

Championing what matters to you

Healthwatch Hackney
Annual Report 2021-22



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Message from our chair

Healthwatch Hackney is continuing to develop a fine reputation in the community as a result of our increasing interaction with local people, through our public meetings and Information Exchange and our ability to focus on key issue of public interest and concern.

A particular example is the ground-breaking work we have done on registration with GPs – this work was developed as a result of numerous reports of GP practices failing to register patients who were asylum seekers or homeless.

As a result of our work and our collaboration with City and Hackney CCG there has been a transformation in the local GPs approach to registration and we will be carrying out a third survey of GP practices to ensure that progress continues to be made.

The ability to hear local voices and act is central to our purpose and role. To ensure that we are responding to areas of concern raised by local people, we have developed our draft strategy for 2022 to 2025, which is currently subject to public consultation and will be presented to our AGM in September 2022.

The key underpinning themes of the strategy are access, quality and equality, safety, and effectiveness for all local health and social care services. For example, we shall focus on systematically gathering information from service users and carers about their experiences of acute mental health services, using our statutory Enter and View powers, and work with local community mental health organisations.

A key strategic aspiration for Healthwatch Hackney is to involve young people in our organisation to both hear about their lived experience of local services, and also to involve them at Board level, so that they can influence our work through both leadership and service monitoring.

Primary care development is a major area within our strategic plan. We want to see major improvements in access to dental services and a more preventative approach to local dental care.

The redevelopment of St Leonard's Hospital is another a major strategic goal for the Healthwatch Hackney. We want to see a development plan for the site to cover the next fifty years, to ensure that we have outstanding community services available to local residents.

A key priority for the coming year is the need to make sure that all local services recover successfully from the impact of the pandemic and that services are ready for the potential impact of future COVID-19 variants of concern.

I want to express the Board's gratitude to our excellent staff team, our great volunteers and supporters and to the great colleagues that we work in the voluntary and statutory sectors.

Malcolm Alexander
Chair
Healthwatch Hackney
(until May 2022)

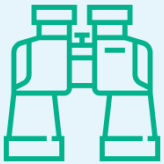


About us

Your health and social care champion

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 for all
- + Needs of all Hackney communities met
- + Residents at the heart of service design



Our mission

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



Our priorities

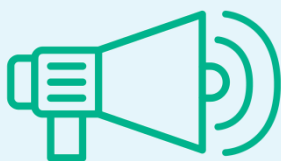
- + Impact of changes and cuts to social care
- + Early rapid access to high quality mental health services
- + Shift of services out of hospital
- + Access to quality information

These key priorities guided and informed our work in 2021-22.

Our year in review

How we engaged and supported people

Reaching out



We received the feedback of 2,055 local people this year – that's 40 every week.

Having reviewed each and every experience, we identified 9,710 individual issues.

Making a difference to care



We published five reports about the improvements people would like to see to health and social care services.

Our most popular report was GP Registration in Hackney, which highlighted that GP practices had been asking for ID to register as a patient, even though there is no requirement to do this.

Health and care that works for you



We're lucky to have 20 outstanding volunteers, who gave up 150 days to make care better for our community.

Our Board



Malcolm Alexander
Chair (stepped down in May 2022)

Malcolm is a former lecturer in patient and public involvement in health and social care and patient empowerment at Westminster University.



Yas'ina Christopher
Lead for sickle cell disorders

Yas'ina has had an extensive career as a nurse, including at Homerton Hospital, with a particular focus on accident and emergency.



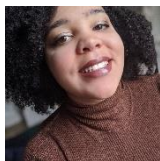
Lloyd French
Lead for race equality and community empowerment

Lloyd has lived in Hackney for over 54 years, since arriving from the Caribbean as a child. He is a qualified structural engineer.



Philip Jones
Lead for mental health and adult social care

Philip has recently retired from a mental health social work and social work management career.



Cassandra Lovelock
Lead on promoting the needs of unpaid carers within healthcare

Cassandra is a current PhD student at the London School of Economics, specialising in unpaid care and unmet needs for carers.



Anthonia Onigbode
Treasurer and Lead for financial governance of Healthwatch

Anthonia is a Fellow of the Chartered Association of Certified Accountants and chief executive of Hackney Co-operative Developments.



Sarah Oyebanjo
Lead for acute arthritic care and Healthwatch quality standards

Sarah has a degree in biomedical science and masters in public health. She has extensive experience of working with vulnerable groups.



Saleem Siddiqui
Lead for promoting Healthwatch's influence in health and care

Saleem was made a Freeman of the London Borough of Hackney in 2013 and served as councillor from 1990, including as Mayor of Hackney.

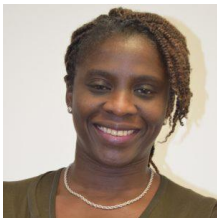
Our staff



Jon Williams
Director
(until May 2022)



Catherine Perez Phillips
Deputy Director
(operations)



Lola Njoku
Community Voice
Manager
(until February 2022)



Kanariya Yuseinova
Volunteer and Enter
and View Co-Ordinator



Liya Takie
Finance and Office
Co-Ordinator



Sabrina Jantuah
Neighbourhoods
Involvement Manager



Sally Beaven
Engagement and
Co-production
Manager

Your views on health care

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve.

We received the feedback of 2,055 local people this year – that's 40 every week.

Having reviewed each and every experience, we identified 9,710 individual issues.

People's stories were collected through engagement, surveys, visits to services, enquiries into the office and feedback posted online.

With all experiences reviewed by our staff and volunteer team, we found that compared with last year, satisfaction generally has improved by 7%.



How do people feel about general quality and empathy?

Satisfaction is 71% positive overall, this is the same level as the previous year.

When reviewing feedback we have no doubt that the vast majority of people have received treatment and care that is compassionate, professional with good quality outcomes. This tells us that staff remain committed and are working as hard as ever.



How well informed, involved and supported do people feel?

Satisfaction is 61% positive overall, this is a 6% improvement on the previous year.

Communication remains an issue for many people – we hear that reception and clinical staff could be more informative when booking or attending appointments.

Additionally, those with cancelled appointments, or on waiting lists have not received letters or updates.



How do people feel about access to services?

While satisfaction has improved by 3% compared with the previous year, overall people feel just 29% positive.

The ability to book appointments remains a leading negative issue – we hear about congested telephones, online systems that are not always suitable or reliable, and longer than expected waits for routine appointments.



General Practice

According to the feedback of 879 local people, satisfaction is at 49% positive – an improvement of some 9% on the previous year.

Experiences indicate the vast majority of people receive good quality, compassionate treatment and nursing care, however a significant number would like greater levels of involvement and support.

While remote consultations are efficient and often effective, a growing number of patients say they prefer in-person appointments, especially if a diagnosis or referral is required.



Homerton University Hospital

Overall satisfaction has improved by some 15% this year, according to the feedback of 188 local people.

Comments about nursing care and experiences on the ward, and in maternity are clearly positive, with many accounts of compassionate, supportive and informative staff.

On urgent and emergency care there is also acknowledgement that staff are hard working and supportive, however complaints about waiting times have noticeably increased – many people, while waiting observe a ‘lack of staff’.

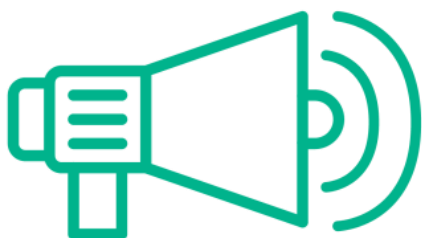


Integrated Care Partnership

The City and Hackney Integrated Care Partnership is the umbrella term for the group of organisations that work together to deliver your local health and care services.

In City and Hackney our Integrated Care Partnership brings together a variety of partners to commission and deliver health, care and wellbeing services to our patients and residents. Working together in this way has allowed local services to become more joined-up and streamlined around patients. Our ICP partners include:

- The London Borough of Hackney and the City of London Corporation
- Homerton University Hospital NHS Foundation Trust
- GP Confederation – representing all 40 GP practices in the local area
- Primary care networks – groups of GP practices working together with a range of local providers including social care, and the voluntary and community sector
- East London NHS Foundation Trust
- Other providers outside of the local area used by local people including Whittington Health NHS Trust, Moorfields Eye Hospital NHS Foundation Trust, University College London Hospitals NHS Foundation Trust and Barts Health NHS Trust.



Public Representatives

The City and Hackney Public Representatives, managed by the Healthwatch Hackney Engagement and Coproduction Manager, have come a long way in the last 12 months.

From 8 Public Representatives this time last year, we now support 24 Reps, ranging in age between 19 and 90, as they engage with and influence the local health and care system. They work together as a group, to represent local people at governance level, within the City and Hackney Integrated Care Partnership. Some of the Public Reps have been volunteering their time to improve the health and care system for 20 years, others have been involved for 12 weeks, and everything in between. The Public Reps are a diverse group of people with one thing in common. They all believe in the value of lived experience and the power of collaboration to improve services for everyone that lives in City and Hackney.

The Public Reps regularly attend meetings to bring the patient perspective to the conversation.

They bring the wider voice to these meetings by drawing on insights from the group, surveys, focus groups and conversations with the wider population together with data from Healthwatch Hackney's community insight database. They remind the Integrated Care Partnership to keep patient experience and engagement at the heart of everything they do.

Projects and services within the Integrated Care Partnership often work collaboratively with the Public Reps. This means projects looking at a great variety of services.

In the last 12 months the Public Reps have co-produced, co-designed, engaged with or collaborated with over 20 projects from across the partnership. What do we mean when we talk about co-production, involvement or collaboration? Have a look at this table, taken from the City and Hackney Co-production Charter to learn more.

When the Public Representatives identify an issue they will often seek to understand more about how local people experience the issue, by talking to individuals and groups to record their experiences. They then use this feedback to help co-design solutions.

Have a look at these examples of ways in which the Public Representatives have influenced and improved local services.

Travel support for local people visiting their loved ones at the newly re-located acute dementia unit

The acute dementia unit has recently re-located to East Ham. The Reps were concerned that the increased travel distance for people from City and Hackney was having a negative impact on patients as their friends and relatives were finding it more difficult and expensive to visit.

The Reps met with representatives from the East London Foundation Trust, which provides the service. They co-designed a travel policy which offers free transport via taxi to all friends and relatives of patients at the acute dementia unit. The reps co-designed the communications, in the form of posters and information leaflets, to ensure visitors to the unit were aware of the offer. This means no patients at the unit need to miss the support and reassurance that regular visits provides due to the cost of taxis or difficulties using public transport.

Understanding service needs for 0–25 year olds

Public Health carried out a needs assessment to understand what services are available to young people and whether there are any gaps in services which need to be addressed. Our young Public Representatives were invited to gather feedback from local teenagers to help understand their experiences. The Public Reps designed a set of surveys and spent time at youth clubs and adventure playgrounds asking local young people to share their experiences.

The Reps designed focus group guides and spent time in a school in Stoke Newington, leading focus groups with the children there. They found out about the children's eating habits and attitudes towards food. They explored substance use and alcohol consumption with the older children. The feedback they received was open and honest, as the children felt more comfortable talking to the young Reps than they did to older people they saw as authority figures. The Reps were able to feed back the findings to Public Health, who will consider what they learned when making decisions about commissioning services in the coming year for that age group.



Over the last 12 months work has progressed on the City and Hackney Coproduction Charter, led by Healthwatch Hackney. Over 100 local people, frontline staff and commissioning managers contributed to the work, in the form of workshops, interviews and surveys, to create a set of principles, guiding the way the Integrated Care Partnership organisations work alongside residents. The Charter comes complete with an interactive set of appendices, designed to help projects and services self-assess, in collaboration with the people they are working with, the way in which they are co-producing the work.

There will be an event at the Hackney Town Hall in July 2022 to launch the Charter and raise awareness. The new Charter will be used by all health and care organisations in City and Hackney to make sure that local people are given the opportunity to influence their local services through co-production or involvement. The Charter helps to make sure opportunities are available to everyone, and that barriers to co-production are removed. The Charter will help make sure that local people are valued as equal partners by local health and care organisations.

The Integrated Care Communications and Engagement Enabler Group is co-chaired by the Healthwatch Hackney Executive Director and managed the Engagement and Coproduction Manager. The group brings together people whose jobs are about communicating with local people, or listening to and involving local people. There are lots of different ways this work is happening across the different organisations. By coming to this group the organisations know what else is happening. This means they can work together better to make sure local people are given lots of opportunities to hear about services, and to tell us how we can make services better.

Public Reps

If you are interested in becoming a Public Representative you can contact info@healthwatchhackney.co.uk for more information.

We are always on the lookout for people who would like to be involved and we would love to talk to you.

Some of our current Public Representatives are shown below.



Ida Scullios
Public Representative specialising in public health and primary care



David Kingsley
Public Representative specialising in the needs of young people



Elsbeth Williams
Public Representative specialising in planned care and sensory impairment needs



Maria Barrett
Public Representative specialising in learning disabilities and easy read

Community Voice

Community Voice in health and care

Community Voice in health and care is a patient lead project, that brings people together to discuss health and care issues that matter to them. The pandemic continued to impact our work during this period, with face-to-face activities put on hold. Other means of involving and engagement residents using virtual meetings were used. These could be accessed without a computer or smart phone using a landline.

Activities

In the early part of the year the focus of engagement was still on COVID-19 and trying to improve vaccine uptake amongst some communities with low uptake. News of side effects from some vaccines and the dissemination of false information made this a challenge.

Examples of activities include:

A maternity, fertility, pregnancy and breastfeeding Covid-19 vaccine

This event was held online and attended by over 50 people. It was clear that general mistrust around the vaccine was resulting in hesitancy amongst pregnant women and young families planning to have children. This resulted in challenges communicating the risk surrounding the vaccine and fertility and the lack of healthy messaging and getting it right for the intended audience.

Long Covid workshop

The workshop found more people from white demographic backgrounds are accessing the Long Covid Rehabilitation Service than other groups. This means that the service does not necessarily meet the needs of the people in City and Hackney. Post COVID or Long COVID Syndrome is seen as a diagnosis of exclusion, and most people do not understand what Long Covid is. Many individuals may therefore not be getting the support they need.

Workshop with young people on accessing GP services

The workshop, attended by eight young people, found most prefer to phone in for a face-to-face consultation with their GP. An example of the insights gathered included finding most of the young people do not find the online booking system easy to use "especially when you have learning disabilities, it can be challenging completing the online consultation form." Most mentioned the increased difficulty of seeing a doctor due to a lack of availability of urgent appointments and/or not getting a call back at a convenient time. "I often get a call back when I'm at work and can't get to the phone"

Community Voice in health and care Insight reports and forum

The Community Voice in health and care Involvement Forum started in 2021, meets quarterly and is open to everyone. It aims to provide a space for residents to share their views, as well as gather and collate feedback from a range of sources, identifying themes and things that matter to local residents. It aims to support the Integrated Care Partnership Board in embedding the views of the public in its commissioning decisions and delivery of services.

These insights into residents' experiences of health and care services are gathered together from a range of community organisations in City and Hackney and collating it into quarterly Community Voice in health and care Insight reports. The reports highlight the key themes from resident voices, including identifying issues that require further research. Causes for concern are identified and recommendations shared with the Integrated Care Partnership Board and relevant transformation programmes. The reports can be found on our website: healthwatchhackney.co.uk/nhs-community-voice/

Investigatory Reports

Healthwatch Hackney published five investigatory reports in 2021-22.

GP registration

In April 2021 we published a report into GP registration. The impetus for our research came from feedback received from residents that they were being asked for ID documents and proof of address when they tried to register with a GP practice.

According to the Primary Care Policy and Governance Manual for GP practices, there is no regulatory requirement to prove identity, address, immigration status or an NHS number in order to register as a patient.

We found that residents were being asked for ID and proof of address, even though there is also no contractual requirement for GPs to request this.

The City and Hackney CCG responded positively to the issues raised. As a result of our findings, the North East London CCG wrote to all GP practices in Hackney, attaching our report. The letter stated that:

“Practices should NOT be asking for proof of registration status or address. Patients should also be registered in full unless it is clear that only a temporary registration is required. Please do ensure that any of your staff involved in registering patients are aware of what is and what is not required. There is often a disconnect between what management believes is happening and what actually happens at the frontline.”

GP registration – Follow up report

Healthwatch Hackney was commissioned by NEL CCG to repeat the GP registration survey again six months later.

In October 2021 our staff and volunteers called all 39 GP surgeries in Hackney to enquire about new patient registration processes. We found that many GP practices had changed their new patient registration processes. This survey found that:

18% of the GP practices in Hackney still require proof of identity (previously 59%)

26% still require proof of address (previously 69%)

We have been asked by NEL CCG to repeat the survey in a further six months.



Review of Hackney GP surgery websites

We carried out a detailed review of all GP practices websites between June and July 2021.

We looked at Information on extended consultations. Only 3 out of the 38 practices provided information about the option to have an extended consultation Information on how to request an interpreter. The majority of GP practices (30 out of 38) did not promote information about the right to have an interpreter.

New Patient Registration: 18 out of 38 practices reviewed were still requesting proof of ID and/or address as a requirement to prove eligibility to register as a patient, on their websites.

We received very positive feedback from GP practice managers. We worked with individual managers and have support them implement recommendations.

As a result, 7 practices implemented all of our recommendations and 24 practices implemented most or some of our recommendations.

Following our recommendations:

- 13 out of the 18 practices reviewed and amended the new patient registration requirement information on their website
- 13 additional practices now promoting their Patient Participation Group
- 20 additional practices are now promoting information on how to request interpreting services

Shoreditch Park and City PCN resident engagement project

In collaboration with Healthwatch City of London and the Primary Care Network, we ran an online survey and ten focus groups to understand what is and is not working well, where the community would like us to focus and improve, and what services the community would like to see develop in the future.



Access to dental care in Hackney. When, where and how?

Since the start of the COVID-19 pandemic in 2020, Healthwatch Hackney has also seen an increase in the number of people contacting us for information about accessing NHS dental care.

We collected information on dental services in Hackney and found that many people continue to struggle to access NHS dental treatment or to afford private treatment. We also found a lack of information or poor information on surgeries' websites. Our report fed into an initiative that Healthwatch England has looking at access to dental care at a national level.

Neighbourhoods

The development of the Neighbourhoods Programme has continued with input from the Neighbourhood Resident Involvement Group (NRIG). This group has been shaping and monitoring the development of Neighbourhoods since the beginning.

Neighbourhoods aims to enable better working together between services, residents and communities to improve health and wellbeing for local people. More services will be provided within each of the 8 Neighbourhood, making it easier for residents to access.

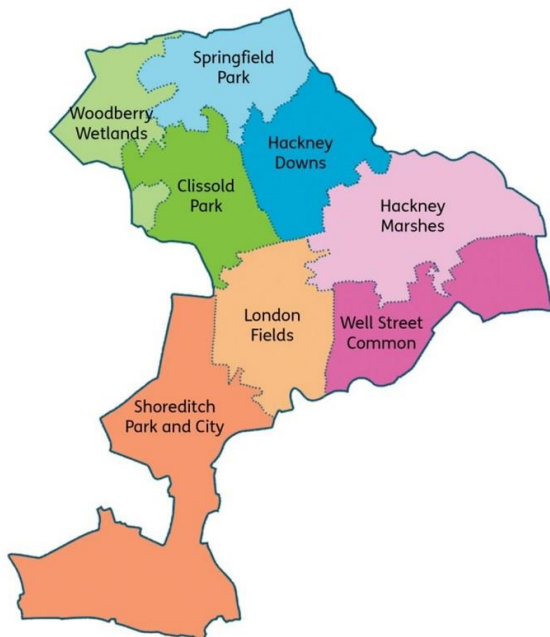
A “One Neighbourhood” culture is being developed to improve coordination between services. Neighbourhood Forums will also be created in each Neighbourhood as a space to facilitate partnership working between service providers, community and voluntary organisations and local residents. Highlights from the past year are outlined below.

NRIG is made up of local people from across City and Hackney. One of the ambitions of the group is to promote co-production within all levels of the Neighbourhoods programme.

However, the group felt that one of the barriers to this was not having a shared definition and approach to co-production. To address this the members took part in a series of workshops with an independent “Participation and Empowerment” consultant and a joint workshop with staff employed through the Neighbourhoods programme to develop the City and Hackney Neighbourhoods Co-production Framework.

This Framework has also been incorporated into the City and Hackney Co-production Charter as a resource to help teams to put co-production in action. Please see our website for further details:

www.healthwatchhackney.co.uk/neighbourhoods-2/



Anticipatory Care

A new proactive care pathway for people aged 65 plus living with long term health conditions was piloted in Springfield Park Neighbourhood. In the pilot, residents who met these criteria were contacted by a Care Coordinator who then worked with the resident to identify health and wellbeing goals and an action plan of how to achieve them. Healthwatch Hackney engaged 12 residents who could potentially be eligible for anticipatory care to support the design of the assessment and care and support plan for this pathway.

The residents we worked with also advised on the skills and training required for the Care Coordinator role which was responsible for engaging and supporting eligible residents. An evaluation of the pilot was carried out by an organisation called Solutions for Public Health. A working group of residents is being established to look at how to take forward the evaluation recommendations and improve the pathway before the pilot is expanded across all Neighbourhoods in October 2022.

Neighbourhoods Communications

Until recently, awareness of the Neighbourhood programme has been very limited amongst residents and even many health and care practitioners. Healthwatch Hackney successfully lobbied for some funding to be invested in Neighbourhoods communications and publicity to create greater clarity about what the programme is trying to achieve and how people can get involved.

The Integrated Care Communications and Engagement Enabler (ICCEE) group supported this with some funding for Neighbourhoods videos and further funding was found by the Central Neighbourhoods Team to

develop a new Neighbourhoods website. A range of residents and staff worked together with the communication agencies to develop the look and tone of the website and the content of the videos. Check out the new website:

cityandhackneyneighbourhoods.org.uk

Neighbourhoods Outreach

The next phase for Neighbourhoods in 2022-23 will focus on listening to residents in each Neighbourhood through numerous outreach activities. This will help develop local intelligence about what currently exists locally to support good health and wellbeing and what are the key issues that need a collaborative approach to solve.

Hackney CVS will be supporting the development of 8 Neighbourhood Forums to enable partnership working to address such challenges.

Healthwatch Hackney will be leading the gathering of resident insight through outreach activities and supporting the meaningful participation of residents within in the Forums.

We look forward to connecting with a wider range of residents in each Neighbourhood over the next 12 months and facilitating resident participation within the Neighbourhood Forums.



Neighbourhoods

Our volunteers



In 2021-22 we had 20 volunteers, including five interns. Together they provided approximately 1054 hours of unpaid support. This includes support with:

- Somali Community research – volunteers from the Somali Community
- Calls to dental practices – about availability of services
- Calls to GP practices
- about new patient registration process
- GP website review
- Report writing
- Editing subtitles of Information Exchange meetings, board meetings, and other
- public meetings
- Social media support
- People’s Feedback Panel – over 25 meetings
- Enter and View and Safeguarding Adults Awareness training.

Volunteer profile: Paula Shaw

Paula has volunteered with Healthwatch Hackney since 2016 when she joined our board of directors.

Paula was already interested in health and care and so got involved with her GP practice patient participation group after moving to the borough in 2013.

Paula is a trained Enter and View volunteer, comment collector and advocate for the health and wellbeing of Hackney residents.



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income and Expenditure		
Income	2021-22 £	2020-21 £
Funding from local authority to deliver local Healthwatch statutory activities	150,000	150,000
North East London Clinical Commissioning Group project	204,724	209,244
Other income	14,117	2,250
Total income	368,841	361,494

Expenditure	2021-22 £	2020-21 £
Operational costs (including project direct expenses)	69,848	83,443
Staff costs	267,934	251,714
Premises/Office costs	30,295	15,819
Total Expenditure	368,077	350,976
Balance brought forward	764	10,518

Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.



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