



# healthwatch

Annual Report 2018-19

Hackney



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## Message from our chair

Welcome to our 2018-19 annual report. Last year was a year of growth and change for Healthwatch Hackney. When I became chair in February 2019 the organisation was just emerging from a period of challenge due to governance uncertainty and staff turnover.

Reflecting on our achievements in the past year, I am confident we have stabilised quickly and remain a powerful and influential voice for local people, capable of making a real impact. We learned lessons in the past year and are stronger for it. We will reshape the organisation, strengthen its efficiency and, we hope, make it the envy of other Healthwatch.

During the year we reached mutual agreement with City commissioners to end our contract for Healthwatch City of London. We are pleased City residents and workers will now have a locally-based Healthwatch and wish them the very best representing City people.

Having lived and worked in Hackney for many years, and previously chaired the Hackney Homes board, I am passionate about local residents having a trusted organisation to represent and involve them in shaping services.

My fellow directors, management and staff agree we must work to ensure Healthwatch remains a vital, independent, grassroots organisation that listens to and articulates local people's views, while closely collaborating with our partners.



*'We have stabilised quickly and remain a powerful and influential voice for local people, capable of making a real impact'*

Our strength is your voice. Last year we gathered feedback from more than 1,008 people. We are grateful to everyone who shared their experiences.

I would like to thank Paul Fleming and Tara Barker for their contributions as chairs of the board of directors during 2018-19. I also want to say thank you to departing directors Rosanna Le Voir and Nora Cooke O'Dowd for serving the board.

Finally, I wish to thank our dedicated board, staff and volunteers and voice appreciation for all their hard work as we take Healthwatch Hackney forward.

**Rupert Tyson**  
Chair, Healthwatch Hackney



# Message from our director

Healthwatch Hackney saw big changes in 2018-19 including an office move, a new chair and departure of familiar faces from the staff team. Change disrupts but also presents opportunities for reflection and growth.

In 2018 we said farewell to Ali Aksoy, Sulekha Hassan and Emily Tullock and welcomed Catherine Perez Phillips, our new deputy director, along with new staff Lola Njoku, Andrew Mitchelson and Chloe Macri.

It is a tough climate for local health and care services right now. City and Hackney health commissioners have less flexibility to innovate, limited by budget constraints and activity driven by north east London-wide savings targets.

Hackney Council, funder and provider of care to our most vulnerable residents, continues trying to provide more with less.

By listening to local people and collecting your views, we monitor how you experience these services, the good and the bad. Our latest data shows relentless cuts are starting to take their toll with a 7% drop in satisfaction with local health and care services.

Residents remain supportive of local services but they are deeply concerned that change, driven by austerity and funding constraints, will dilute the quality of care and restrict access to valued services.

More than ever it is essential our local health and care leaders are open with people. Public involvement and honest conversations with residents will help leaders to tackle the challenges ahead.



*'Residents remain supportive of local services but worry austerity and funding constraints will dilute quality of care and restrict their access to vital services.'*

We continue to support and strengthen those conversations through NHS Community Voice, the new Involvement Alliance and through co-production across integrated commissioning.

Despite challenges, in 2018-19 we continued to produce high quality, responsive work. When Hackney's housing with care scheme was placed in special measures, we responded quickly to a request for help gathering residents' views. The council is now using our report to improve services for some 250 vulnerable residents.

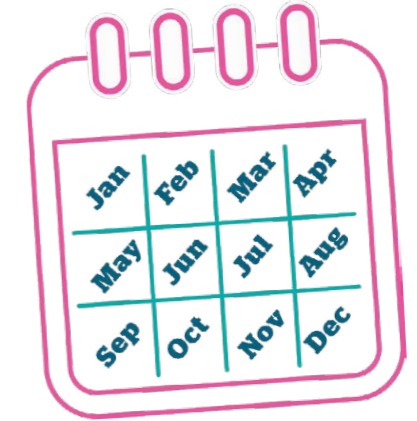
Healthwatch Hackney is nothing without its volunteers and staff. Special thanks is due for their hard work and commitment to providing a voice for local people.

**Jon Williams**  
Director, Healthwatch Hackney

# Highlights of the year



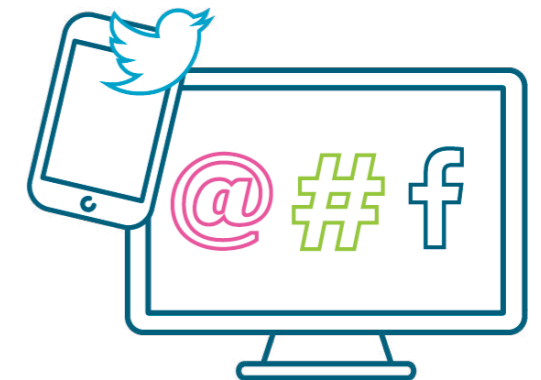
We identified 4,845 issues from 1,008 people and shared this feedback with local providers and commissioners.



52 volunteers helped us to carry out our work by providing more than 2,269 hours unpaid support.



We produced special reports on housing with care and Barton House Medical Group.



Our social media reach topped 150,000 and more than 12,554 people visited our website.



## Who we are

Staff, from left to right: finance and office coordinator Liya Takie; NHS Community Voice manager Andrew Mitchelson; volunteer and enter & view coordinator Chloe Macri; Involvement Alliance coordinator Lola Njoku; deputy director Catherine Perez Phillips; communications and intelligence manager Amanda Elliot and executive director Jon Williams.

Healthwatch Hackney is the independent champion for people who use health and care services in the London Borough of Hackney. We make sure people's voices are heard and influence decision-makers to improve services.

### Our vision

- + Health and social care services equal to all
- + Needs of all Hackney communities met
- + Residents at the heart of service design

### Our mission

- + Improved health and care services
- + People able to enjoy good health & wellbeing
- + Treatment & care provided with respect & dignity
- + Diversity valued
- + Participation and collaboration encouraged

### Our priorities

- + Changes and cuts to social care
- + Early access to quality mental health services
- + Shift of services out of hospital
- + Access to quality information

These key priorities guided and informed our work in 2018-19.



## Our duties

- + **Promote** and support people's involvement in commissioning and scrutinising local health and care services
- + **Enable** people to monitor the quality of local health and care services and recommend improvements
- + **Obtain** people's views on using health and care services, advise on gaps and make people's views known
- + **Publish** reports and recommendations on how to improve services and direct these to health and care commissioners, providers, Healthwatch England and other scrutiny bodies
- + **Provide** advice and information on how to access local health and care services
- + **Formulate** views on the standard of provision and how it can be improved and share these with Healthwatch England
- + **Make** recommendations to Healthwatch England and advise the Care Quality Commission on special reviews or investigations
- + **Provide** Healthwatch England with the intelligence and insight it needs to perform effectively





# Your views on health and care

## What you told us in 2018-19

We use outreach, focus groups, meetings, events, social media and our online feedback centre to capture your views.

### Trends and Insights

In 2018-19 we identified and analysed 4,845 issues about local health and care services based on feedback from 1,008 people.

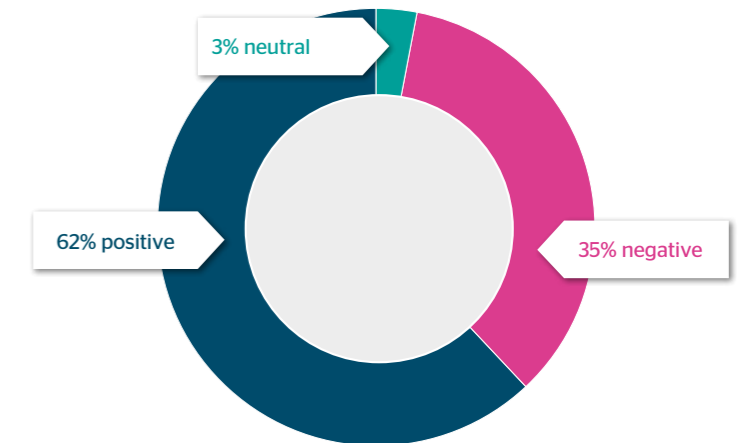
Local residents took part in regular feedback panels, reviewing, coding and analysing your feedback with a matrix used by other Local Healthwatch.

- + 33% was collected in person, by email, phone or social media
- + 48% commented on staff attitudes and support
- + 69% commented on GPs

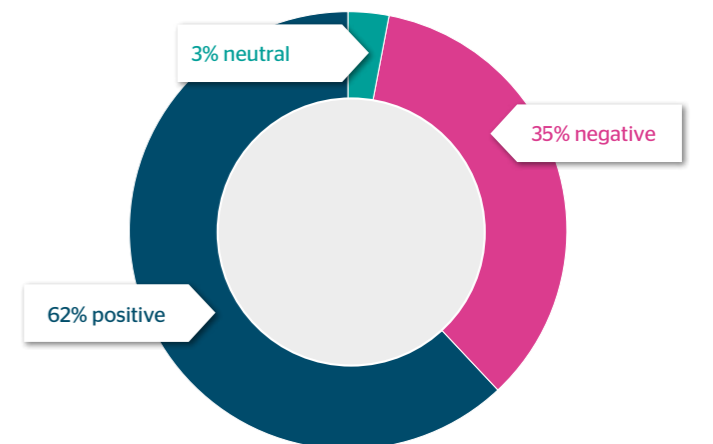
Our analysis showed:

- + 7% drop overall satisfaction with services
- + 8% drop in satisfaction with Homerton Hospital
- + 3% increase in overall satisfaction with GPs
- + Satisfaction with quality and empathy remains high
- + People more negative about communication, administration and access
- + 48% were unhappy with access to services

### 1. How do people feel about health and care services as a whole?

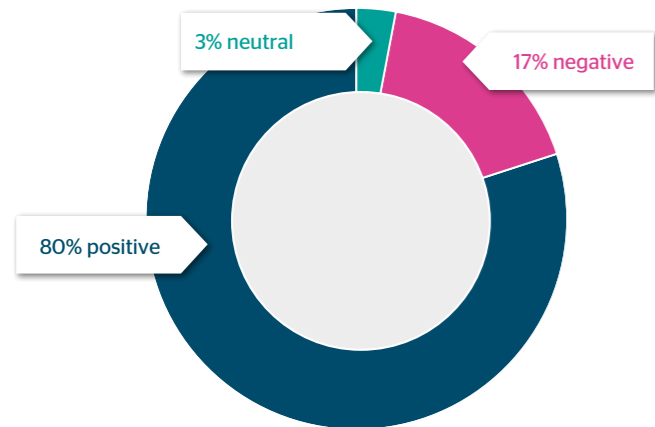


### 2. How well informed, supported and involved do people feel?

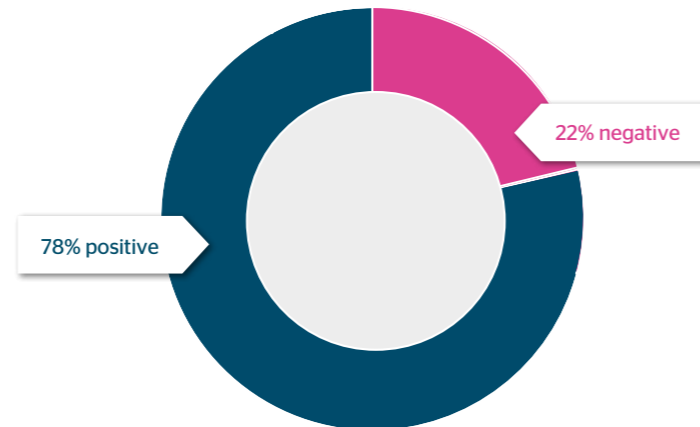


## What else you told us about health and care services...

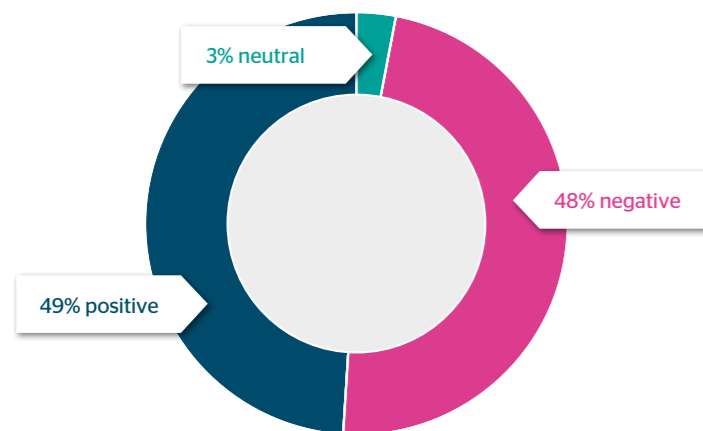
### 3. Quality and empathy



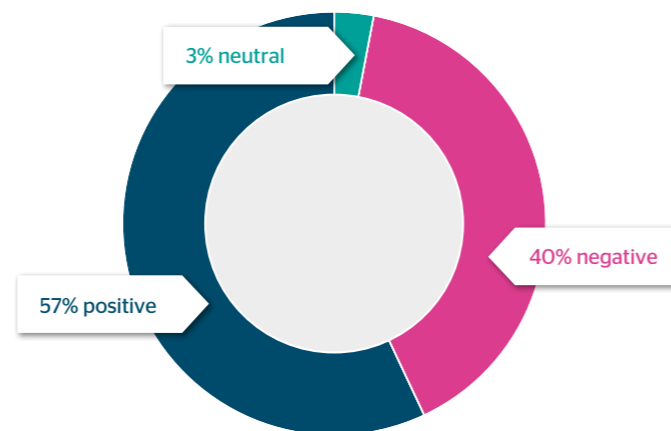
### 6. Dentists



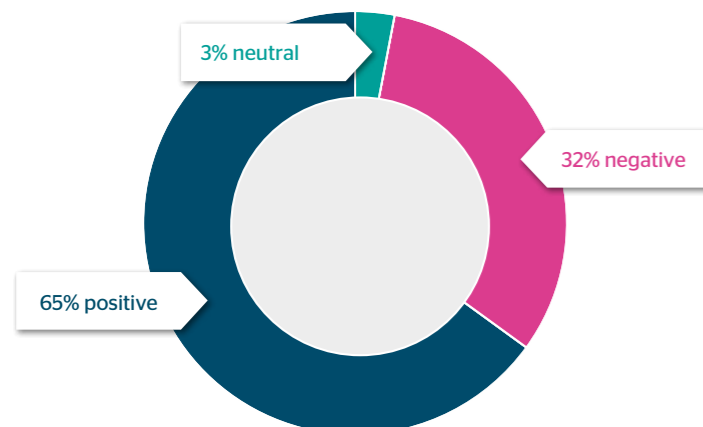
### 4. Access to services



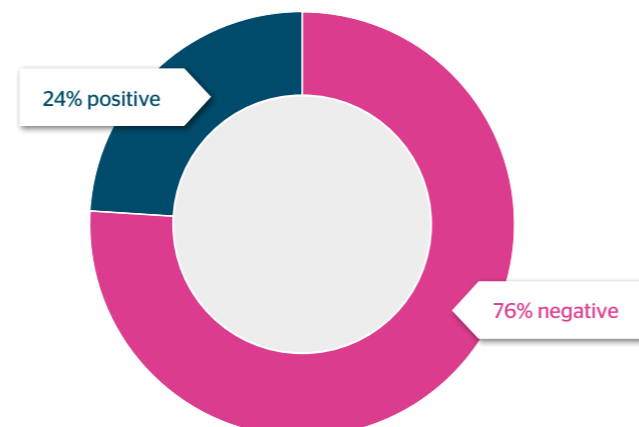
### 7. Homerton Hospital



### 5. General Practice



### 8. Transport



## Focus on social care

Local Healthwatch have a remit to capture the views of people who receive social care services.

In February 2019, Hackney Council invited us to a series of 'residents and family' meetings at their housing with care scheme. The meetings were arranged to talk to residents after a Care Quality Commission inspection placed the service in special measures.

Housing with care supports around 250 vulnerable people in 14 housing units.

Healthwatch staff and volunteers attended six meetings to hear residents' and relatives' experiences first-hand.

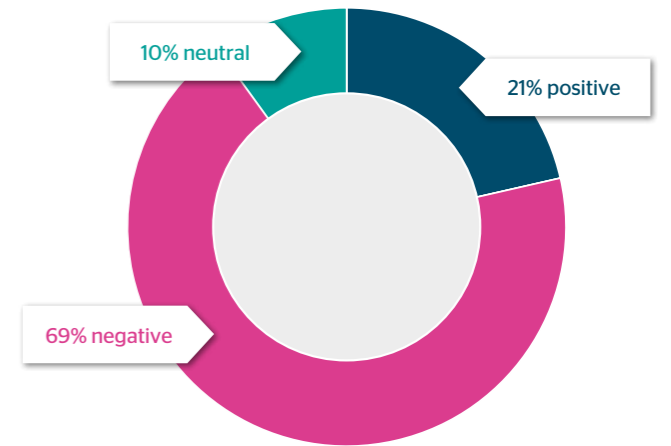
We attended meetings at:

- + Penn Street and Liz McKeon House
- + Rose Court
- + Century Court
- + Leander Court
- + Southwold Road
- + Peppie Close

#### What we heard:

- + Quality of care was often good
- + Agency staff were used too often
- + Residents preferred regular carers
- + Regular staff were kind and listened
- + Rushed or missed care visits
- + Some rude care workers
- + Personal care missed
- + Agency staff were less helpful
- + Communication was patchy
- + Staffing levels too low at night
- + Care plans not updated

### Sentiment about Hackney Housing with Care



In response to our report, the council agreed to:

- + Tailor communication to residents' needs
- + Set up forums for residents, family and relatives
- + Widely promote the Homecare Helpline
- + Provide easy read care plans
- + Improve activities for residents
- + Reduce reliance on agency workers
- + Report progress to the local scrutiny committee

We will speak to more housing with care residents over the summer to update the Health in Hackney scrutiny committee in September 2019.





## Enter and View

Healthwatch Hackney has powers of ‘enter and view’ to visit local health and care services to:

- + Interview people receiving services
- + Observe care delivered
- + Report on how services can improve

In 2018-19, we carried out one Enter & View visit, fewer than in previous years due to staff changes. Visits are carried out by trained volunteers supported by staff.

### Barton House GP surgery

We visited Barton House GP surgery in December 2019. GPs at the practice agreed to implement changes following our visit. We will continue to monitor actions from this and previous visits to GP surgeries.

What we found		Changes following our visit
Positive	Negative	
Welcoming practice	Patients felt rushed	Better promotion of participation group
Physically accessible	Hard to make appointments	Complaints leaflets and forms are displayed
Good website	Patients unaware how to complain	NHS Complaints advocacy promoted
Patients happy with GP and nursing care	Patients unaware of participation group	Patient access to appointments monitored



## NHS Community Voice

Our successful patient-led project continues to reach new communities and empower more residents to shape health and care services.

- + 310 local residents attended our events
- + 66% had English as a second language
- + 38% were disabled
- + 25% were carers
- + 39% were from black and minority ethnic backgrounds.

Our events included:

### Making every contact count

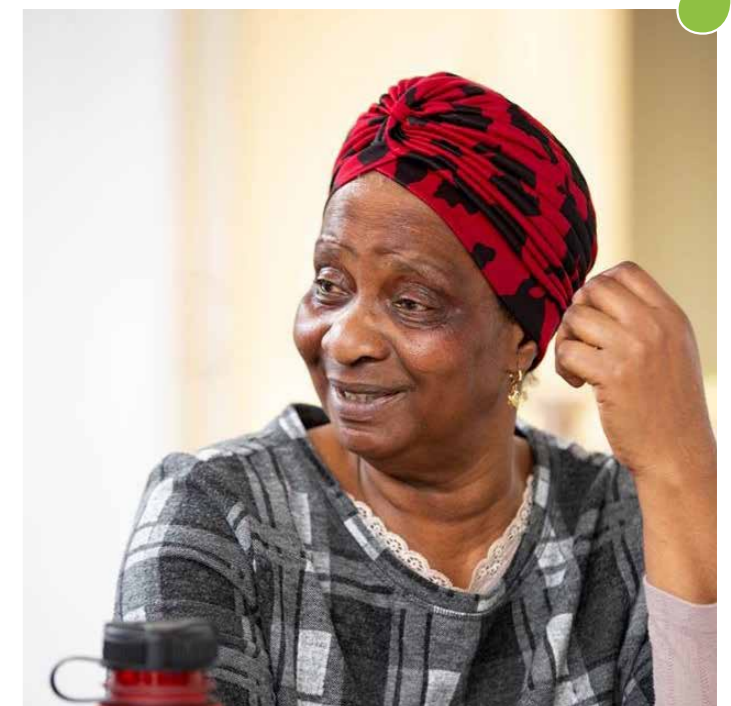
People discussed how they felt about frontline health and care staff asking about non-medical problems like diet, exercise, debt or family problems.

You said:

- + Be sensitive to people’s needs and beliefs
- + Make messages relevant to the individual
- + Empower not judge
- + Only delivered by skilled professionals known to the person



*‘Brilliant information about healthy living’*



### Urgent care

People discussed how urgent care, including GP hubs, NHS 111 and pharmacies, could be improved.

You said:

- + Ensure 24/7 access to medicines/prescriptions
- + Better information on out-of-hours pharmacies
- + Provide waiting times in urgent care centres
- + Ensure GPs are informed of out-of-hours visits so they can follow up patients
- + Shorter waits in children’s A&E
- + Keep face-to-face consultations





### Transforming outpatients

People discussed how to improve outpatient appointments.

You said:

- + Use more text and email for reminders and test results
- + Make it easier to change appointments
- + Group appointments only suitable for some
- + Staff should interact with patients as equals
- + Offer patients easy way to select their preferred communication method

Of the people who attended Community Voice\* events:

71% felt better able to influence local services

78% felt better informed about local services

### Advocacy

Some local residents are struggling to get advocacy support to make complaints and navigate services.

You said:

- + We need more non-statutory advocacy
- + Carers need advocacy too
- + No help for people with social care complaints
- + Advocacy should promote legal rights
- + Advocacy should empower people

\* NHS Community Voice is funded by City and Hackney clinical commissioning group



### NHS Long Term Plan consultation

This NHS Community Voice meeting aimed to shape City and Hackney's longer term plans for local health services.

You told us City and Hackney should:

- + Protect Homerton Hospital from a downgrade
- + Improve discharge and care
- + Improve digital information sharing
- + Consult properly on any change to the hospital
- + Independently review Discharge to Assess
- + Target prevention at specific communities
- + Improve diabetes pathways
- + Improve access to specialist psychology
- + Improve confidentiality at GP practices
- + Ensure local patient forums shape services
- + Address concerns over lack of patient choice

### Staying Healthy

This event held in Self-Care Week was well received by many people who dropped in to check their blood pressure, get advice on healthy eating and try out the 'smoothie bike'.







# Working together with others



## Working with our partners

We work closely with the council, clinical commissioning group, GPs, hospitals and the voluntary sector to make sure your views on health and care are heard and acted on.



### Health in Hackney scrutiny

We contributed evidence to the council's scrutiny committee on:

- + Problems with the breast screening service
- + Changes to 'places of safety' for people in crisis
- + Learning disability services
- + Supported housing with care

### Health and Wellbeing Board

Healthwatch Hackney sits on this key partnership board. Last year we:

- + Supported people to present to the board on how they adopted healthy eating and lost weight
- + Coordinated board sign-off of the Hackney Complaints Charter



### Safeguarding

We are concerned at the increase in reports involving safeguarding concerns. As a member of the Hackney Adult Safeguarding Board, Healthwatch is working with others to plan ways to help Hackney residents become more 'safeguarding aware' and report concerns.





## Integrated commissioning

2018-19 saw a rapid expansion of integrated commissioning with City and Hackney NHS and councils pooling resources to commission health and care services.

We played a key and active role supporting and promoting user involvement and co-production across the new system.

### Transformation board

- + Co-developed a reward and recognition policy for public representatives

### Care workstreams

- + Supported public representatives on the prevention, planned care, unplanned care and children's workstreams generating plans for integrated care

### Communications enabler group

Co-chaired by our executive director, this group drives communications and engagement across the new integrated health and care system. This year the group:

- + Agreed a reward and recognition policy for public representatives
- + Developed the public's value statements to inform commissioning outcomes
- + Launched Let's Talk events to engage the public in the new system

### Neighbourhoods

We co-developed this Hackney-wide panel to kick start public involvement in the new neighbourhoods programme which is working to bring care closer to people via GP clusters. This group:

- + Ran a 'name your neighbourhood' residents' poll
- + Coproduced neighbourhood meetings on wellbeing and healthy weight

During 2019-20 we will help widen engagement with residents across all eight neighbourhoods.

### Mental health coordinating committee

- + Represented patients along with Mental Health Voice



### Patient User Experience Group

Healthwatch Hackney runs this user-led advisory group which this year:

- + Advised on Falls Pathways
- + Reviewed Improving Discharge plans
- + Reviewed a healthy weight leaflet
- + Contributed to the St Joseph's Hospice review
- + Advised on engaging with the black community on hypertension

### City and Hackney Autism Alliance Board

Healthwatch Hackney sits on this board and:

- + Widely promoted a survey of autistic residents and their carers
- + Supported the autism 'expert by experience' group
- + Contributed to Hackney's autism self-assessment





**Helping you  
find answers**

## Signposting

We provide advice and information to help local people find health and care services. Last year, more than 630 people found information on health, care and wellbeing services using our signposting service.

Ways we provide 'signposting':

- + In response to calls
- + During outreach
- + From our stall at meetings and events
- + On social media
- + Via our website forms

Our busiest area of signposting was to mental health services including talking therapies, the wellbeing network and to crisis and diagnostic services.

Our top six areas of activity were:

- + Mental health services
- + Wellbeing services, including exercise and smoking cessation
- + Complaints about NHS services
- + Information on local health services
- + Support for disabled residents
- + Dementia services

### Deaf family get help with accessible eye tests

A deaf mother and her deaf child, both British Sign Language users, attended a well known high-street optician to have NHS eye tests. They were unable to have the tests because staff did not provide BSL interpreters who could communicate the process.

The family contacted us through their advocates at Deaf Plus. We provided the family with information on their right to reasonable adjustments under the Equality Act.

We told them about the legal duty on health and care organisations to provide accessible information to NHS patients. We directed them to POhWER who provide independent NHS complaints advocacy for City and Hackney and who use deaf interpreters.





## What next?

Our local health and care partners are committed to involving local people in planning services. Big changes to commissioning in the year ahead present challenges as well as opportunities for Local Healthwatch.

### Health and care landscape

Local health and care leaders continue to reshape services by working ever more closely together. More decisions are now made by the Integrated Commissioning Board.

The new local 'landscape' includes:

- + An East London Health and Care Partnership increasingly shaping plans for City and Hackney from 'above'
- + Tightened NHS and social care funding
- + New funding for local health services conditional on meeting regional priorities
- + A growing health and care workforce crisis

Local commissioners hope to protect the quality and availability of services through better co-ordination.

### Challenges

Local people tell us they:

- + Want more transparency on what is happening to local health and care services, including Homerton Hospital
- + Are open to change but not if it means fewer, poorer quality services
- + Are worried City and Hackney funding will be used to bail out other areas

On your behalf, we will keep a close eye on:

- + Changes to hospital and community services
- + Changes to learning disabilities services
- + Impact of the hostile environment on migrants' health
- + Access to mental services
- + Local NHS estates planning
- + Support for carers

### Opportunities

With any change comes opportunities for us and for the people we represent. We are therefore pleased:

- + Our advice is sought by more local health and care services keen to 'co-produce' change with local people
- + We are making organisational changes after asking others about our work, to ensure we are the organisation local people want
- + We can focus exclusively on Hackney residents following a mutually agreed end to our contract running Healthwatch City of London

### Priorities

Will we continue to prioritise:

- + Social care cuts and changes and their impact
- + Early access to quality mental health services for adults and children
- + Shift of services out of hospital into the community
- + Access to quality information

We will review and revise our priorities by:

- + Looking at people's feedback
- + Asking residents what matters to them
- + Taking account of partners' priorities

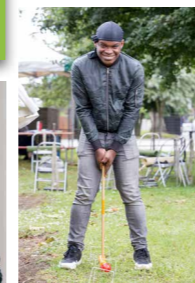
## Our Plans





**healthwatch**  
Hackney

## Our People



### How we make decisions

Healthwatch Hackney is a community interest company (CIC) governed by its board of unpaid directors who live in the London Borough of Hackney.

The board provides strategic direction to the organisation and ensures we meet our statutory and contractual obligations.

Decisions are made by our board and its sub-committees with some decisions delegated to the executive director.

#### How we ensure transparency

To ensure decision-making is transparent, the board:

- + Meets in public
- + Publishes board minutes and agendas
- + Widely promotes board vacancies
- + Holds formal interviews for prospective board members
- + Holds an annual general meeting in public

### Our board

**Rupert Tyson, chair**  
Previously chaired Hackney Homes  
Joined February 2019

**Paul Fleming, chair**  
Executive director, The Hoxton Trust  
September 2018-February 2019

**Tara Barker, chair**  
Strategic communications consultant  
May-July 2018

**Anthonia Onigbode, treasurer**  
Chief financial officer  
Hackney Co-operative Developments

**Malcolm Alexander**  
Chair, Patients' Forum for the London  
Ambulance Service

**Paula Shaw**  
Well Street Surgery patient participation group

**Heather Finlay**  
Lecturer in health and social care

**Lloyd French**  
Community activist with interest in race equality

**Sarah Oyebanjo**  
Works for the British Society of Rheumatology

**Rosanna Le Voir**  
Advisor, Save the Children International  
Stepped down November 2018

**Nora Cooke O'Dowd**  
Public health analyst at Southwark Council  
Stepped down February 2019



### Our volunteers

Healthwatch Hackney cannot deliver its work without our fantastic volunteers. Many volunteers go on to paid work. Last year 52 volunteers provided 2,269 hours of unpaid support including:

- + Enter and View visits
- + Board membership
- + Public representatives on key health committee and groups
- + Collecting public feedback
- + Event organisation and administration





## Our Finances

Income	2018-19 £	2017-18 £
Funding from local authority to deliver local Healthwatch statutory activities	150,000	159,000
City of London Corporation	62,553	-
NHS clinical commissioning group projects	117,343	134,340
Other income	1,684	2,852
<b>Total Income</b>	<b>331,580</b>	<b>296,192</b>
Expenditure		
Operational costs (including project direct expenses)	42,526	44,395
Staff costs	201,189	207,906
Premises / office costs	19,170	43,049
Healthwatch City of London	68,272	-
<b>Total expenditure</b>	<b>331,157</b>	<b>295,350</b>
Balance brought forward	423	841



# Contact us

## Healthwatch Hackney

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Front cover photo: Marc Gascoigne

Production artist: Atakan Mercan

Additional photography: Mark Drinkwater, Otis Ritchie, Gökhan Bozkurt,  
Catherine Perez Phillips

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England, the Care Quality Commission, NHS England, Health in Hackney  
scrutiny committee and City and Hackney clinical commissioning group.  
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