

Annual Report 2020-21

Presentation to the Health in Hackney Scrutiny Commission – 8 July 2021



Overview of the year



- COVID re-shaped our work with residents
- Impact of COVID is still unfolding
- Satisfaction with health and care services slips further
- Integrated Care is arriving
- Healthwatch needs to be more accessible

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 residents told us in 2020-21



- Trend of being less satisfied with local health and care services – 8% drop (52% positive) on top of 2% drop last year
- Resident felt less informed, supported and involved – 15% drop (50% positive)
- Homerton Hospital increased satisfaction by 2% (64% positive)
- GP surgeries maintain satisfaction rates (60% positive)

You also told us...



Most people get good quality, compassionate treatment and care
Increasing complaints about service access - 10% drop (56% positive)
Communication and administration key resident concerns

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



41 volunteers gave
2,192 hours to help
improve local services

Volunteers conducted
service assessments,
collected feedback and
sat on boards and
committees

Helping you to find answers



- No face to face signposting – major limit on service
- Busiest area: contact with residents with COVID-19 focus:
 - Mental health needs increase
 - Pressure on carers,
 - Parents found home school at challenge
- Hackney Complaints Charter
 - Review
 - New versions for GPs and dentists

Giving voice to residents issues



- COVID Survey
- Temporary Accommodation
- Carers experiences
- Access to dental services
- GP Receptionists
- Information Exchange Meeting
- Healthwatch Hackney board meeting public discussions

Building future public involvement



- Coproduction
- Integrated Care
- Neighbourhoods/Primary Care Networks
- NHS Community Voice
- Resident Involvement and inequality
- Digital Divide
- St Leonard's Re-development



Our Finances

Income	2019-20 £	2019 -20 £
Funding from local authority to deliver local Healthwatch statutory activities	150,000	150,000
City of London Corporation	-	8,677
NHS clinical commissioning group projects	209,244	224,136
Other income	2,250	7,065
Total Income	361,494	389,878
Expenditure		
Operational costs (including project direct expenses)	83,443	73,281
Staff costs	251,714	282,669
Premises / office costs	15,819	17,367
Healthwatch City of London	-	11,660
Total expenditure	350,967	384,977
Balance brought forward	10,518	4,901