

## **About Healthwatch Hillingdon**

We're Hillingdon's independent consumer champion for the wider community, patients, and carers that use health and social care services.

As part of the Health & Social Care Act 2012, Healthwatch England was established at a national level, and local authorities were required to establish local Healthwatch in their areas.

The purpose of local Healthwatch is to assist in achieving equity and excellence in the NHS where:

- People are at the heart of all health and social care services.
- Health and social care outcomes in England are amongst the best in the world.
- There is promotion of the joining up of local NHS services, social care, and health improvement.
- Views and feedback from patients and carers are an integral part of local commissioning across health and social care.

We are here to help our residents get the best out of their health and care services and give them a voice to influence and challenge how health and care services are provided throughout Hillingdon.

## **Strategic objectives of Healthwatch Hillingdon.**

- Gathering views and understanding the experiences of patients and the public.
- Making people's views known.
- Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they're scrutinised.
- Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission.
- Providing advice and information (signposting) about access to services and support for making informed choices.
- Making the views and experiences of people known to Healthwatch England (and to other Healthwatch organisations) and providing a steer to help it carry out its role as a national champion.

## **How we work to achieve our objectives**

### **Reports and recommendations**

We produce evidence-based reports for commissioners and providers to inform them of the views and experiences of people who use health and social care services in Hillingdon. By statute, commissioners and providers must have regard for our views, reports, and any recommendations made, and respond in writing to explain what actions they will take, or why they have decided not to act.

We have a duty to publish reports we share with commissioners and providers, and their responses, with the public.

Our reports and recommendations are also shared with:

- Hillingdon Health & Wellbeing Board
- External Services Scrutiny Committees
- Healthwatch England
- The Care Quality Commission

**Information & signposting**

Ensuring residents are aware of their rights to access health & care services, and signposting services, is a core HwH function. Monitoring enquiries gives us valuable insight into emerging themes that may need to be addressed

**Planning & delivering effective and meaningful engagement.**

With a rapidly changing health & social care landscape, we believe the planning and delivery of meaningful engagement with residents is vital to ensuring the views and experiences of the public are effectively captured and fed into service planning and transformation. Our community outreach programmes aim to ensure all communities in Hillingdon have opportunities to have their say.

**Representing the public voice**

Through effective relationship-building with commissioners and providers, we have a seat at key strategic meetings to ensure the feedback from engagement with residents is represented at the appropriate forums and contributing to plans and strategies.

**Working in collaboration with stakeholders**

HwH has always enjoyed good relationships with our health and social care partners, the voluntary sector, and residents. We are an independent partner and a valued 'critical friend' within health and social care. We believe co-production with providers and commissioners is the hallmark of well-managed and delivered services.

**Volunteer involvement**

Without our volunteers, the work and results of HwH would not be possible. They work with us to engage with patients, and the wider community, providing insight into health & social care, and directly reviewing services through inspections or mystery shopping to highlight issues that need to be addressed.

**Our Impact in 2022-23**

Healthwatch Hillingdon wishes to highlight some of the outcomes of our work during 2021 and 2022. This is not an exhaustive list, and some projects will continue into 2023.

**GP Online Consultation Procurement**

Toward the end of 2021-22, HwH was commissioned by the NWL Integrated Care System to engage with patients on the topic of GP Online Consultations – at the time in Hillingdon the eConsult platform was in use.

Over 1,600 responses were gathered across North West London, and multiple focus groups held. HwH collated and presented the results back to the ICS and NHS Digital teams as part of the procurement process.

As a result of this, in 2022-23 HwH and other LHW representatives were invited to be part of the evaluation stage of the procurement process which resulted in the selection of the PATCHs system for online GP consultations; HwH now continues to be part of the ongoing monitoring and scrutiny of this platform, through the Digital access forum and through our seat on the Primary Care Executive Group.

**Review of Sexual Health Services for Young People**

In June 2019, in partnership with Hillingdon Council's Public Health service, Young Healthwatch Hillingdon conducted a mystery shopping exercise to review and evaluate the quality of sexual and reproductive health services for young people in Hillingdon. A full report of findings was presented to the Local Authority and service providers with recommendations for improvement.

Two years on changes to the service have been made to deliver improvements in the form of a new sexual health hub, as well as improved online and telephone services to meet service-user needs during the Covid-19 pandemic and related social restrictions, designed to reduce in-person consultations.

Given the changes to services, we were keen to carry out a follow-up review to ensure sexual and reproductive health services are continuing to meet the needs and expectations of young people, and the standards defined in the 2017 'You're Welcome' quality framework.

During 2021-22 our Young Healthwatch volunteers carried out another mystery shopping exercise to evaluate online, telephone and pharmacy services. Recommendations were made about improving awareness and signposting of services within educational settings, improving the depth of information available digitally and including more content about gender and sexuality. Young Healthwatch members were concerned that some vulnerable young people may be digitally excluded from online services and that this needs to be considered as part of service planning.

A full report has been produced and presented to commissioners and providers, and Young Healthwatch members gave a presentation to providers about the review and their findings. We are confident that the review will be central to the continuous improvement of sexual health services, and we plan to continue supporting providers to ensure the needs of young people are considered as part of future service development.

**Population Health Management**

We have supported (and continue to support) Hillingdon Health & Care Partners (HHCP) with population health management workstreams, preventing falls and frailty, and end-of-life care, by ensuring resident and patient engagement and involvement is central to the review of services and future service development.

With partners we developed and coordinated an engagement programme including a survey and patient stories, which have greatly influenced the development of short-, medium-, and long-term goals, outcomes and interventions that aim to prevent falls, and the transformation of end-of-life care services.

**London Ambulance Service – 2023-28 operational strategy**

London Ambulance Service NHS Trust (LAS) is developing their next strategy, which will describe the organisation's vision and goals for the next five years including how they will improve urgent and emergency care and focussing on areas such as health inequality. LAS invited every local Healthwatch (LHW) in London to provide input to shape the organisational strategy for 2023-28.

We developed and published an online survey, which received over 400 responses, and carried out 1-2-1 interviews with service-users. Feedback has been presented to the LAS and we are awaiting their confirmation of next steps and consent to publish a full report in 2023.

**Winter pressures – access and inequalities**

We've been working with HHCP to improve awareness of and access to community pharmacy services through utilising 'Warm Welcome Centres' in wards that have been identified as having high health inequalities and low vaccine uptake rates. HwH are facilitating pharmacy-led health and wellbeing sessions at the centres initially with the key objectives of:

- Understanding local community health & care needs, and the impact of the rising costs of living on access to healthcare.
- Communicating the benefits, and encouraging uptake of Covid and flu vaccines, particularly amongst the most vulnerable.
- Increasing public knowledge of local pharmacy services to encourage greater usage for non-emergency health advice.
- Facilitating blood pressure checks and wellbeing advice in community settings to support people to stay healthy and well over winter, enable the early identification of preventable disease, and contribute to reducing health inequalities.
- Promoting and connecting people with their local 'warm welcome centre' as the community hub for local support and winter wellbeing; thereby,
- Increasing resident knowledge of local services and helping reduce demand on both acute and primary care.

Following a review of the initial sessions that were held at Uxbridge and Botwell Green libraries, we're working with system partners to develop a sustainable programme of sessions for 2023 as an early intervention for winter preparedness, and to address seasonal and emerging health concerns.

Our approach is bringing services across health, local authority, and the voluntary sector together to make the best use of resources and community assets to target communities with historically low engagement with services.

**Review of GP websites: How to complain.**

Complaining about a GP Practice is one of the most common reasons Hillingdon residents contact us. Often people are not aware that they have a right to complain to their practice. Sometimes they feel making a complaint will have a negative impact on their future care and are unaware of the alternative routes to making a complaint.

With the aim of improving patient access to information about making a complaint, in partnership with POhWER, we carried out a desktop review of GP websites to ascertain the quality and accessibility of information provided to patients about practice complaints policies and processes.

We've identified inconsistencies across the 43 practices, with incorrect information. A full report will be produced and shared with providers for response, prior to being published.

**Targets we've been working towards & our performance against previous years**

To enable Healthwatch Hillingdon to measure organisational performance, 8 quantifiable Key Performance Indicators (KPIs), have been aligned to Healthwatch Hillingdon's strategic priorities and objectives. The following table provides a summary of our performance against these targets up to Q3 2022-23.

Since the COVID-19 outbreak and subsequent move to remote working, opportunities for face-to-face engagement were greatly reduced. Consequently, we haven't been recording this against KPI 2. However, with the relaxation of national guidelines regarding the pandemic, face

to face events have begun to be more commonplace again. Last year we attended 10 Primary Care Network Roadshows, engaging with an average of around 100 people at each roadshow, and we have now reopened the Healthwatch Shop for two days per week.

### **Growing our digital audience**

The move to remote working during the pandemic expedited our digital communications strategy. During this time, we experienced a spike in visitors to our website for advice and guidance. In the first two days of lockdown, 550 people visited our coronavirus guidance articles.

Social media played a vital role for us during the pandemic by enabling us to continue to engage with the community and extend our reach to those who would not usually seek our services.

We wish to build on the successes we've achieved through digital engagement. In addition to online surveys, polls, our newsletter, and our regular social media posts, we've also created a series of Young Healthwatch podcasts covering a range of concerns that are important to young people and we're now producing a series for adults called 'Watching Out for You'. The podcasts are volunteer-led, and the aim is to hold conversations with professionals across the health, care, and voluntary sector on the topics that matter most to Hillingdon residents.

We're pleased to report that our audience is continuing to grow annually, with the biggest increase in 2022 relating to the LAS survey.

Appendix F

KPI no.	Description	Relevant Strategic Priority	Quarterly Target 2019-20	Q1			Q2			Q3			Q4			2022-2023 Total	
				2020-2021	2021-2022	2022-2023	2020-2021	2021-2022	2022-2023	2020-2021	2021-2022	2022-2023	2020-2021	2021-2022	2022-2023	Target	YTD Actual
1	Hours contributed by volunteers	SP4	525	533	382	462	482	499	525	654.5	612	442	567	444.5		2100	1429
2	People directly engaged	SP1 SP4	330	N/A	N/A		N/A	N/A		N/A	N/A		N/A	N/A		1320	-
3	New enquiries from the public	SP1 SP5	200	146	164	146	122	249	188	127	216	218	238	139		800	552
4	Referrals to complaints or advocacy services	SP5	N/A*	10	5	6	11	11	8	10	15	5	-	11		-	19
5	Commissioner / provider meetings	SP3 SP4 SP5 SP7	50	50	80	75	56	78	72	78	70	52	104	71		200	199
6	Consumer group meetings / events	SP1 SP7	15	N/A	N/A		N/A	N/A		N/A	N/A		N/A	N/A		60	-
7	Statutory reviews of service providers	SP4 SP5	N/A*	0	0	-	0	0	-	0	0	-	0	0			0
8	Non-statutory reviews of service providers	SP4 SP5	N/A*	1	0	0	0	0	0	0	1	1	0	1			1

Table 1