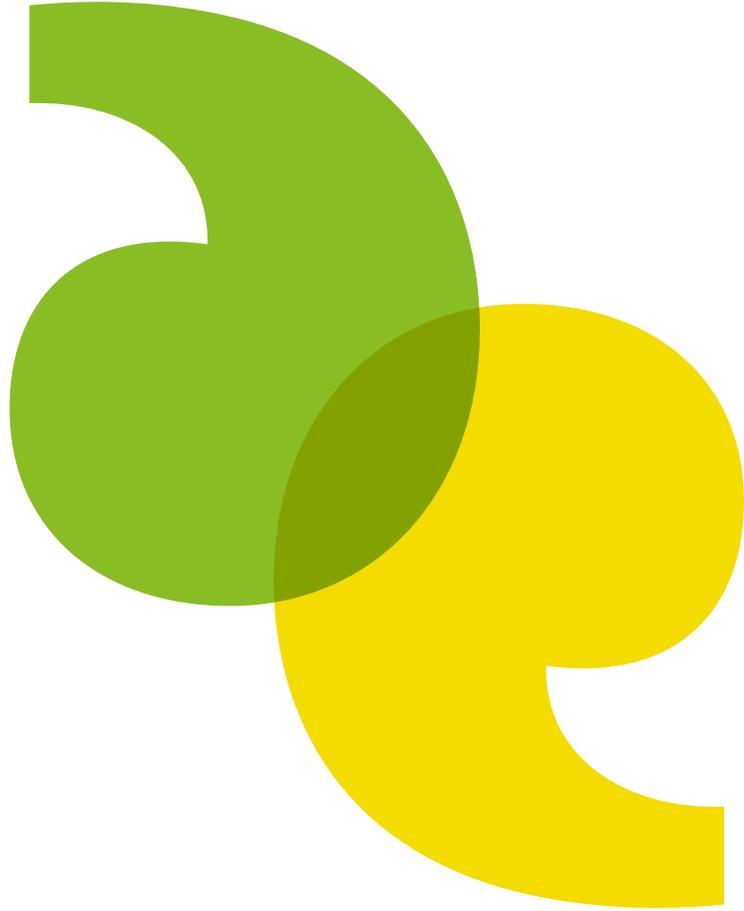


Annual Report 2015 -2016





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Welcome to our third annual report.

This year's been busy and productive. We've focused on general practice, on equal access to services, and on mental health. We've launched a new information resource called 'Start here...'

Everything we do is guided by what matters to local people - Healthwatch Camden's here for you to use your voice to have real power and influence.

This report tells you what we've been doing to fulfil our remit and how we've used our statutory powers. We're here to make sure local people have a VOICE in health and social care services; to support local people to make CHOICES in services; and to encourage CHANGE in services to make them better. We can do these things because we have power - we were set up by an Act of Parliament and we are independent - a registered charity, with trustees who all live or work locally.

We have so much to tell you about - you can read about it in the rest of this report.

Throughout the report, you'll find links to our reports which are underlined and hyperlinked. You'll also find videos about our work, so you can see more of the detail about what we do. We hope you enjoy it.



Frances Hasler, Director



Dr Connie Smith, Chair

2016 marked our third anniversary. We had many highlights over the year.



Our reports on GP services in Camden highlighted the variation in GP practice services (See pages 6-8), the experience of Black Minority Ethnic (BME) communities accessing GP services and communications access for people with disabilities.

Our reports show that overall GP services are good in Camden, but there's room for improvement. Our reports have already had an impact, prompting discussion in patient participation groups at local practices, and prompting some GP practices to make adjustments to the way they deliver services.

Our joint initiative with the council's Health and Adult Social Care Scrutiny Committee (see page 9) gathered insight from 300 Bangladeshi people both young and old to find out the problems they experience in accessing health and wellbeing services in Camden. We also noted the differences they would like to see in services, to improve their wellbeing.

Councillors have already welcomed the report on this initiative.

Cllr Nasim Ali said:

“This is such a crucial report which has had so much engagement from the Bangladeshi community. It will make a massive difference to tackling health inequality in Camden.”

Our Highgate Centre project (see page 10) on mental health, uses audio diaries to record the experience of people living through service changes. We'll use this personal testimony to influence future service change management.

We also launched an information resource - Start here.... (see page 12). It's an online guide to health and social care services in Camden. We did this because it's vital to have all our local resources in one place, so that people easily find information on their rights, find out their choices and the resources available.

6 Spotlight on general practice

GP services are the number one topic people raise when talking to Healthwatch Camden. This resulted in us conducting a programme of work looking at different aspects of GP services in Camden.

We looked at the variations between practices, then specifically at the experiences of Black and Minority Ethnic communities in accessing GP services and finally, access to GP services for people with communication support needs (patients with learning disabilities, patients who are visually impaired and patients who are d/Deaf).

GP practices in Camden: A study of variation 2015

We knew from patient feedback and published data that there's variation in delivery of GP services and that people in less affluent areas of the borough don't get as good a service. We wanted to aid

people's understanding of local GP services and to encourage quality improvement across the borough.

We looked at patient satisfaction data and at a selection of clinical performance indicators across the 36 GP practices in Camden. We analysed and presented our findings in an easy to understand way to help patients make sense of the information and help providers to identify and share experience on best practice. Local voluntary organisations and volunteers also helped us to conduct original qualitative research on some specific topics that local people told us are important.

Allegra Lynch, CEO Camden Carers Centre / Camden Carers Service said: **“We do really value the inclusion of carers in this report and believe it has had a positive impact at practice level with regards to carers, along with the great work that GP practices were already showing in supporting carers.”**

Evidence revealed that no single GP practice is best or worst across the whole range of indicators, and that there's room for improvement and potential for experience sharing and lesson learning for all.

We're pleased with the contribution the study's made to encouraging conversations between providers and patients around best practice. The work has contributed to improving transparency and tolerance of public scrutiny in primary care in Camden. We also have specific examples of direct impact on service improvement prompted by the report findings. For example, several GP practices have contacted Camden Carers to ask for support in improving their 'carer awareness' where our report identified shortcomings.

Local GP, Dr Lucia Grun, said: **“it made us think about how we might do things differently and has potentially made a real difference to how we provide services in our practice.”**



We gathered views from disabled people, using focus groups, surveys and one-to-one interviews. We presented the findings in a report which included specific formal recommendations to Camden's primary care providers and commissioners.

We suggested a need for three basic areas of adjustment to suit disabled people across all three groups.

- a way to identify the patients with communication support needs as soon as they enter the GP practice and for all staff to be aware, especially when making referrals to other services.
- appropriate communications methods both written and verbal, with use of easily understood formats (drawing as appropriate on new technologies)
- greater sensitivity to individual patient preferences without undermining patient self-esteem.

See the [video](#) on what people with learning disabilities said about accessing GP services.

Access to GP services for people with communication support needs: experiences of local people

People who are d/Deaf or visually impaired or have learning disabilities can face particular difficulties if services do not adjust their usual communication methods to take into account their support needs.

People told us:

“The doctor sent me the results but I couldn't understand it. I had to go back to ask what it meant. My appointment letter wasn't in Easy Read. I don't think they know how to do them.”

“The glass screen in front of the reception desk and the glare from the lights makes it hard to see. I need to be able to see the receptionist's face to be able to lip read.”

8 Spotlight on general practice

We concluded that many of Camden's GP practices are not meeting the Accessible Information Standard which is a legal requirement from 31 July 2016.

The views of local disabled people set out in our report will help local GP services to implement the Standard. We've illustrated the sorts of action that will make the most difference to disabled patients.

Access to GP services in Camden: the experience of BME communities

Our research with BME communities showed that too many people from Camden's BME community have an experience that is the opposite of what is expected. They consistently have poor access to GPs and find it difficult to get the right information, support and guidance.

We conducted focus groups consisting of men and women of all ages from the Bangladeshi, Chinese and African Communities in their mother tongues.

The **video** opposite shows what people said about the Healthwatch Camden GP report:

Healthwatch Camden's report points the way to addressing health inequalities in Camden.

A good quality service should be available to everyone in our community, no matter what their background, race, age, income or sexuality.

Sofina Razzaque, Project Manager, Chadswell Healthy Living Centre, said: **"When the focus groups actually happened, the user members were very pleased that a Bengali speaking worker from Healthwatch Camden actually attended."**

We will follow up our reports in future years to see how our recommendations have impacted.

People told us:

"I can't make any booking by phone because it's very difficult to get through to someone. When all attempts fail and I get desperate I go there in person. Then they blame me for turning up without an appointment first."

"I have to mentally prepare myself to go and see my doctor because of the way they treat me, especially the reception staff."

Healthwatch Camden promotes equality in the provision of health and social care.

We work with local organisations to achieve this. Last year we worked in partnership with **Camden's Health and Adult Social Care Scrutiny Panel** and local community organisations. We gathered evidence from the Bangladeshi Community about what could be done to decrease health inequalities in the borough for their community.

We met 300 people of various ages and genders from Imams, to students, teachers, support staff, board members, community leaders and workers. We met them at local organisations, such as schools, community and health centres, mosques and summer festivals. The Bangladeshi people that we spoke to told us about their issues and their recommendations for improvements. We made sure that some of the research was done in Bengali which the local community said that they greatly appreciated.

Cllr Alison Kelly said: “...**We couldn't have done the work without Shelly and without Healthwatch...**”

Based on what people said, a range of recommendations were made and sent to members of Camden's Cabinet. They were asked to develop an action plan, outlining how progress will be measured, and report this back to the committee. We look forward to seeing how the recommendations are taken into consideration to meet the needs of the Bangladeshi community.

Working with local Healthwatch

This year we continued our successful collaboration with local Healthwatch from across North and North East London, training deaf and disabled people to monitor local services, as “enter and view” or mystery shopping volunteers. (This work is funded by Health Education North Central East London.) We made visits to UCLH and to the Royal Free Emergency Departments to check how they're doing in terms of catering for patients with communication support needs. **Our report** made some recommendations for improvement. Thanks to colleagues in Healthwatch Redbridge for leading this work.

As members of the **Camden's Health and Wellbeing Board** we've been active in collecting local views about the priorities for the joint Health and Wellbeing Strategy. We held forums to discuss the draft strategy. Our representative on the board, trustee Alison Lowton, followed this up with scrutiny of the implementation plans.

The Camden borough has a high prevalence of mental illness.

See the [video](#) on our mental health work:

Mental health is also one of our priorities. People in the community told us that it's very important to them, which is why we've flagged it as a top priority.

For example, our work around mental health found that Bangladeshi people are concerned over the lack of GP referrals to appropriate services. This results in long-term use of medication which is not desired. Recent benefit cuts, a lack of knowledge of places to go or appropriate services were also cited as exacerbating the situation.

During our outreach work, people also told us that they want us to look at the impact of budget cuts and service redesign on service users in the borough. People were worried that their experiences of the changes did not match the theory or the description of the changes, as expressed by service providers and commissioners.

One of the places affected by service change is the Highgate Day Centre (a mental health service). We offered to work with the service users at the centre to co-design a research project that will capture, in real time, their experiences of the service changes at the Centre.

A broadly representative group of service users volunteered to record regular weekly "audio diaries" addressing specific research questions. We want to see how the answers to these questions evolve over an extended period of seven months.

The audio diary participants are highly committed to the project. They feel people often pretend to listen to them and they want our research to offer a different format for getting their voices heard and one that cannot be so easily ignored.



Healthwatch Camden provides information by telephone, email and website.



We're independent and part of our role is to give out unbiased, useful information to local people and service users on health and social care. Sometimes we need to make a formal request to a provider to find the information to help someone. Only one provider did not respond within the specified 20 day period.

We regularly answer calls for information from local people, some are straight forward and others require more. Much of our work is about helping people to know their rights. This can take up a lot of time and resources.

Mrs Jones (not her real name)

Mrs Jones contacted us about her son. He has behavioural problems and she was unhappy with the service received at a local trust. She complained that his psychological needs were not being met, resulting in her writing several letters of complaint to the trust. She was unhappy with their response and wanted advice on what she should do next.

We clarified exactly what type of support she needed. She said that she felt overwhelmed and didn't feel organised enough to speak to the trust by herself. We discussed her options and then signposted her to the right organisation. She was very pleased with the service she received from us.

Mrs Jones emailed us to say:
“Thanks so much for all your much needed help!”



We've had great feedback about our Start here... information guide, launched in 2015.

"I think this is fantastic.... it provides a really easily accessible way for people in Camden to find out about the various services and organisations that are available to help them, whatever their area of concern." - Nim Johnson.

The Start Here ...guide'

It's an online guide of the health and social care services available to Camden locals and for those passing through. It's to help people to learn their rights, find a service and find out about the choices available. See the [video](#) below to hear what people say about it.

The guide is divided into five sections.

Advocacy and support - This section is dedicated to help you to speak out on Health and Social Care, and gives you access to legal advice and advocacy

services to get the support that you need.

Checking Quality - This section enables you to review the opinions of regulators, organisations, commissioners and service users on the standards of practice in Health and Social Care services.

Finding services - This section gives you access to information about local and major national health and social care services, to help you to make the right choice for you.

Have your say - This section allows you to give feedback, and influence what happens to improve and develop services with the support of organisations, charities and User Groups.

Your rights in services - This section is to help you understand what to expect from services, and gives you information, advice and guidance to raise issues and make complaints.

We're always out in the community, meeting people and attending events. We're inclusive which means that we aim to represent the views of everyone in our diverse community.

We're here to help local people get the best out of local health and social service providers. Our ambition is to help achieve the best health and social care services that are shaped by local needs and experiences.

To achieve this we go out to local events to give out information on what we do, and get feedback from service users, including those passing through. For example, in our 'Your Voice Counts!' campaign where we get people to tell us what they like and would like to see in local health and social care services. In 2015/6 we gathered 378 comments about services as part of the campaign.

We want to be sure we reach people of all ages and from all parts of the community. For example, as part of our Bangladeshi Health Project we talked with 107 Bangladeshi women including pensioners. We also talked with 16 young people between the ages of 12 -16 years.

We attended 34 community events and festivals over the year. We've had stalls at community festivals such as the Bangladeshi Mela where we gathered views from over 50 people. At Queen's Crescent community festival we engaged with 60 people; we also had a stall at Kentish Town festival, Haverstock School, and Centre 404 - where we spoke to people with learning disabilities and their carers. As well as at Kentish Town library, Swiss Cottage library - where we talked to young people, and University College London Hospitals (UCLH).

We took part in events such as the launch of Camden Disability Action and Camden's Deaf Awareness Day. We've had over 40 meetings with different voluntary and community organisations.



14 Using feedback to set priorities

The feedback we gather helps us to decide what our priorities will be for the coming year. If lots of people are concerned about a particular issue - we make it a priority.

We have an established method for setting priorities. You can find out more on our website: healthwatchcamden.co.uk

Over the year, people have raised a number of concerns, which will be explored more in our projects.

People told us:

“I feel very lonely and isolated, I have no one to talk to”.

Enabling older people to be involved in their community will be one of the things we explore in our work on care services for older people.

“I don’t go to the dentist, it is too expensive.”

We will be finding out more about people’s concerns on dentistry during our community outreach.

Our links with local people and community organisations help us to choose priorities. What we learn about local services helps us to decide how to work on our priorities. Hearing service users talk about changes to mental health day services helped us to develop our audio diary project.

What we hear when we seek out minority voices helps us choose priorities. Mothers who had experienced post-natal depression talked about the support they would like. We will explore this in our work this year on support for families in the early stages of their child’s life.



We value our volunteers, they're our lifeblood, they help us with all our activities. During 2015/16 we worked with 45 volunteers. For example, we've benefited from volunteers helping us in updating our Start here... microsite. Volunteers have conducted research for us and conducted mystery shopping exercises.

Over 20 volunteers participated in the 'Experiences of local people living with HIV' project.

6 specially trained volunteers carried out Enter & View at University College Hospital NHS Foundation Trust and The Royal Free Hospital NHS Trust A&E departments to look at access for people who are deaf or hard of hearing.

12 volunteers contributed to our GP report in their capacity as patients and/or experts.

Over the summer we attend numerous local festivals and community days. Gordon is one of our long standing and valued volunteers. He's helped out at many of our stalls and is one of our Healthwatch Camden champions.

Gordon said:

"I've been volunteering for Healthwatch since it started three years ago. I usually volunteer at events and festivals. I really enjoy giving out information at our stalls and meeting local people. Being a volunteer at Healthwatch Camden also means that I get to voice my experiences of health and social care services in Camden. As a local resident this is important to me. I'd definitely encourage others to volunteer!"

Michelle is a Camden resident with a strong interest and wide experience in service user engagement in health and social care. Michelle served in a voluntary capacity as a member of the Advisory Group for our Audit of Involvement. As part of the group



she helped us to develop and refine the assessment criteria for our Audit tool. She then helped to review the evidence we gathered and to agree the judgements and recommendations in the Audit reports.

Eli volunteered to help with our research and made an invaluable contribution to our project with The Highgate Day Centre. She transcribed the audio diary entries submitted by the research participants. This is painstaking work and is an essential step before we can code the evidence for our framework analysis.

We're always looking for volunteers to help out at events. If you're interested, do contact us at healthwatchcamden.co.uk.

Healthwatch Camden works closely with other organisations, within and beyond Camden. This includes consortiums like the Living Centre Partners, who will run the Living Centre at the new Francis Crick Institute. We'll be delivering information services at the Living Centre. We're excited about being part of such a dynamic development.



We know that maintaining good quality services requires well trained staff, so we've taken part in developing **Camden's Community Education Provider Network** offering a user perspective on the issues staff need to think about.

We've kept in touch with the six NHS trusts in Camden, meeting senior staff to share feedback and learn of their plans. We talked to UCLH about increasing their contact with the local community and to the Royal Free about their patient and public engagement strategy. We've talked to Camden & Islington NHS Trust about quality. We took part in two ward visits at the trust, finding out about daily life on the ward. We urged the trust to be as open as possible about their review of unexpected deaths and we're pleased that they decided to publish it.

More widely, we've been working with local Healthwatch from neighbouring authorities across the North Central London (NCL) area (which covers Barnet, Camden, Enfield, Haringey and Islington). We share representation between the five local Healthwatch, to maximise our impact.

This year, Healthwatch Camden chaired the meetings of the NCL patient and public reference group on an integrated Out of Hours and 111 service. The group contributed to the service specification, strengthening the sections on service responsiveness. Some members of the group also took part in the procurement panel.

We've taken part in NCL-wide work on urgent and emergency care. A priority in this work is mental health.

Samantha Philpott, Matron, Integration & Medicine Board, UCLH said: **"Thank you again for all of the data you kindly shared with us. This has proved extremely useful in informing us where the gaps might be for local people"**

Supporting local voices makes a difference. When local people alerted us to concerns about the future of the renowned Margaret Pyke Centre (which provides contraceptive services) we arranged a meeting with the Chief Executive of CNWL, the trust that runs the Centre.



We shared our concerns and worked with the trust to make sure that local women got a proper chance to have their say about the future of the Centre.

The trust's plans now include a guarantee that a service dedicated to contraception and women's sexual and reproductive health provision will remain available, and that the expertise of the Centre will be preserved. Local campaigners describe these commitments as, "a testament to what can be achieved when we make our voices heard and when those with the power to protect services listen".

Our reports make a difference. This year we made 27 recommendations to 40 different providers and commissioners. Our GP report variation report made a difference. It was discussed at several patient participation group meetings.

One PPG member told us that their GP had, **"made changes to improve uptake in relation to cervical smears and immunisation - having read the report and been in touch with other practices.."**

Our report on communication access needs made a difference. The learning disabilities clinical lead for the CCG wrote to us to say that having read the draft report she would like to "highlight the recommendations that are there and also make practices aware of the Accessible Information Standard which will be a legal requirement soon". We put her in touch with our research partners, the self-advocacy group, SURGE, so she can work with them on training for practice staff.

Our representatives make a difference.

Healthwatch Camden Chair, Connie Smith, sits on the Camden Clinical Commissioning Group board (CCG). She also serves on a board committee overseeing the plans for shared care records (CIDR). Connie constantly checks that plans make sure that information will be shared safely, securely and only with the service user's consent.

Talking to the regulator makes a difference.

We share what people tell us with the Care Quality Commission (CQC). They use our feedback to help plan their inspections. This year we contributed to their review of integrated older people's services.

Measuring the difference

To check how well local services are enabling individuals and communities to have a say in health and social care in Camden, we developed our own audit tool. The Healthwatch Camden Audit of Involvement uses nine indicators to assess user involvement activities.

The Camden Clinical Commissioning Group and the Camden and Islington Foundation Trust (C&I) both agreed to work with us to pilot our new audit tool and we convened an advisory group of local people to help review the evidence and oversee the judgements.

The findings for both the CCG and for C&I were that patient and public involvement work is taken seriously, and the importance of user involvement is recognised, including at the senior management level. But we were also able to identify areas for development.

We're pleased that recommendations from the audit have influenced the CCG's communications strategy. Similarly, we've had a constructive response from the senior leadership at C&I where there's been a proactive attitude to making use of the audit findings and sharing these across the Trust among staff and users, including presentations at the Council of Governors and the Quality Committee.

Claire Johnston, C&I Director of Nursing and People had to say about the Audit report:

“The methodology and approach and the findings are all of equal interest and it is so accessible. This is a very important report for the trust.”



Last year we said we would work on access to services for people with communication support needs, on GP services, on how changes in services are affecting people and on mental health services in the borough. In this report we've described how we've done these things and more. We also said we'd look at residential care services for older people, we decided to delay that work until 2016.



This year, we plan to:

- Find out more about people's experience of local dentistry services
- Talk to parents about the support they get in the early stages of their child's life
- Talk to young people about wellbeing in their community
- Build our links with volunteer activists in patient groups and community groups
- Find out how well Camden's care homes for older people are involving their residents
- Develop our Audit of Involvement - offering it to provider organisations
- Continue to seek feedback on your views and experience of local services and to make sure that providers and commissioners take notice of what you say

- Collaborate with local Healthwatch in neighbouring boroughs, so that local people get a voice in work that is planned across borough boundaries

We'll also follow up our work on communication access at GP surgeries, checking how well they've been implementing the information standards. Other new work in 2017 will depend on what you - people in Camden - tell us is important. So we'll be asking people when we meet them.

Our **strategic plan** gives more details of our work.

Healthwatch Camden's board decide our strategic direction and priorities. They're local people and most have lived or grown up in Camden.

We're keen for our board to represent the diverse community that we live in, so we're always looking for board members to reflect this. Last year we welcomed Saloni Thakhar to our board.

Saloni says:

“As an independent organisation Healthwatch Camden is well placed to voice the concerns of local people in terms of health and social care provision. Since joining the board, I've met and talked to lots of people in the local community. I feel that with our Bangladeshi and mental health project we're reaching out to the people who are often not heard. We're working side-by-side to get the issues they feel are a priority heard by health and social care providers and commissioners.”

Staff members



Frances Hasler
Director



Carl Mills
Business Co-ordinator



Lindi Maqhubela
Communications Manager



Shelly Khan
Community Engagement
and Volunteer Manager



Anna Wright
Policy Lead and Deputy Director

Board of directors



Connie Smith



Elisa Alvares



Alison Lowton



Pam Hibbs



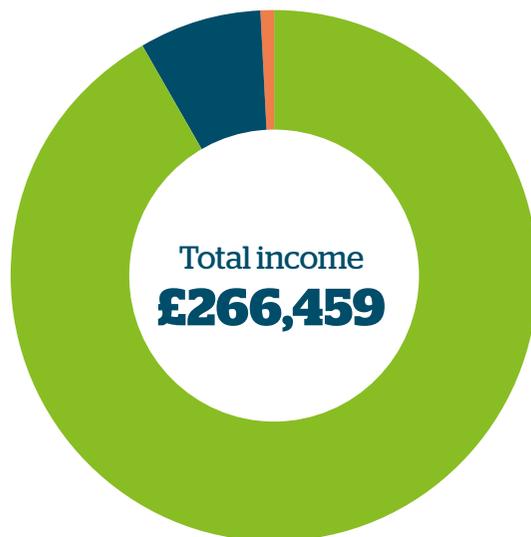
Claire Barry



Saloni Thakrar

Income

This year our main income was a core grant from the London Borough of Camden. Our total income was £266,459.



Expenditure

Our main expense was staff costs. Our total expense was £255,700.



Balance

Our year-end balance is a total of £78,923

The greater share of this sum is our reserve fund. The Trustees decided to create a reserve, equivalent to three months' essential operating costs (£55,000). This policy will be kept under review. The remainder of our balance (£23,923) represents funds carried forward from 2015/16. These funds are earmarked for projects which will be completed in 2016.

Please note: all the figures reported here are unaudited. For an audited account of our finances, please see our annual trustees' report to the Charity Commission, which will be published in the autumn.

The Healthwatch Camden logo is a registered trademark and is protected under trademark law. Healthwatch Camden use the logo in accordance with trademark license agreement and no contractors have used the trademark this year.



On the move

We're moving offices in 2016. We're grateful for all the support we've received from Voluntary Action Camden (VAC) since we started, but the lease is coming to an end. We aim to remain rooted in our local voluntary and community sector, wherever we're based.

How we will share this report

We will publish this report on [our website](#) as well as print copies. We'll also publish an Easy Read version. We'll let people know about the report in our regular weekly information e-bulletin, in our quarterly printed newsletter, via a press release and via the VAC weekly bulletin. We will also take copies of the report to events that we attend. As with everything we do, we'll also promote this on [Twitter](#) and on our [Facebook page](#).



Page 5. Our reports

www.healthwatchcamden.co.uk/about/publications

Page 6. GP practices in Camden: a study of variation 2015

www.healthwatchcamden.co.uk/sites/default/files/gp_report_-_final_december_2015_distributed.pdf

Page 7. Communications Access support video

www.youtube.com/watch?v=PZypu8rMBgY

Page 7. Access to GP services for people with communication support needs: experiences of local people

www.healthwatchcamden.co.uk/sites/default/files/finalaccess_to_gp_services_for_people_with_communication_support_needs_-_final_for_publication_may_2016.pdf

Page 8. Access to GP services in Camden: the experience of BME communities

www.healthwatchcamden.co.uk/sites/default/files/final_bangladeshi_gp_report_0.pdf

Page 8. Video Healthwatch Camden GP report

www.youtube.com/watch?v=WVTOK--wQbY

Page 9. Video Healthwatch Camden Bangladeshi Project

www.youtube.com/watch?v=_aM4fyhEwiY

Page 9. Camden's Health and Adult Social Care Scrutiny Panel

<http://cindex.camden.gov.uk/kb5/camden/cd/service.page?id=5PvwQb882z4&communitychannel=3-9-2>

Page 9. Our report

www.healthwatchcamden.co.uk/sites/default/files/disability_access_project_rfh_report_.pdf

Page 9. Camden's Health and Wellbeing Board

www.camdenccg.nhs.uk/health-and-wellbeing-board.html

Page 10. Our mental health work video

www.youtube.com/watch?v=AI5VWXvZCSI

Page 12. How we work with PPGs video

www.youtube.com/watch?v=5BDARiSo98Q

Page 16. Francis Crick Institute

www.crick.ac.uk

Page 16. Camden's Community Education Provider network

www.camdencepn.org/about

Page 17. Our reports make a difference

www.healthwatchcamden.co.uk/about/publications

Page 19. Our strategic plan

www.healthwatchcamden.co.uk/sites/default/files/260115_strategic_plan_update.pdf

Page 22. Our website

www.healthwatchcamden.co.uk

Page 22. Twitter

www.twitter.com/healthwatchcam

Page 22. Facebook

www.facebook.com/pages/Healthwatch-Camden/289215724545476?ref=ts&fref=ts

Annual Report 2015 -2016

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



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Healthwatch Camden is a registered charity, number 1152552

Contact us

2nd floor
293-299 Kentish Town Road
NW5 2TJ
020 7284 6586

info@healthwatchcamden.co.uk
www.healthwatchcamden.co.uk

[Twitter: healthwatchcam](https://twitter.com/healthwatchcam)
[Facebook: Healthwatch Camden](https://www.facebook.com/HealthwatchCamden)
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