

ell us
at yo
nk.



Making your care better

Annual Report

30th June 2020

Contents

Message from our Chair	3
Highlights from our year	4
How we've made a difference	6
The NHS Long Term Plan	10
Working in partnership	12
Our volunteers	14
Our finances	16
Our plans for next year	18
Our network	21
Thank you	22
Contact us	23

Message from our Chair



Saloni Thakrar, Chair

Our success and impact has only been possible because of our dedicated staff and committed team of volunteers...'

Healthwatch Camden exists to understand and represent the voice of Camden residents in local health and care services decision making. We want Camden services to make improvements based on what people tell them. At a time of massive change this is more important than ever.

I am proud of our accomplishments this year. We listened to voices across diverse communities. We worked across different sectors, forging new partnerships with schools, private tenants and charities. We worked on food poverty and healthy eating, creating awareness of the project on social media amongst thousands.

Our work for Royal Free Hospital on relocation of services resulted in the trust negotiating improved transport services for Camden patients. We ensured that stakeholders heard outpatient referral experiences and collectively developed workable recommendations. We also shared Camden residents' views on the NHS Long Term Plan.

Our success and impact has only been possible because of our dedicated staff and committed team of volunteers and trustees – thank you!

Sincere thanks are due to Frances Hasler, our former Director, who was integral in setting up Healthwatch Camden, and without whom our achievements would not have been possible. We welcome Matthew Parris as Director and have every confidence that he will be a great asset.

This is my last year as Chair. During the four years of my tenure, I have seen Healthwatch Camden's influence grow. I believe we can strengthen our presence further, and really help Camden residents to feel that their concerns are being taken seriously. Our key priority will always be tackling the significant social and health inequalities in Camden.

There is much to be done. We need to find new, creative ways to voice the needs of Camden residents more effectively. The Board and the rest of the Healthwatch team are very much up for the challenge.

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Key achievements

In the 12 months to 31st March 2020 there were some notable achievements in our work with Camden residents. Together we:



Developed a better understanding of how Bangladeshi communities access support and services, which informed how the NHS takes stronger action on health inequalities (p7).



Changed how services are being planned and delivered; **3 in 4 senior leaders in the health and care system recognise that we are influencing services**



Made recommendations to local Hospitals to influence how outpatient appointments are delivered, which enabled people to take more control over their own health (p9)



Increased our digital presence; including more followers (*Twitter: 2,092*), website visitors (*Page views: 19,590*), and downloads of our documents and reports (*2,019*)



Worked with the national Healthwatch network to ensure Camden residents had a say on investments made through the new 10 year NHS plan – ‘The Long Term Plan’ (p11)



Established a collaboration of grassroots organisations; reaching 350 seldom heard residents for a review of the needs of Camden communities by the Public Health team



Healthwatch gets under the skin of the health debate at a micro-level ... the concerns of smaller groups of people ... [which is] very important if you want to provide a service which ... caters to many needs.’ **NHS Commissioner**

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change. Take a look at how your views have helped make a difference to the care and support in Camden.

AGEING IN PLACE: Working with Ageing Better

A research project has been looking at the types of social infrastructure that older people from Black, Asian and Minority Ethnic (BAME) communities use. We were invited to lead on exploring these issues among Bangladeshi residents in Camden.

We wanted to know more about how BAME-led organisations engage with members from their community. We also wanted to explore how individuals from Camden’s Bangladeshi communities use places, organisations and services for social contact and interaction.

We interviewed ten organisations and asked ten individual Bangladeshi residents aged over 50 to keep a daily log of places they visited and people they met.

Parks, mosques and Bangladeshi shops and markets were by far the most popular spaces visited and meeting others from the Bangladeshi community was the reason most often cited.

Interviewees were most interested in seeking out culturally similar social contacts on an informal basis through shopping in areas that are predominantly Bangladeshi or, for the men, in sustaining regular deeper contacts with Bangladeshi friends and acquaintances through the Mosque.



Ageing Better in Camden is a programme set up by The National Lottery Community Fund to develop creative ways for people aged over 50 years old to be actively involved in their local communities.

There was strong evidence that the people we interviewed rely for social connections on places that do not have a social purpose as their main function. By contrast, there was little evidence of people accessing social support and information from places such as community centres and local services.

“It’s important because I can buy all the Bangladeshi products at a low price – also I like the area as I find more people from the Bengali community.” **Participant**

Our report has been widely used as a source of insight for the NHS, Camden Council and other partners including the Local Care Partnership Board.

“Your report made such interesting reading. In particular [the role of] community centre activities...”
Corinna Hyman, Programme Manager, Ageing Better in Camden

Health inequalities are increasing in Camden. This is an important issue in the Borough, which the health and care system continues to work on. Our aim is to ensure the views and experiences of these communities are central to the development of solutions.



**OUTPATIENT APPOINTMENTS:
Improving referral and
appointments processes**

Simple measures to improve the arrangements for outpatient appointments at the Royal Free Hospital and University College Hospital could improve the experience for patients and save NHS staff time and money. These were the findings of our report on outpatient appointments.

Evidence was gathered through face to face interviews with over 150 patients. However, the positive impact was the result of strong collaborative work with stakeholders.

From the outset, the Camden Clinical Commissioning Group (CCG) expressed interest in learning more about outpatient experiences and introduced us to a senior manager in the NHS with whom we worked throughout the project. This opened the door to high level permissions from local hospitals to deploy our teams in outpatient clinic waiting areas.

We organised a round table meeting, including senior leadership from the hospitals, the CCG and other systems partners. This gave different stakeholders an opportunity to hear what we had

learned and to participate in the formulation of solutions.

“I’m so impressed with everyone who works in the NHS clinically but they can fall down on communicating with the patient.” **Participant**

“It all seemed clear but when I got out I realised I didn’t know what I was meant to do next.” **Participant**

The Hospitals provided responses to our recommendations and named specific individuals to take responsibility for implementation. They committed to work together to address challenges faced by people organising bookings and to improve the clarity of appointment letters.

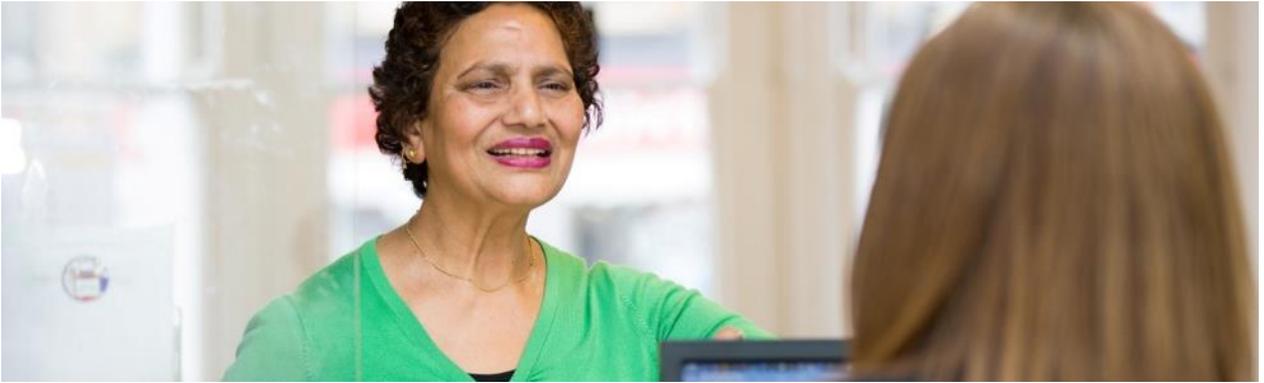
Our findings were also shared with Camden’s Health & Adult Social Care Scrutiny Committee.

I was really pleased to see the impact of the Healthwatch report, particularly in making clear 'what happens next'.

**Kathy Elliott, Vice Chair,
Camden CCG**

I “Thank you for all the brilliant work you have been doing on outpatients and ensuring that the voice and experience of patients is so clearly heard.”

**Luke O’Shea, Director of Innovation
University College London Hospitals NHS Foundation Trust**



RE-LOCATING SERVICES: Exploring the impact on patients

Planned surgery at the Royal Free Hospital in Camden was re-located to Chase Farm Hospital in Enfield. Some patients from Camden were unhappy about this change, mostly because of the long journey to reach the new site. Several patient groups and individual patients contacted Healthwatch Camden on the issue.

We relayed these concerns to the Royal Free London NHS Foundation Trust (the Trust) who asked us to help them better understand the patient perspective.

The Trust commissioned Healthwatch Camden to undertake an independent in-depth study of the experiences of Camden-based patients attending Chase Farm Hospital for planned surgery.

Based on the evidence gathered from patients, we made eight recommendations covering issues of information and communication, patient choice, waiting

room arrangements for day patients, and travel and transport options.

The Trust reviewed our report and provided a detailed response on actions taken. In one specific example, the Trust succeeded in negotiating with Transport for London to instal a new bus stop within the grounds of Chase Farm Hospital – a small but significant item among our recommendations.

Since receiving this report and the recommendations, we have been working hard to improve patient experience... We would like to take this opportunity to thank Healthwatch Camden for supporting us with this work.’
Royal Free London NHS Foundation Trust

The Trust has since reported that over 90% of patients who had day surgery, or surgery which required an overnight stay, would recommend surgical services at Chase Farm Hospital.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchcamden.co.uk
Telephone: 0207 3832 402
Email: info@healthwatchcamden.co.uk

Long Term Plan

#WhatWouldYouDo

Highlights



Camden residents discussed the NHS Long Term Plan, telling us what they need from services



67 people completed a survey, identifying where investments should be made in NHS services



63 people shared views at focus groups, exploring specific conditions e.g. cardiovascular disease

NHS Long Term Plan

Following a commitment from the Government to increase investment in health services, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years.

The NHS asked the Healthwatch network to help people have a say in how the plan should be implemented. Healthwatch England launched a countrywide campaign and Healthwatch Camden ensured that local residents had a say in these plans.

Working with other local Healthwatch in Barnet, Enfield, Haringey and Islington, Healthwatch Camden asked people #WhatWouldYouDo to improve the NHS.

The top issues that people told us they wanted services to focus on are:

- Improving access to services
- Making information more accessible
- Helping people participate in their care
- Avoiding digital exclusion

Healthwatch Camden reported its findings to the North Central London Clinical Commissioning Group and has been regularly engaging with commissioners on service change; advocating for the views that have been expressed.

'There was a consensus ... that GPs offer no follow up and that patients are "left on their own" to cope.' **Finding from cardiovascular focus group**

Camden Council has since established a Health and Care Citizens Assembly, a representative group of local residents, to advise the health and care system on its new Health & Wellbeing Strategy.

Through our membership of the Health & Wellbeing Board and Local Care Partnership Board we will continue to ensure that these views are central to the planning of the future health and care system.

Working in partnership





GRASSROOTS NETWORKS: The power of working together

Healthwatch Camden has built up a strong network of contacts with local grassroots organisations in Camden’s voluntary and community sector.

When the **Camden and Islington Public Health Team** embarked on a survey for their annual Public Health Report, they struggled to get sufficient responses, particularly from Black and Minority Ethnic residents and from young and disabled people. The Public Health team asked Healthwatch Camden and Healthwatch Islington to help.

We worked with our voluntary, community and faith sector partners on the issue.

African Health Forum, a network formed to respond to the specific needs and aspirations of Black African, Black Caribbean, Black British and other Black communities offered to help.

We also contacted the **King’s Cross Brunswick Neighbourhood Association**, a voluntary organisation

with three community centres serving a local community with high representation of Bangladeshi, Somali and Chinese residents.

Young Camden Foundation also offered to support this work, and we were able to call upon our close ties with **Camden Disability Action**.

The work was funded by the Public Health team. In exchange for a proportion of the funding, our partners deployed staff and volunteers to gather survey responses. This included conducting interviews in mother tongue to enable participation of non-English speakers.

Within three weeks we were able to deliver **350 survey responses** from target communities.

‘Absolutely excellent work. You have done a tremendous job in getting responses from the hard to reach groups in such a short space of time.’

Mubasshir Ajaz, Programme Manager, Public Health Team

‘Working with Healthwatch was so good. We felt supported by them... [and] involving us in this work helped us to give a voice and participation to our target groups... [and the] process made our participants feel included and valued, including; the fact that their views were being documented.’

African Health Forum

Volunteers



At Healthwatch Camden we are supported by volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events in the community
- Listened to people’s experiences to help us know which areas we need to focus on
- Provided strategic leadership to the organisation, as a Board of Trustees

SUPPORTING OUR PROJECTS: Volunteers have played a critical role in our projects

We needed a team of dedicated researchers who could help us to interview large numbers of Camden patients in Hospital, and so we recruited a team of six student volunteers who were all completing Masters degrees at University College London.

Working together, we developed our research questions and tested our questionnaire. Once trained and prepared and after practice site visits, we deployed our volunteer teams in shifts over three weeks in the hospital outpatient clinic waiting areas.

Between them, our volunteers interviewed over 150 patients. The task was not simple and getting full responses to our questions required tact and skill.

 I would recommend Healthwatch for those interested in giving a voice to those who may otherwise go unheard.’ **Volunteer**

 I found the ability to work with like-minded people who care about their local community and services, and who believe our collective voices can make a difference.’ **Volunteer**

We gathered rich insight on booking appointments, communication and whether things went smoothly up to arrival at the clinic. We also spoke with NHS staff to explore the challenges they face in organising appointment bookings.

The volunteers worked diligently and performed to a high standard. All agreed, the experience helped contribute to their own research skills. We hosted a “thank you” event for all the volunteers at the end of the project.

 I volunteer because it gives me the satisfaction of doing something valuable for the community ... this gives me the chance to do that ... I have also enjoyed working alongside the staff ... I have felt very looked out for by [them].’ **Volunteer**



Volunteer with us

Inspired? We are always on the lookout for new volunteers! If you are interested in volunteering with us, please get in touch:

Website: www.healthwatchcamden.co.uk

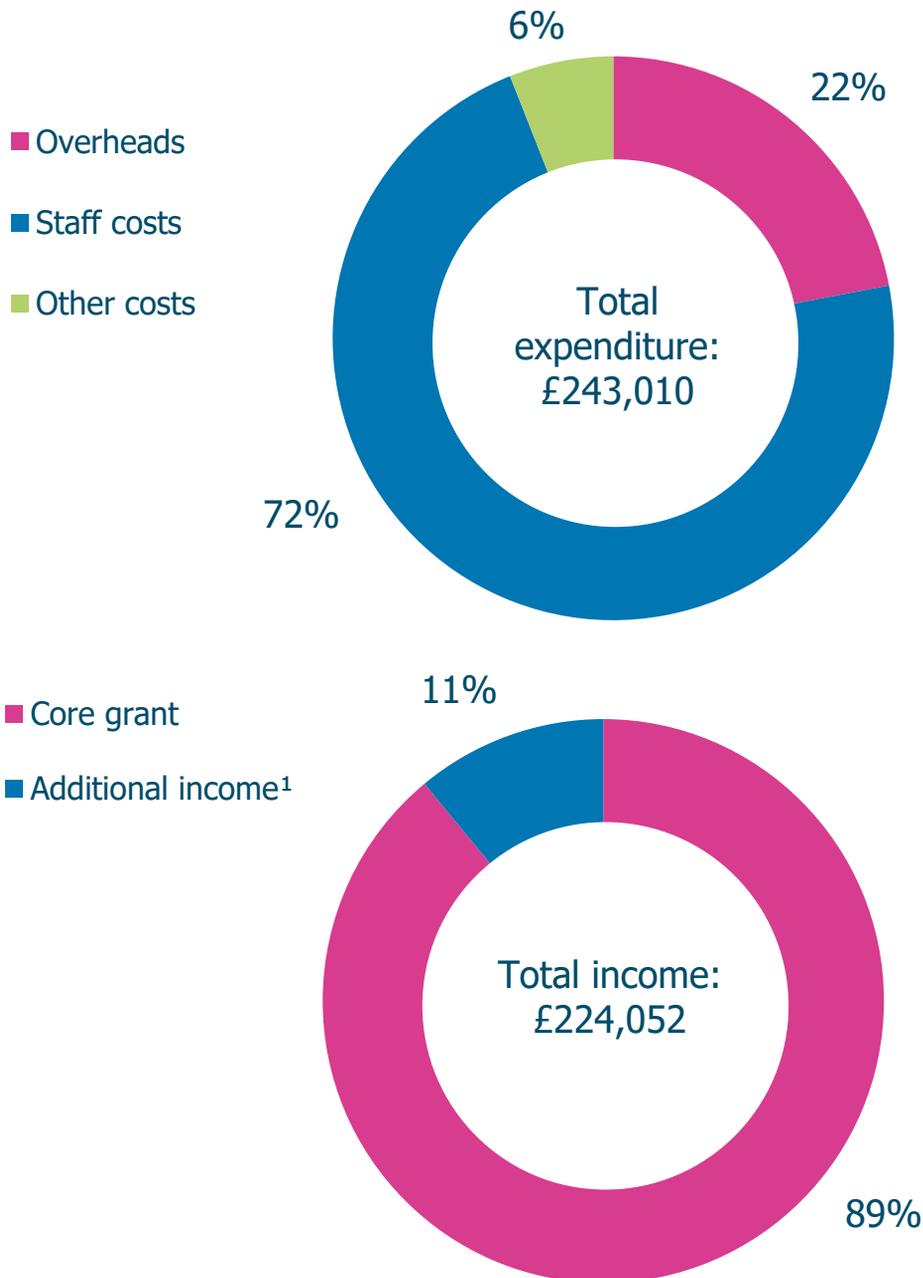
Telephone: 0207 3832 402

Email: info@healthwatchcamden.co.uk

Finances



We are funded by Camden Council under the Health and Social Care Act 2012. Our core grant this year was £200,000.



OUR FINANCES

Healthwatch Camden’s core grant has been gradually reducing since our inception (2015: £257,432). With this reduction in funding, and some significant one-off costs, 2019/20 is the first year in which our resources did not match our mandate.

The organisation undertook a review of its operations during the year and Trustees approved a balanced budget for 2020/21. Full accounts to 31st March 2020 will be published during October 2020. In October 2019, the charity carried forward funds of £104,870.

¹ Grants, contracts and consultancy services for: the NHS, Local Government and Charities

Our plans for next year



Message from our new Director



Matthew Parris, Director

... we start conversations that make your care better.'

Thank you for reading. Our success relies on people like you. I hope this report illustrates how, together, we can start conversations that make your care better.

It is work which increases awareness of the needs and experiences of those experiencing health inequalities and of those who go unheard. Prompting new thinking, behaviours and decisions.

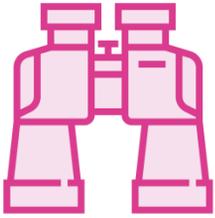
I want to thank my predecessor Frances. Through her strong leadership Healthwatch Camden have established a track record for influential work since 2013 and delivered much to celebrate over the last year.

The year ahead holds much ambiguity. Although it's clear to me that brave, independent, and evidence-based voices have never been more important in shaping services. We will be re-doubling our efforts to grow the activity, presence, and impact of the organisation.

There are encouraging signs we are moving in the right direction. Our digital presence is growing and over 1,000 residents have taken part in our Covid-19 survey. It's enabled us to contribute to Camden Council's inquiry into the impact of Covid-19 on BAME communities.

This year we will work on a new sustainability strategy to arrest the long term decline in our funding. We will also work with local people – volunteers – in new and different ways. And we will start conversations with the people that need us most. As we do this, our impact will continue to be founded on relationships.

Reading, sharing, and promoting stories about people using health and care services contributes to our movement. Join us, and be part of creating the most people-focused health and care in the country.



Our vision is simple

Making your health & care the most people-focused in the country.



Our purpose

Our role is to ensure that people in Camden have a strong **VOICE** in local health and social care services; that they know about the **CHOICES** they can make in health and social care services; and that local people's views lead to positive **CHANGE** in health and social care services.



Our approach

Our ambition is to lead strong, influential and inclusive engagement for all of Camden's residents. We aim to connect and strengthen local voices and to set the standard for excellent engagement. We want to see all services actively using what people tell them, to make big and small improvements.



How we find out what matters to you

Our work is based on what people tell us. We network with voluntary and community organisations in the borough, so that we can reach as wide a range of people as possible. Our Board of Trustees, who all live or work in Camden, guide our work and make sure that what we do is led by what matters to local people.



Find out more about us and the work we do

Website: www.healthwatchcamden.co.uk

Twitter: [@healthwatchcam](https://twitter.com/healthwatchcam)

Facebook: Facebook.com/healthwatchcam

Our network

Here to make care better

The collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up.

The #WhatWouldYouDo campaign saw a national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without dedicated staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences; thank you. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.'

Sir Robert Francis, Healthwatch England Chair



Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- People who shared their views and experience with us.
- All of our amazing volunteers and staff.
- The voluntary organisations that we have been able to work with.
- Commissioners and service providers, in particular: *our local GP practices, The Royal Free London NHS Foundation Trust, University College London Hospitals NHS Foundation Trust, Camden Council and its Public Health Team, Camden Clinical Commissioning Group and the North Central London Clinical Commissioning Group.*
- Our Trustees: Saloni Thakrar (Chair), Clarice Borges, John Hoar, Keith Morgan, Louise Jones, Paul Webley, Robert Sumerling (Vice-Chair), Sanjay Ganvir, Shahnaz Ahmed.



Contact us

Healthwatch Camden

37 Greenwood Place
2nd Floor, Greenwood Centre
Kentish Town,
London NW5 1LB
www.healthwatchcamden.co.uk

Telephone: 0207 3832 402
Email: info@healthwatchcamden.co.uk
Twitter: [@Healthwatchcam](https://twitter.com/Healthwatchcam)
Facebook: [Facebook.com/healthwatchcam](https://facebook.com/healthwatchcam)

Healthwatch Camden is a registered Charitable Incorporated Organisation (CIO)

t: 0207 3832 402
e: info@healthwatchcamden.co.uk

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.

If you need this in an alternative format please contact us.

Charity number: 1152552

© Copyright Healthwatch Camden 2020

Healthwatch Camden
37 Greenwood Place
2nd Floor, Greenwood Centre
Kentish Town,
London NW5 1LB

www.healthwatchcamden.co.uk

t: 0207 3832 402

e: info@healthwatchcamden.co.uk

 [@healthwatchcam](https://twitter.com/healthwatchcam)

 [Facebook.com/HealthwatchE](https://www.facebook.com/HealthwatchE)
