient feedback systems, including PALS (Patient Advice and Liaison Service) and complaints services. We followed this up with weekly involvement in an oversight and assurance group, monitoring implementation of a Barts Health action plan. In March 2015 the Whipps Cross CQC inspection report was released and Barts Health was placed in 'special measures'.

Healthwatch Waltham Forest remains involved in efforts alongside the CQC and other partners to continue to monitor and ensure improvements at our local hospital. We also remain committed to working in support of Barts Health NHS Trust (and other partners) in delivering these improvements and ensuring a local hospital for local people.

By continuing to work with our network and regulatory partners we will ensure patients' voices are heard where it counts and they can have an impact on the quality of care.

What we have done

Information & Signposting

Our Information & Signposting service provides residents with information and advice on local health and social care services.

Whether people are looking for a particular service, want to make a complaint or ask a general question, the service offers clear and impartial information, enabling residents to make well informed choices and decisions.

All the patient experience data we have gathered demonstrates that information and advice is a cross-cutting priority for local people. As part of the service we offer, our online 'Community Directory' provides residents with a wealth of information around the clock. Containing 836 records, we believe it is the most comprehensive information resource of its kind in the borough, covering 74 health, wellbeing and community-related topics. This fulfils the wishes of local

residents, who told us "information in one place would be so much better".

Our complete re-design in the autumn made the Directory compatible with document readers and added images as well as larger text, achieving what stakeholders told us they wanted.

Over the year, our Information & Signposting service handled 133 health and social care-related enquiries, and in each case we supported enquirers to make informed choices, such as guiding a resident who could not get a same-day doctor's appointment to alternative urgent care services, while supporting her to take up the appointments issue and lodge a formal complaint. As well as guiding, listening is a part of the service - we often spend an hour on the phone hearing a story - something we know people value.

Case study: Complaints

"Complain for Change!" is a slogan used by the Parliamentary and Health Service Ombudsman and it is a message we have promoted locally. Through complaining, issues are documented within the system and therefore a complaint may lead to service improvements that benefit not just the complainant, but other service users. Residents are often

reluctant to complain as the complaints system is not easy to navigate and the process can be complicated. We have sought to provide residents with clear guidance, issuing a two-sided advice sheet that details in plain language how to make a complaint and who to contact. People with valid complaints should never be put off by the system.



Case study: A Community Champion

The Healthwatch Waltham Forest eBulletin, issued monthly in a range of formats, gives our supporters and stakeholders vital information about our initiatives and activities, and encourages their ongoing participation in a wide range of areas.

What we are particularly proud of is our use of the eBulletin to support our partners - community groups with free or affordable services on offer and health and social care services with important messages to convey. This partnership working strategy has equated to 136 pages of print over the year, with around 200 local organisations and initiatives publicised.

Direct circulation of the eBulletin at the close of the year was 1,067, with readers ranging from residents, community groups, health and social care professionals and service users to politicians and policy makers.

In the eBulletin, Healthwatch Waltham Forest also promotes discussion, debate and ultimately action on issues faced by local people. This is achieved through publicising people's everyday experiences, and the eBulletin has featured an ongoing case study of a young resident with multiple sclerosis. In previous issues of the eBulletin, Jade has talked about her daily struggles, such as having to book accessible transport two weeks in advance. She has also urged others to get involved in services and to challenge failings, rather than to accept.



Influencing commissioners

Our biggest challenge to date is making sure your voices are not just heard, but are listened to, and can impact on the development of health and social care services in Waltham Forest.

We have built good relationships with commissioners (and providers) to enable us to regularly present your views and we continue to check and challenge that they have been represented in relevant plans and, most importantly, result in action. Healthwatch staff and board members take part in various boards and structures.

These include:

- Waltham Forest Health & Wellbeing Board
- Waltham Forest Clinical Commissioning Group Governing Body
- Waltham Forest Health Scrutiny Committee
- Waltham Forest Social Care Scrutiny Committee
- Waltham Forest Safeguarding Adults Partnership Board

- Waltham Forest Learning Disability Partnership Board
- North Central and East London Quality Surveillance Group
- Whipps Cross Urgent Care Working Group
- Waltham Forest Better Care Together Board

A particular role we have is on the Health & Wellbeing Board, where local Healthwatch were given a seat by the Health and Social Care Act 2012. Healthwatch Manager Jaime Walsh is our representative and during this year we secured a regular agenda slot where we can report local people's views to the board. Through our representation at this level we have also fed into discussions on a number of key topics, including Waltham Forest CCG Primary Care Strategy, the Pharmaceutical Needs Assessment, the Better Care Fund plan, Waltham Forest Healthy Weight Strategy, Urgent Care Strategy, Primary Care Co-Commissioning proposal and others.

Enter & View



13

Care homes



9

Representatives



44

Recommendations

Our Enter & View Authorised Representatives are trained volunteers able to visit health and social care providers to find out about the experiences of the people using the services, and to observe the way in which the facility operates.

Through a series of Enter & View visits, our newly-trained representatives were able to test out their new skills and Healthwatch was able to use its newly-devised processes. We undertook our first pilot Enter & View visits during 2014/15 to Care Homes across the borough. We decided to focus on these services as we were concerned they remained somewhat isolated. During our first year we had received only limited feedback from local people about them - in contrast to some of the more visible services such as GPs and the local hospital.

In two phases we visited: Almadene Care Home (E4 9LB); Aspray House (E10 7EB); Forest View Care Home (E17 4PZ); George Mason Lodge (E11 1BS); Highcroft Care Home (E17 3BG); Mapleton Road (E4 6XJ); Parkview House (E4 8JR); Peartree House Care Home (E4 6BU); Ross Wyld Care Home (E17 4PZ); St Catherine's Rest Home (E11 3HY); St Francis Care Home (E4 9DR); The Manor Care Home (E11 1EH); The Spinney Care Home (E4 7AU)

Each care home received a report, complete with recommendations based on what people told us about their care and what the Enter & View teams observed. Whilst most of the providers responded to our recommendations, we are still waiting to hear from some. We will continue to chase these responses which providers are obliged to supply as outlined in the Health and Social Care Act 2012.

The reports are available at:

www.healthwatchwalthamforest.co.uk/enter-and-view-reports

Healthwatch volunteers

Involving people is a key feature of Healthwatch Waltham Forest and our way of working.

Our volunteers are vital to all areas of our work and make ongoing commitments to the running of our organisation (through our board members), and the carrying out of our daily activities.

We believe that through our openness and flexibility we have done remarkably well this year, recruiting over 40 volunteers to cover almost every aspect of our work - from community engagement and outreach, office administration, to hard-edged research and report writing. Our volunteers range in ages from 18 - 62.

In addition to volunteering, Healthwatch Waltham Forest provides work experience placements for students, linking up with local colleges and hosting social care students.

We have also built links with the University of East London and University College London and in January we hosted service user experience workshops so the clinicians and consultants of the future could listen and learn about services from the perspective of patients. The sessions went very well, with Queen Mary University commenting, "Thank you very much for hosting the students...I hope your organisation has influenced their thinking as doctors of the future."



Case study: Growing Involvement - Evalina Strum

"I feel very privileged to be a volunteer for Healthwatch and be involved in so many different projects. As an Enter and View Representative I visited two Care Homes in Chingford. I also took part in a GP Outreach project.

I recently had the opportunity to interview patients and families in three wards in Whipps Cross Hospital as part of a joint CCG, Patients Association and Barts Health project Healthwatch were supporting. I did this for a

period of 3 months. It was extremely interesting as I was able to chat to patients about their entry into hospital (through A&E), their treatment and subsequent discharge.

They all, without exception, were delighted to talk about their experiences and were grateful to air their views and have them recorded.

I look forward to what 2015 brings and more opportunities to get involved!"



Case study: Patient Experience Panel

During the course of the year, Healthwatch Waltham Forest has received 6,314 comments about local health and social care services on subjects including Whipps Cross Hospital, Primary Care (GPs, Dentists, Pharmacists, Opticians), Social Care (Care Homes, Domiciliary Care, Social Work), Community Health (such as Sexual Health Clinics) and Mental Health Services.

Every single comment, long or short, good or bad, has to be scrutinised so that the 'big issues' can be identified and addressed, along with the isolated, often unnoticed accounts of unacceptable or questionable care.

This scrutiny has been the weekly challenge of the Healthwatch Waltham Forest Patient Experience Panel (PEP), which met on 51 occasions in 2014/15 to review all accounts of service user experience received by Healthwatch.

The Panel consists of residents, professionals and volunteers, and membership is open to anyone expressing an interest.

Attended by 15 individuals over the year, representation has been demographically diverse, with people old and young, of many ethnic backgrounds and faiths, and some with disabilities, around the table.

So what does the Patient Experience Panel do? Take a comment about a GP service: "I had to wait half an hour over my appointment time, but the doctor was superb. No smiles (again) from the receptionist." This patient experience comment covers several issues (waiting times, quality, staff attitude) and the Panel has to identify them all, applying standardised 'clinical coding' in the process.

This is but one experience - take the 11,613 issues identified by Healthwatch Waltham Forest this year and you have a detailed and sophisticated insight into service user experience across the borough.

The Panel turns raw comments into hard trends and in doing so delivers the robust evidence required to influence service commissioning and delivery.



A message to providers and commissioners

Patient and public engagement and involvement is a 'must', not an option. It is a process, not a one-off activity, and should be planned and built in at every stage. Here are our top tips:



Do carry out a variety of activities at different times of the day (including evenings and weekends), and offer different ways to get involved. Both formal and informal have their own advantages.



Do incentivise engagement and involvement. Provide lunch, pay for transport and give something back. There are many disadvantaged and isolated communities you may be trying to engage with - show them you value their time and input.



Do plan ahead and build in wider resources for patient and public engagement and involvement. Whether you are doing it yourself or working with Healthwatch or another local group, gathering people's views does take time to coordinate and resources to carry out meaningfully.



Do feed back to those who contributed (and the wider public). Telling them how you listened and acted will encourage them to come back again.



Do utilise national and contractual requirements to your advantage. For example, add free text questions to the Friends and Family Test, or combine a fun community feedback event with completion of national surveys.



Don't discount qualitative data - what people say and how they feel is important. No one data source can tell the complete picture, but both quantitative and qualitative data can help identify areas of good practice and areas for improvement.



Don't put off patient and public engagement and involvement - the sooner you start, the sooner you'll be able to demonstrate impact.



Don't forget to use the patient voice once you have it. Gathering the information is only half the battle - you then have to demonstrate its impact.



Don't present people with stacks of technical papers and presentations (unless it is absolutely necessary). If patients are involved in meetings, minimise the use of jargon and make sure they have access to training, support, pre and post-meeting debriefs.



Don't be defensive. Complaints may be difficult to hear, but if they are treated as a 'toxic treasure' they can help you identify service weaknesses and improve.

Co-production is a term used to refer to a way of working whereby everybody works together on an equal basis to create a service or come to a decision which works for them all.

A message to patients, service users, carers and their families

Healthwatch Waltham Forest would like to say a big thank you to everyone who has shared their views and comments and got involved during 2014/15.

We are completely independent from the services you use and we are open to everyone, whether you are using health and social care services today, or want to help shape them for tomorrow.

We are aware that some people don't know what support is available to them, can feel ignored by services and that there isn't always equal access to services and treatment.

We are here to listen to you and we will speak up for your needs, helping you get the best out of health and social care services.

We take your experiences of health and social care services seriously and use them to help make your local services better.

Healthwatch Waltham Forest is here to gather experiences and views from you, your family and your community.

Talk to us and make your voice count!



Our plans for 2015/16

During the next year we want to continue to grow and develop as an organisation.

We will be focussing on health and social care information and advice, ensuring services provide adequate guidance and information for local people and developing our own information & signposting service. We want to be the primary service for health and social care information in the borough.

We will be expanding our engagement and involvement work, reaching out to new communities and embedding work with our community and voluntary sector partners. We will create new opportunities for people and communities to have their say and we will continue to champion what you have told us already. We want to be known throughout the borough by different community and demographic groups.

We will be ensuring that patients and the public are involved in key strategic plans and changes, helping to open up these opportunities and providing training for patient representatives. Some of the key programmes we will specifically be seeking patient involvement in include: Transforming Services Together; Joint Strategic Needs Assessment; Better Care Together programme; and the Health & Wellbeing Board. We want to make sure the patient, public and carer voice is a key part of all service development and change.

In particular we will focus on:

- Increasing feedback on social care services.
- Carrying out Enter & View visits to phlebotomy services.
- Supporting service user involvement in the commissioning of mental health services.



Summary Financial Statement

Income and expenditure 2014/15 (unaudited accounts)

Income	£
London Borough of Waltham Forest - Healthwatch funding	160,000
London Borough of Waltham Forest - Other	772
Waltham Forest Clinical Commissioning Group	9,565
Total income	<u>170,337</u>
Expenditure	
Employees' salary costs	84,412
Meetings, Training & Seminar costs	607
Newsletter, Advertising & Publicity	5,111
Support Costs	
Rent	4,430
Insurance	2,894
Volunteer expenses	1,474
Recruitment	1,615
Staff Travel	1,236
Staff, Board & Beneficiary training	4,261
Telephone and Broadband	1,542
Printing, Stationary and Postage	5,813
IT Support	3,506
Capital costs and equipment (over £100)	2,185
Management & Admin fee	16,849
User engagement	28,104
General Office Costs	1,534
Governance Costs	
Committee meeting expenses	953
Bank charges	290
Professional / legal fees	2,729
Total expenditure	<u>169,545</u>
Net income/(expenditure) for the year	792
Fund balances brought forward	7,829
Total fund balances carried forward	<u>8,621</u>

Glossary of terms

Better Care Together (BCT)	A programme of work aiming to ‘integrate’ (join up) some health and social care services to make the service better for patients.
CCG	Clinical Commissioning Group: A body of GPs who make decisions about which local healthcare services to buy.
Commissioners	Those who buy services on behalf of the local population.
CQC	Care Quality Commission: The national regulator for health and social care services.
Enter & View	A specific activity of visits made by Healthwatch representatives to local health and social care services.
Health & Social Care Act 2012	The Act passed by parliament which set up Healthwatch organisations and Clinical Commissioning Groups across the country, and made wider changes to healthcare services and systems.
Health & Wellbeing Board	Hosted by the local authority and bringing together the NHS, public health, adult social care, children's services, and Healthwatch, to plan how to meet the needs of the local population.
Joint Strategic Needs Assessment (JSNA)	An ongoing process usually resulting in a document or website describing the current and future health and wellbeing needs of a local population and identifying priorities for action. It is jointly put together by the local authority and CCG.
NCEL QSG	North Central and East London Quality Surveillance Group: a group that brings together different parts of health and care economies locally, to share information and intelligence to safeguard the quality of care patients receive in health and social care services.
PALS	Patient Advice and Liaison Service available within some NHS organisations.
PEP	Healthwatch Waltham Forest’s ‘Patient Experience Panel’ - a group of volunteers that analyse and code patient experience information we receive.
PLACE	Patient-led Assessment of the Care Environment - a national inspection programme of hospitals.
PPG	Patient Participation Groups - a group of patients that are part of their GP surgery, and who feed in to the running of that service.
Procurement	The act of buying goods or services.
Providers	Organisations that deliver health and social care services.
Service specification	A document that contains a description of what is wanted from a service.
Tendering	The process of making an offer, bid or proposal, or expressing interest in carrying out or delivering a piece of work.
TST	Transforming Services Together (previously known as TSCL Transforming Services, Changing Lives) - a programme of changes and improvements to local health services in Waltham Forest.



Making this report public

We will be making this annual report publicly available by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Waltham Forest Clinical Commissioning Group, Overview and Scrutiny Committee, and our local authority.

If you wish to request the report in an alternative format, or would like a 'hard' copy of the report please contact the office.

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

healthwatch

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