

Annual Report 2019-20

Presentation to the Health in Hackney Scrutiny Commission – 23 September 2020



Overview of the year



- Year of progress and consolidation
- Impact of COVID on residents and our service
- Satisfaction with health and care services has slipped
- Council, CCG and Healthwatch funding tighter
- Some services are becoming regional – the NHS Long Term Plan

What Healthwatch *must* do

- **Promote & support** people to **get involved** 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 health and care services, advise on gaps and make people's views known

What we also *must* do

- **Publish reports and recommendations** on improving services and send 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 local services**, on how they can be improved and share these views with Healthwatch England

What you told us in 2019-20



- Trend of being less satisfied with local health and care services – 2% drop (60% positive) on top of 5% drop last year
- Communication needs to be better
- Keen to protect full range of NHS services at Homerton Hospital
- Want better access to care for people with enduring mental health needs

You also told us...



Most people get good quality, compassionate treatment and care

Most people feel involved and supported

Increasing complaints about service access

Notable dissatisfaction with communication and waiting times

As your local health and care watchdog we will keep a close eye on changes and tell you about opportunities to get involved

Volunteers at Healthwatch Hackney



VOLUNTEER



**GET
INVOLVED**

43 volunteers gave
2,299 hours to help
improve local services

Volunteers conducted
'enter and view' visits,
collected feedback, sat
on boards and
committees and helped
to organise events

Helping you to find answers



- We helped 630 people find information about health and care services
- Busiest area: support for disabled people, COVID-19, mental health services, NHS complaints and support for families
- People signposted face to face, on the phone or online
- Hackney Complaints Charter

Giving voices to seldom heard residents



Housing with care residents
and their relatives/carers

Migrants

Older People

People with Sickle Cell
Disorders

Building future public involvement



- Integrated Commissioning
- Neighbourhoods
- Involvement Alliance
- NHS Community Voice
- Co-production



Our Finances

Income	2019-20 £	2018-19 £
Funding from local authority to deliver local Healthwatch statutory activities	150,000	150,000
City of London Corporation	8,677	62,553
NHS clinical commissioning group projects	224,136	117,343
Other income	7,065	1,684
Total Income	389,878	331,580
Expenditure		
Operational costs (including project direct expenses)	73,281	42,526
Staff costs	282,669	201,189
Premises / office costs	17,367	19,170
Healthwatch City of London	11,660	68,272
Total expenditure	384,977	331,157
Balance brought forward	4,901	423