

# Annual Report 2013-2014



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**Welcome to the first Healthwatch Camden annual report.**

**We're here to make sure that everyone who uses health and social care services in Camden has the opportunity to voice their views, and that their opinions are heard by those who run health and social care services.**



Healthwatch Camden has a strong mandate which was designed by local people.

We work at a grassroots level, and are helped by the expertise of the amazingly large and varied community and voluntary sector in the borough. Involving local people and organisations helps us to improve the quality of services, and makes life better for everyone in Camden.

We work in a lively inner-city borough. Camden has a distinctive population. It's young, it's diverse, and it's always changing. The borough is marked by big differences in health experience and outcomes between its richest and poorest communities. Camden's diversity includes higher than average levels of mental health needs, and significant ethnic minority populations including Bangladeshi, African-Caribbean and Somali communities.

**Trustees and staff are keen to reflect this diversity in our work plan, and to make sure that our outreach focuses on the people and communities who face the greatest inequalities.**

This report covers our work from April 2013 to March 2014. We've been operating for a year, but the first few months we were at set up stage so we've actually only been fully operational for around eight months. We'll highlight our achievements and explain how we are meeting our legal and community mandates. This isn't our trustees' annual report, this is just a snapshot of our progress. A full annual report will be published in the autumn and will include our audited accounts.

We've enjoyed getting Healthwatch Camden off to a strong start, and hope that lots more people will get involved in our work in the years to come.

**Dr Connie Smith, Chair  
Frances Hasler, Director**

**[Read the summary of our legal obligations](#)**

**[Read our strategic plan \(easy read version\)](#)**

## 2. Introduction to Healthwatch Camden - this is what we do

### Healthwatch Camden was created through the Health and Social Care Act 2012.

Our role in the local community is to:

- Make sure people have a strong voice in local health and social care services
- Help people find the best service for them
- Help people to give feedback on services
- Say where things need to be improved

- We work with the Health and Wellbeing Board and other local bodies to tackle health inequalities, and to make sure that people get the social care and health support they need
- We work with the whole community - children and adults, with anybody who uses health and social care services in the borough



Camden is the base for 6 NHS foundation trusts, including national centres of excellence.

39 GP practices

90 dental practices



There are a range of social care services, hundreds of voluntary and community organisations, and a strong culture of involvement. Healthwatch Camden's work is hugely varied, and includes a wide range of partners.

# 3. How we've engaged with the local community

## We've been out and about in the local community.

We have an inclusive approach which means that we've engaged with organisations which represent all sections of the Camden community.

## We've been to 11 community events, and visited 46 community organisations and user groups.

Of the groups we've visited that serve a specific community of interest, 8 serve people from Black and Minority Ethnic (BME) communities, 8 serve disabled people, 1 serves lesbian, gay, bisexual and transgender (LGBT) people. 1 serves a faith community, 2 serve women, 3 serve older people, 6 serve children and young people and 3 serve carers.

Camden has a lot of different forums where people can have a say. We've visited as many as possible to talk about Healthwatch, and to find out what matters to people locally.

We're active on social media (600 followers on Twitter and growing...). We've carried out 'mini' surveys in all sorts of settings, and have collected hundreds of comments from the local community about services.



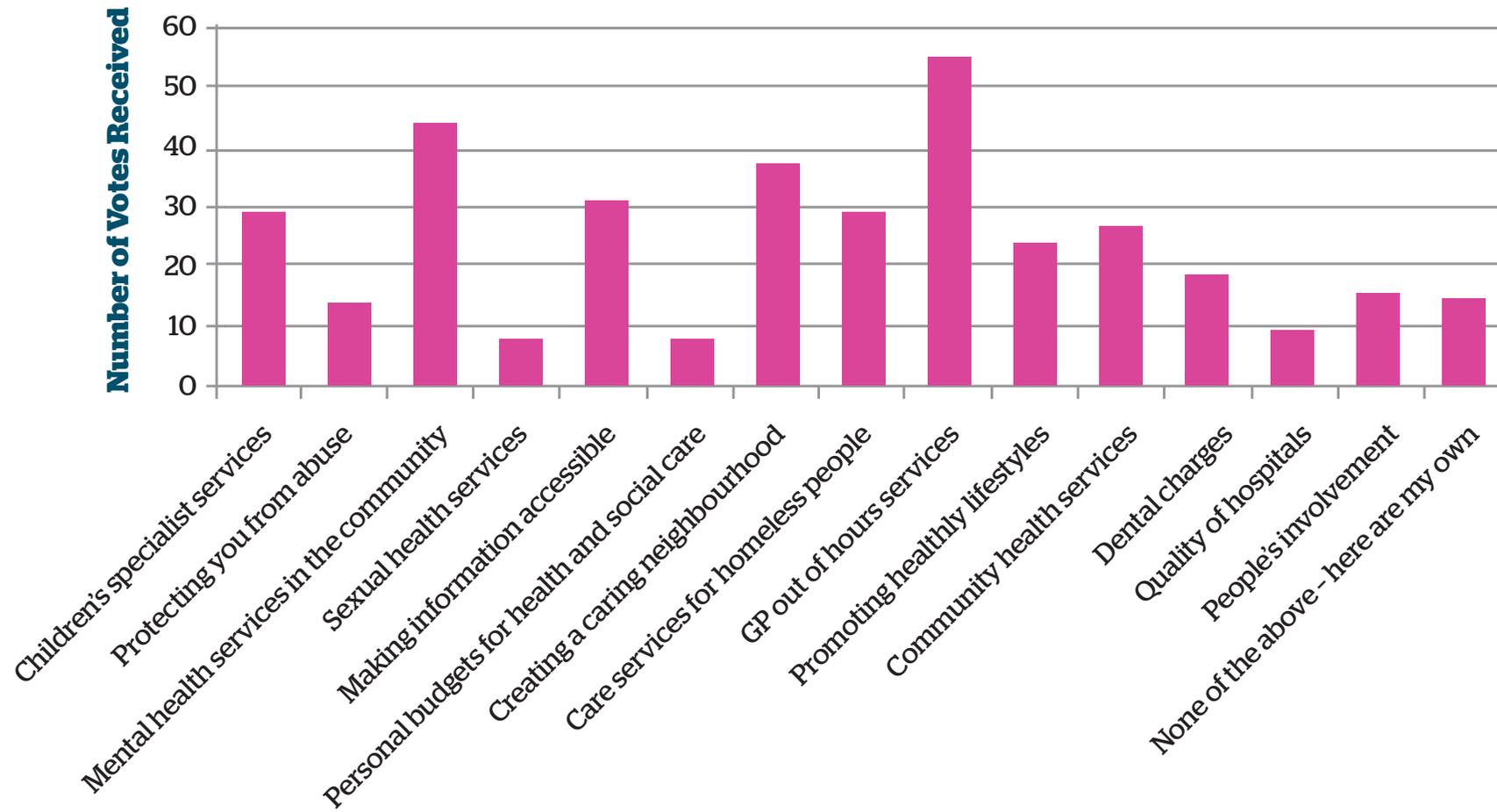
**To decide our priorities for the coming year we collected 365 votes from people in the local community.**

This is what people have said about us:

**I have found Healthwatch Camden extremely passionate about what they do and I am looking forward to working more closely with them over the coming year.**

**Effective and genuine involvement of all local communities leading to Healthwatch Camden being influential.**

## Your Voice Counts Survey - Totals



# What people in the community have told us...

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## An older people's community centre group told us:

We've not been able to resolve the problem by talking to our carer or social worker. So we're waiting for our annual review, to use it to make improvements.

## An area Action Group told us:

Older male patients need to be contacted with information about prostate cancer screening at and by their local GP.

## Our survey in the local community told us:

Domiciliary care service is too quick, too rushed, too impersonal, not enough time.

## Young women at a school community event told us:

My GP does not really listen to me.  
Mental health is a big issue for young people.

The comments we receive help us know what the important issues are for the local community. We can then plan ahead. For example, we've chosen to work on communication at GP practices, health needs in the Gospel Oak area, and on the links between hospital and community services.



## To set the priorities for our work, we use what people tell us, and what we find out from monitoring services.

There are lots of different things that people think are important, and we do not have the time or the money to look into all of them at once. So our board has agreed a way of deciding which things to work on.

This is our **priorities framework**.

### **This year, our priorities were:**

#### **Complaints about primary care services -**

we did mystery shopping on how easy it is to find information on making a complaint at your GP. More details under “How our reports make a difference.”

#### **Home care services -**

our report on this work is **here**.

#### **Specialist services for children -**

we have two projects on this theme: one looking at food at Great Ormond Street Hospital, the other at support for families with children who have additional support needs due to disability, illness or emotional difficulties. These projects will be completed in Summer 2014.

### **We also looked at:**

#### **Mental health -**

this is a theme for our work in the Gospel Oak area.

#### **Accessible information -**

we raised this as a concern at the Health and Wellbeing Board. The board agreed to add a new chapter on the needs of people with sensory impairments to the Joint Strategic Needs Assessment (JSNA).

#### **Services for homeless people -**

we were not able to develop a specific project on the topic this year, but we will be keeping it under review in 2014/15.



## **Volunteers are an essential part of Healthwatch.**

They support us in our office. They gather views at community events, carry out 'mystery shopping' and other visits to services. Of course our board of trustees are all volunteers too!

This video shows why local people volunteer with us.



**We know that at least 15 percent of Camden residents know about us. We want that number to grow.**

We asked people we work with for their **views** on how we're doing. We had 21 responses, mostly positive. But a few people told us they did not know enough about what we are doing, so we will be working even harder to let people know about our work in the coming year.

**A very good first year in establishing a new organisation and ensuring that its voice on behalf of patients and care users is taken seriously.**

**Camden's health and wellbeing board volunteered for a 'peer challenge' this year. They've been commended for having "a good Joint Strategic Needs Assessment [that] forms a strong evidence base to inform the approach."**



## 4. Our role in improving local services

**We've built links with the 6 NHS Foundation Trusts in our area, and have visited all 39 GP practices.**

We have a seat on the **Camden Clinical Commissioning Group (CCG)** board and **have attended 12 CCG meetings**. We regularly look at Care Quality Commission (CQC) reports for local services.

We gather feedback from local people, and where we find things that need improving, we tell providers and commissioners, and share our findings with the CQC and with the Health Scrutiny Committee.

**Healthwatch Camden has a seat on Camden's Health and Wellbeing Board.**

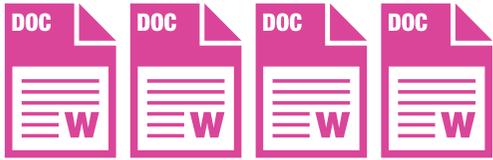
Our representative, trustee **Alison Lowton**, has championed the role of advocacy in services. She shared the view that local health promotion initiatives are not reaching enough people with existing long term conditions at the Health and Wellbeing board meeting, as expressed by delegates at our community forum.

Camden's health and wellbeing board volunteered for a 'peer challenge' this year, they've been commended for having "a good **Joint Strategic Needs Assessment** [that] forms a strong evidence base to inform the approach".

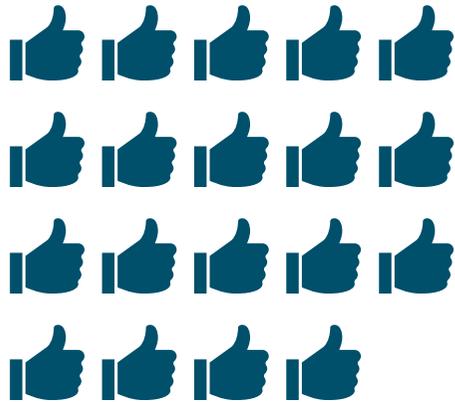
We also link to London wide and national initiatives. We share our work across the Healthwatch network, take part in the Quality Surveillance Group, influence the work of NHS England and the **London Assembly**, among others.

## 5. How we've influenced the provision of health and social care services

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We've published **4 reports**.



We've made **19 recommendations**.



We've shared information with the CQC about **42 local services**.

We've made **3 reports to the Health and Wellbeing Board** and **2 reports to the Health Scrutiny Committee**.

**We've taken part in 11 user forums.**

We're involved in plans to develop the Gospel Oak area of the borough. We aim to improve opportunities for local people to get involved in the plans.



**We've sent 46 letters** to services. Of **39 letters to GP practices**, **9 received a reply**.

**Of 7 letters to other places**, all received a reply.

We've linked with local academic networks through UCL Partners, so that our future reports will be grounded in the most up to date research.

## How do I have my say?

Our report on how easy is it to find out about making a complaint at your GP surgery prompted changes in several surgeries. A practice manager said:

**The feedback was really useful. We have now updated our website. It was helpful to have the report as a prompt.**

Healthwatch England described the report as “a great example of how local scrutiny can help spot the gaps between policy and practice and drive improved service provision”.

A local organisation said:

**What we will be doing as a result of the feedback in the report is to contact the GP surgeries again and to make sure they have our information and know what the service is.**

The report was discussed at Camden Clinical Commissioning Group’s Quality & Safety Committee. CCG Chair, Caz Sayer, said:

“May I first congratulate Healthwatch on a useful, practical and informative piece of work that the CCG is both supportive of and which fits closely with our CCG values around openness, transparency and safety, and our CCG priority to improve quality and access in primary care. We... are happy to work with you to disseminate and support the learning from your report.”

## 6. Providing information and advice

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**We help people by giving them information about which health and social care services they can use. When they want to raise a concern we direct them to the relevant place.**



To date, we've given **394 people information** and advice by phone or email, which has helped them to find the right service for them or to challenge shortcomings in services.

We've helped people to get the outpatient appointments they need, to find the right home care agency for them, to raise concerns about environmental health and much more.

Every month we do a round-up of local news on health and social care, and **publish it in our e-newsletter.**

It goes out to **400 individuals and organisations.** We've had excellent feedback.



**Hello you hard working Healthwatch people. I think your newsletter is great, and so simply written, and so informative.**

**Just to comment on the excellent newsletter - Very valuable information about local community groups and Camden services for carers. Also the most lucid and useful care.data information with opt-out form.**

**Thank you!! Very good information, I will distribute among..... [my] Networkers.**

At the end of 2013 we launched a new, easy to navigate website. It includes updates on what is happening in health and social care services, and a **blog** and videos on how to navigate health and social care services, including complaints.

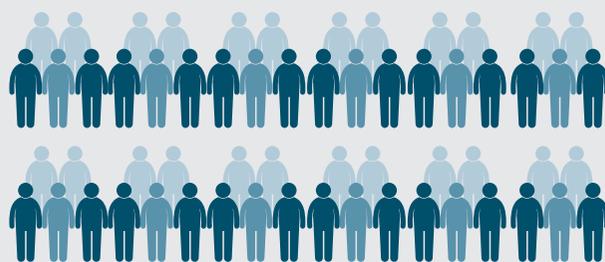
### Healthwatch Camden is a charitable incorporated organisation.

We have seven trustees, with varying experience in health, social care, finance and the voluntary sector. All live or work locally.



To date we've held **12 board meetings** and **2 public meetings**.

In November 2013 we held our first borough wide community forum.



**60 people took part**, sharing their ideas on what we need to work on.



## 8. How we have used our resources

### 2013/14

<b>Total income</b>	<b>£257,500*</b>
<b>Total expenditure</b>	<b>£185,846</b>
<b>Carried forward</b>	<b>£70,660</b>

Healthwatch Camden has a two year grant from the London Borough of Camden. We are carrying forward some money from the first year of the grant, to pay for planned projects in 2014/15.

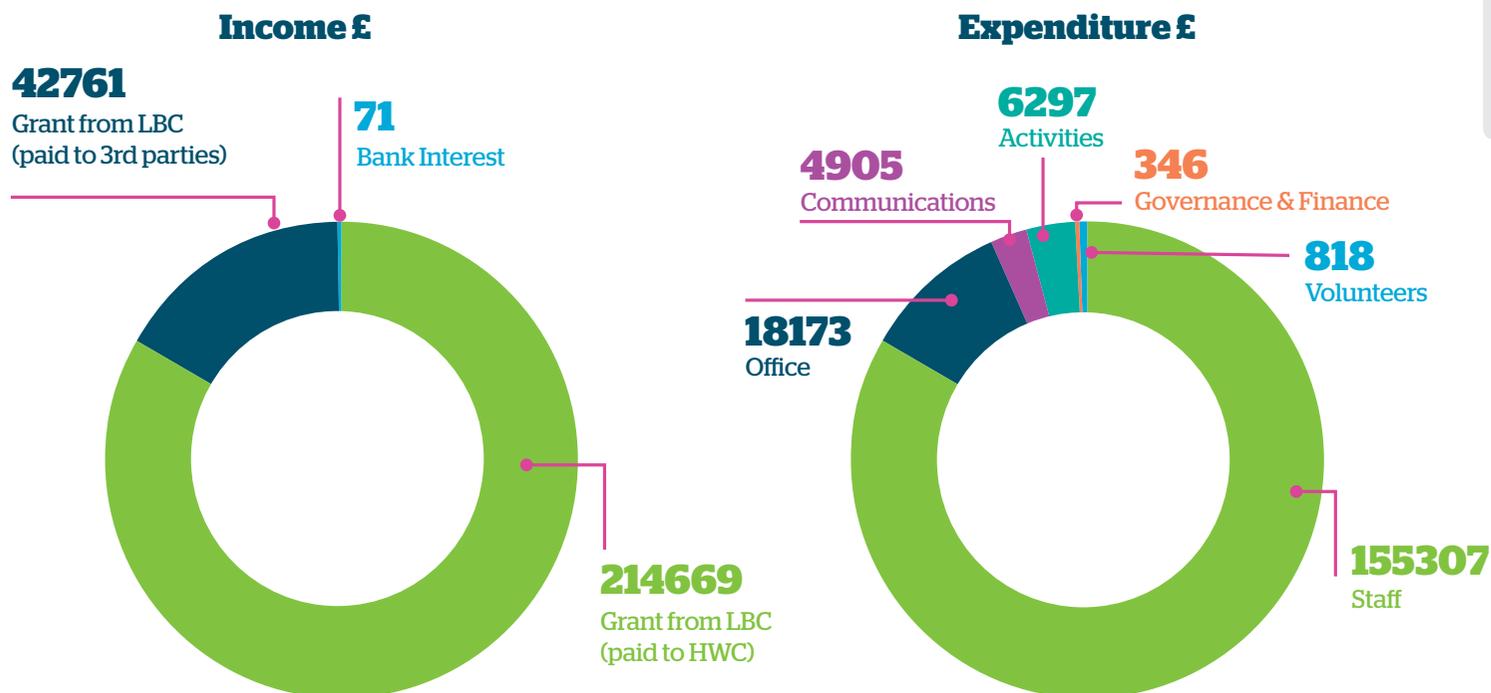
### People



**Healthwatch Camden has 5 staff** (4.2 WTE).

We became fully staffed in June 2013.

**Healthwatch Camden has 26 volunteers.**



\*These figures are unaudited

### Healthwatch Camden has a strong strategic plan.

#### In 2014/15 we will be:

- Using our powers of 'enter and view' to take a closer look at services in some of our hospitals
- Starting work on access to GP services
- Starting work on how well services join up with each other - especially for older people
- Piloting an audit of how effectively services are involving people
- Promoting Healthwatch at community fairs and other places, so that more local people know about us
- Compiling and publishing our "Start here..." directory, which will help people find their way around the system
- Continuing our work in Gospel Oak

And much more!



**On this page, you will find links that accompany pages in this document.**

## **Page 3 - Foreword**

**See the summary of our legal obligations:**

[http://www.healthwatch.co.uk/sites/default/files/20130822\\_a\\_guide\\_to\\_the\\_legislation\\_affecting\\_local\\_healthwatch\\_final.pdf](http://www.healthwatch.co.uk/sites/default/files/20130822_a_guide_to_the_legislation_affecting_local_healthwatch_final.pdf)

**See our strategic plan:**

[http://healthwatchcamden.co.uk/sites/default/files/finalhealthwatch\\_big\\_plan\\_in\\_easy\\_read2.pdf](http://healthwatchcamden.co.uk/sites/default/files/finalhealthwatch_big_plan_in_easy_read2.pdf)

## **Page 4 - Introduction to healthwatch camden - this is what we do**

**See our video on an 'Introduction to Healthwatch Camden':**

<https://www.youtube.com/watch?v=6IycwHc25y8>

## **Page 5 - How we've engaged with the local community**

**See our paper on our priority framework paper:**

[http://healthwatchcamden.co.uk/sites/default/files/priorities\\_framework.pdf](http://healthwatchcamden.co.uk/sites/default/files/priorities_framework.pdf)

## **Page 8 - Our priorities**

**This is our priorities framework:**

[http://healthwatchcamden.co.uk/sites/default/files/priorities\\_framework.pdf](http://healthwatchcamden.co.uk/sites/default/files/priorities_framework.pdf)

**This is our Home care services report:**

[http://healthwatchcamden.co.uk/sites/default/files/home\\_care\\_in\\_camden\\_experiences\\_of\\_local\\_services\\_users\\_jan\\_2014\\_final.pdf](http://healthwatchcamden.co.uk/sites/default/files/home_care_in_camden_experiences_of_local_services_users_jan_2014_final.pdf)

## **Page 9 - Working with volunteers from our community**

**This video shows how we work with volunteers:**

<http://www.youtube.com/watch?v=3-09dn5w0zk>

## **Page 10 - What people say about us**

**See our survey results:**

[http://healthwatchcamden.co.uk/sites/default/files/stakeholder\\_survey\\_results\\_april\\_2014.pdf](http://healthwatchcamden.co.uk/sites/default/files/stakeholder_survey_results_april_2014.pdf)

**Watch the video:**

<http://www.youtube.com/watch?v=uXDnVAiKXFI>

## **Page 11 - Our role in improving local services**

**See the link to the Clinical Commissioning Group**

<http://www.camdenccg.nhs.uk/>

**See the link to Camden's Health and Wellbeing Board:**

<http://www.camden.gov.uk/ccm/navigation/social-care-and-health/health-in-camden/health-decision-making/>

**See our trustee Alison Lowton's biography:**

<http://healthwatchcamden.co.uk/meet-board>

**Visit the Joint Strategic Needs Assessment website:**

<http://www.camden.gov.uk/ccm/navigation/social-care-and-health/health-in-camden/health-decision-making/joint-strategic-needs-assessment/>

**See the link to the London Assembly Health Committee session that we attended:**

<https://www.london.gov.uk/moderngov/ieListDocuments.aspx?CIId=304&MIId=5066&Ver=4>

## **Page 12 - How we've influenced the provision of health and social care services**

**We've published 4 reports, view them here:**

<http://www.healthwatchcamden.co.uk/about/publications>

## **Page 13 - How our reports make a difference**

**See our report on how easy is it to find out about making a complaint at your GP.**

[http://healthwatchcamden.co.uk/sites/default/files/130114\\_complaints\\_information\\_report\\_final\\_O.pdf](http://healthwatchcamden.co.uk/sites/default/files/130114_complaints_information_report_final_O.pdf)

## **Page 14 - Providing information and advice**

**See our newsletter:**

<http://healthwatchcamden.co.uk/about/publications>

**See the Healthwatch Camden blog:**

<http://healthwatchcamden.co.uk/blog>

**See the video on how to complain about health and social care services:**

<http://www.youtube.com/watch?v=ue6jjff1H8M>

## **Page 15 - How we are run**

**See our trustees:**

<http://healthwatchcamden.co.uk/meet-board>

## **Page 17 - Looking forward**

**See our strategic plan:**

[http://healthwatchcamden.co.uk/sites/default/files/finalhealthwatch\\_big\\_plan\\_in\\_easy\\_read2.pdf](http://healthwatchcamden.co.uk/sites/default/files/finalhealthwatch_big_plan_in_easy_read2.pdf)

**We're also on Facebook:**

<https://www.facebook.com/pages/Healthwatch-Camden/289215724545476>

**And Twitter:**

<https://twitter.com/Healthwatchcam>

# Annual Report 2013 -2014

Healthwatch Camden thanks all the people who contributed to this report, and who have supported us this year.

We're pleased to say that all the testimonials used in this report are from people we've met at community events.

Healthwatch Camden is grant funded by the London Borough of Camden



Healthwatch Camden is a registered charity, number 1152552

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