



healthwatch
Bexley

Healthwatch Bexley

Annual Report 2016/17



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Message from our Chair

This has been an outstanding year for Healthwatch in Bexley. New organisations take time to put down roots and the first two years of Healthwatch were relatively slow as the building blocks were put in place. Now the voice of consumers of health and social care is increasingly being heard and is helping to influence policy development.

Co-production is a rather sterile phrase but it means working with those using services and helping them to articulate their views - not just by responding to consultations but by shaping policies and practice. Hearing the voice of service users is particularly important when dealing with powerful bodies like the Council, the CCG and acute hospital trusts, and as we saw recently in Devon absolutely essential when vulnerable people have no one to look out for them.

Our reports in the past year have emphasised the needs of people with learning difficulties in GP surgeries, the problems of transition from children’s services to adult services for those navigating a complex system, and looked at the emotional well-being of children and young people.

There is unprecedented pressure on health and social care services recognised in the recent General election campaign. We have worked to ensure that the establishment of local care networks and a new pattern of delivering primary care services works in the interests of those using services. We do this at a number of different levels from Our Healthier South East London Patient Participation Advisory Group, the Bexley Primary Care Development Group and the Patients Council.

While we promote the interests of patients and consumers, health is about more than the NHS. The health and well-being of our children and grandchildren depends on how we tackle today those things which threaten health and well-being in the long term. So we have emphasised the importance of public health issues- smoking prevention, healthy diets combating obesity, and education for good health- in an overall strategy for Bexley.

My thanks are due to many people: to our volunteers for their commitment to Enter and View visits and their help in many different ways, to the members of the Advisory Board for their support and wise counsel in the past year, to the hard working Healthwatch team - Jayne, Tanya and Joanne for their hard work and finally to Lotta Hackett for her superb leadership of Healthwatch Bexley.

Terry Bamford





Reflection from the manager...

The past year has been an exciting and challenging year for Healthwatch Bexley. Much of our work has been around increasing our engagement with children and young people, with a special focus on emotional well-being and obesity. We have also worked hard at developing our volunteering programme, whilst keeping a focus on primary care.



Our work with young people has enabled us to engage with approximately 2000 children between 8 to 19 years of age and we have formed close partnership with local schools and community groups.

The support of our volunteers is invaluable and through our "Awareness raising" role, our presence in the community has increased significantly.

We now have a weekly presence in all libraries throughout Bexley where our volunteers work hard to raise the profile of Healthwatch and to gather people's views on health and social care services.

We continue to work hard to ensure that seldom heard voices are represented and taken into account by commissioners and service providers and this year we have placed a special focus on people with a learning disability. We are working in partnership with Bexley Mencap and the Speaking up group from Advocacy for All, to conduct Enter and Views within General Practices (GPs) in Bexley to improve access and the experience of primary care.

Our relationship with stakeholders, locally and regionally, has continued to develop and strengthen, and we are active partners at many forums, meetings and events, including the Great Weight Debate. We also work closely with our fellow Healthwatch colleagues in South East London, particularly in relation to the South East London sustainability and transformation plan (STP), to bring a local perspective on the STP.

We know we face some great challenges going forward, but our commitment to local residents, to influence and improve how health and social care services are delivered, will continue to drive our priorities and work ethics going forward.

My special thanks goes out to my colleagues Jayne, Joanne and Bruno, our volunteers and the Advisory Board, who have worked tirelessly throughout the year to ensure we meet our ambitious targets. Their commitment and hard work to the ethos of Healthwatch will be demonstrated throughout this report.



Highlights from the year

This year we reached 3,000 people on social media.



Our volunteers help us with everything from admin support to awareness raising within the community.



We have taken part in more than 100 community events and engagements.



Our reports have tackled issues ranging from transition from children's services to adult services and improving GP access for people with a learning disability.



We have made 11 reports and 47 recommendations



We've met and engaged with approximately 3,500 residents through our engagement work.





Who we are

We are an independent voice for residents in Bexley. We're here to understand the lived experience of people who use health and care services and to make sure their voices are heard. We also provide an Information Service to help people access, understand, and navigate the health and care system.

What we do

We gather the views of people's lived experience through engagement activities, research and our signposting and information service. This helps us to create a detailed, local picture of how people in Bexley experience services and we use this insight to help improve services for everyone. Our thriving network of volunteers, especially our "Awareness raising volunteers" underpins our work to find out what's important to people in Bexley.

We work closely with our colleagues in south east London, particularly in relation to the South East London sustainability and transformation plan (STP), to bring a local perspective on the STP. We also conduct joint Enter and View visits and work collaboratively on a number of cross-borough priorities, including hospital discharge

Our Priorities

It's our role to make recommendations, which are rooted in the experiences of Bexley residents, to commissioners and service providers in Bexley about how they can improve local services. This includes Bexley Clinical Commissioning group, Oxleas NHS Foundation trust, 3 acute hospitals, as well as London Borough of Bexley, which is responsible for social care. We also work with regulators and

other commissioners and providers of public health, primary care and community care.

Our Governance

We are governed by an Advisory Board, which is made up of an Independent Chair and eight members, representing a wide range of community groups and interests within Bexley, including carers, older people and children and young people. The board plays a key part in agreeing and formulating our priorities, which derive from our community engagements and attendance at strategic meetings. Our Board meets bi-monthly to review the work plan and to feedback on current projects.

Who we report to

We're part of a national network of local Healthwatch organisations, overseen and supported by a national body, Healthwatch England, which provides a formal link to the Department of Health and Secretary of State for Health. Our performance is closely monitored by Healthwatch England and Bexley Council, which receives money from the Department of Health to fund us.





Our Volunteers

The Healthwatch Bexley team is a small team; that very much relies on a larger and an expanding team of reliable and dedicated volunteers. Our volunteers bring valuable skills and commitment to key roles, which enables us to extend our engagement within the community and undertake enter and view visits.

Volunteer roles are varied and include community engagement volunteers who increased awareness by representing and promoting Healthwatch Bexley at meetings, local events and libraries. Enter and view volunteers, visited care homes and hospitals last year. Our office based roles include administration and data input and we are hoping to have a communication volunteer in the future to increase Healthwatch Bexley's profile on social media. Our volunteer base has now increased to over 20 volunteers. However, some volunteers are inactive for a variety of reasons at the moment and we wish them well and eagerly await their return as Healthwatch volunteers.

In October 2016, Healthwatch Bexley accommodated four Health and Well-being and Public Health degree students from Greenwich University, who completed their 40 hour work placements with us. Currently we are lucky to have an excellent Health and Well-being student from Greenwich University, who has proved to be a great success in her role as a volunteer student researcher. She is very reliable and shows commitment to her volunteering role.

Healthwatch have been working with MENCAP and the 'Speaking Up group', recently training volunteers with learning disabilities, to visit

local GPs to conduct Look and Listen Visits. We are really pleased that more volunteers are keen to undertake Look and Listen training which will take place in June 2017. They will explore GP surgeries from the perspective of those with a learning disability, with a view to recommending improvements to make future surgery visits more user friendly. Look and listen volunteers will be supported by existing Healthwatch Enter and View volunteers and we look forward to developing this partnership in the coming months.

The Awareness Raising volunteer role was introduced in October 2016 to keep volunteers as engaged and active as possible; between community events and enter and view visits. We found that volunteers may 'drift away' and become increasingly unavailable as we could not offer them a role on a weekly basis. We hope those who wish to become more involved and active volunteers; will become Awareness Raising volunteers, volunteering between community engagements and Enter and View visits.

Awareness raising volunteers are responsible for increasing the profile of Healthwatch Bexley in a given area, exploring resident's views on local health and social care services. They do this by visiting local community events and groups, community centres, and service providers such as GP's and dentists, as well as representing Healthwatch in their local libraries once a month. Awareness raising volunteers are our eyes and ears, listening to what local residents have to say about services in Bexley and then reporting back to us. This flexible volunteering role offers our volunteers a chance to volunteer regularly.

Meet the volunteers

Ron Hurst - Awareness Raising Volunteer

Ron is the Awareness raising volunteer for The Sidcup and Blackfen area; and he has established a good relationship with Queen Mary's Hospital Sidcup, regularly visiting the site and meeting groups, arranging for posters to be displayed in all departments. His role has also contributed to an increased response rate from Sidcup and Blackfen residents, who completed the 8-8 GP Opening Hours survey. Ron has also been invited to attend the Woodlands Acute Care Forum, which he regularly attends as a Healthwatch representative. Ron regularly attends Blackfen and Sidcup libraries to find out about residents views on Health and Social care services locally.

Gill Davies - Community Engagement / Enter and View Volunteer

My background was in residential care, for older people, this was rewarding and a very happy time. I was medically retired in 2000, but went back to work 2 years later working for Royal Mail. I retired from there in 2007, when I was sixty.

Since then I have volunteered for a number of groups. I volunteer because I enjoy it. It gets me out of the house and is very interesting. You feel like you are giving something back.

Emily Eady - Community Engagement / Enter and View volunteer

I am an Enter & View volunteer and have visited local hospitals. I also help with surveys, events and regularly represent Healthwatch to raise awareness in my local library. I have gained confidence in talking to people and learnt new skills. I have completed Enter & View and Deaf Awareness Training.

I also volunteer for another charity, Bexley Snap for disabled children. I enjoy my role very much and love to see the children progress. That's why I wanted to volunteer for Healthwatch, to help make a difference to our health and social care services and give people a voice.

Volunteer for us

We are always looking for volunteers, so if you would like to volunteer for Healthwatch, or know anybody who would be interested in volunteering, please get in touch with us.

Meet some of the Healthwatch Bexley Volunteer Team (from left to right): Ron; Gill and Emily





Your views on health and care

Listening to local people's views

Listen to and capturing local people's experiences of health and social care services is at the heart of our work. We undertake community engagement in a variety of ways, including coffee mornings and regularly library visits, or attending community events or having a stall on Bexleyheath Broadway. We also conduct Enter and View visits whilst undertaking special research projects.

This year we have produced 11 reports and 47 recommendations to commissioners and providers on how health and social care services in Bexley may be improved. The recommendations are being reviewed and will be followed up within future work programmes.

Some of our recommendations include:

- + London Borough of Bexley should appoint a named key worker for all those in transition (Transition project)
- + The Clinical Commissioning group to review health services for transition (Transition project).
- + To clearly display waiting times so service users are kept informed of the potential time-scale of wait (Enter and View into Urgent Care)
- + The Clinical Commissioning group to consider an urgent care scale rating that is publicly available (Enter and View into Urgent Care).
- + To offer an individual a longer appointment on booking; this needs healthcare staff to

be knowledgeable on who has a learning disability (Big Health Check day)

- + To increase uptake of routine health checks and to follow up if a patient does not attend (Big Health Check day)
- + Schools to increase opportunity for physical activity during the school day (Healthy eating survey)
- + Schools to continue to deliver balanced eating messages (Healthy eating survey)



*Helping
you find the
answers*

Healthwatch Youth Champions

We have been looking to develop the work we do with young people, to ensure their voices are heard. Healthwatch Bexley is pleased to be working with Bexley Youth Council, and Danson Youth Centre, who agreed to become our first Healthwatch Youth Champions. These young volunteers will be discussing topics of concern for young people and helping us with our surveys.

Bexley Youth Council will also be attending an Emotional Well-being and Mental First Aid Presentation in June, with a view to increasing awareness of emotional well-being amongst peers. This is still very much a new role, which we are in the process of developing and we are pleased to have the Youth Council's help and input with this new venture.

Healthwatch Champion Partners

This is another new role for Healthwatch Bexley, and does not really involve any extra work by those invited to become Healthwatch Champion Partners. We will simply continue working together, in partnership, meeting with members and groups, to see if we can help with any problems, signposting, and attending meetings and events. We just ask that Healthwatch Champion Partners represent Healthwatch within their organisation, promoting our work to members and carry on inviting us to events.

In return, we promote Healthwatch Champion Partners services, meetings and events on our website and social media. We will put a short description of the services our partners offer and any logos and pictures on the Healthwatch Champion Partners volunteer page, on our website. We also include a link to our partner's website.

Our Healthwatch Champion Partners are:

- + Bexley Deaf Centre
- + Insight
- + Bexley Voice
- + Mencap
- + Alzheimer Society
- + Bexley Diabetes
- + Danson Youth Centre

If your organisation is interested in becoming a Healthwatch Champion Partner, please contact us. Healthwatch would like to thank all our Volunteers, Youth Champions and Healthwatch Champion Partners for all their help, dedication and the time they have generously given to Healthwatch. We simply could not do the work we do, without all your help.





Making a difference together

Primary Care in focus

Primary care is an ongoing key priority for us and access to GP appointments is one of the most common concerns expressed by Bexley residents through our engagement and awareness raising programme.

This is particularly important for people with a learning disability, who may find making appointments with their GP practice difficult. This year we have worked hard at engaging with as many Bexley residents who have a learning disability as possible, to get a good understanding of some of the issues they face. We have worked closely with Bexley Mencap to produce an easy read questionnaire and report to ensure we facilitate access to everyone who wants to take part.

The Big Health Check Day

In October, we took part in the Big Health Check day, an annual event for people with a learning disability organised by Bexley CCG and Bexley council. We undertook a survey to explore the experience of people with learning disabilities when accessing their GP surgery, in addition to the quality of care they receive when accessing the service. 61 people filled in our questionnaire.

The majority of participants told us they find it difficult to make an appointment with the surgery and that they would benefit from longer appointment times. The survey also demonstrated that a significant number had not had their health checks and that the black book is not always used by healthcare professionals to record information. The information collected in this survey will be used to inform our planned Enter and Views into GP practices.

8:00 am to 8:00 pm GP Access

In response to the ongoing development of Primary care and with 8am-8pm access for GP appointments being introduced, we carried out a rapid engagement amongst Bexley residents to inform the service specification. We engaged with 200 residents, exploring questions around how far residents would travel to see a GP; would they book routine appointments for weekends and do residents think it is important for healthcare professionals to have access to their medical records? The survey demonstrated that half of the respondents would not access the GP for non-urgent appointments at weekends and that access to medical records is important for quality and continuity of care. The concerns raised by residents related to distance of travel, not seeing your own GP and the quality of healthcare professionals on duty.

Enter and View/Look and Listen into GP practices

Improving the quality of GP experience for people with a learning disability is a key priority. Following the Big Health Check day, we have teamed up with Bexley Mencap and the Speaking up group, to undertake joint Enter and Views visits into GP practices. Our new volunteers will be known as our “Look and Listen” volunteers and the visits will be carried out jointly with authorised Healthwatch volunteers. So far, Look and Listen training has taken place and the visits will take place later this year.

Children and Young people

One of our key priorities for this year has been to increase our engagement with children and young people. We have focused on two important aspects, obesity and mental health, which are identified as key public health concerns by the Health and Well-being board.

Healthy Eating Survey

Obesity levels amongst primary school aged children in Bexley is one of the highest nationally. Locally, there are increasing efforts on addressing obesity levels in Bexley and Healthwatch have been an active partner in the Great Weight Debate, a borough wide initiative to address obesity. To explore this issue, we have worked closely with two local primary schools to explore children's perception of healthy eating and exercise levels, as well as exploring the use of mobile phones and tablets. In total, 272 children took part. This information has been used to inform the Great Weight Debate and the wider community. The schools have also been able to use this information to target interventions.

What did we do?

The children were asked to fill in a survey and to draw a picture of what their lunch box or school dinner was that day. The children were also asked to draw a picture of their perception of what a healthy lunch may look like, if at all different to their first drawing.

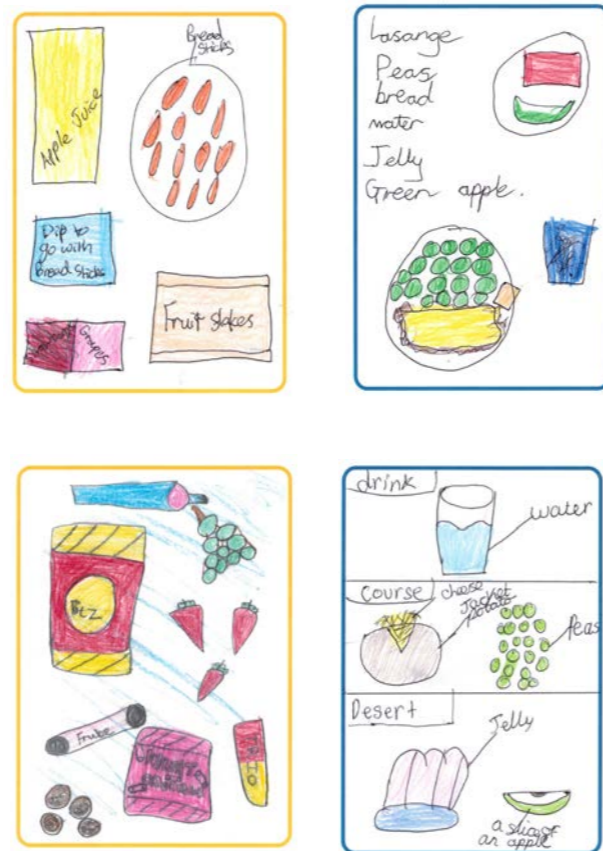
What did we find out?

The survey identified that less than half of the children eat 5 or more fruit and vegetables each day and almost half have a sugary cereal for breakfast. However, half of the children arrived at school feeling peckish, with the equivalent of a whole class arriving hungry at

school. 1 in 2 children have a mobile phone and this increases with age and the use of iPads and tablets is even greater.

The drawings demonstrated an awareness amongst the children that fruit and vegetables are an important part of a healthy diet. The three key messages from the drawings were:

- + Fruit and vegetables were increased showing a general understanding of the 5 a day message.
- + Children think reducing the amount of carbohydrates, protein, and dairy will make lunch healthier.
- + They were able to recognise that reducing the amount of sweet things they eat is good for their health.



Emotional Well-being Survey

One of our key priorities was to explore the emotional well-being of children and young people. In total, we engaged with over 1,400 young people aged between 8 and 19 years of age. We produced two surveys, one for children in primary schools and one for secondary school aged children.

The questions for the older children centred around anxiety, depression and self-harm, in addition to questions around school or exam pressures, bullying and stress. Questions for the young children centred around SATs, 11+ and transfer to secondary school, along with questions around bullying, trouble sleeping and to what extent they use social media.

The initial findings suggest that more than half of secondary school aged children experience stress and exam pressures and one third reported having troubles sleeping. For the younger children, over half experience troubles sleeping closely followed by school pressures. One third of all children across all year groups in Primary school reported using social media, including Instagram, WhatsApp and Snapchat.

The participating schools have received key statistics for each class and year group so that they can target interventions and support their pupils.

The information collected through the surveys is currently being analysed and the reports will be finalised and presented to commissioners and stakeholders in September 2017.



Information and signposting

One of local Healthwatch statutory roles is to provide an information and signposting service for local residents. This includes signposting to dentist and GP practices as well as providing information about how to make a complaint about a service. We regularly receive phone calls and e-mails from residents seeking advice about a specific service or how to proceed with an issue they are facing.

Making a complaint

How to make a complaint is one of the most common questions we receive from residents. A lack of awareness of how to make a complaint is also a common concern identified through our Enter and View programme. Making a complaint can be tough, particularly for those who are unwell, have been bereaved or are feeling vulnerable. Being able to make a complaint about your experience, that is dealt with appropriately and professionally, is an important right for all patients. Effective complaints systems help the people who use them feel confident in the system and make service providers aware of specific issues within their practice whilst encouraging improvement across different areas of the service.

Primary care is a universal service and the majority of Bexley residents are registered with a GP practice. As part of our continuing focus on Primary care, we carried out an audit of each GP practice website in Bexley to see what information they offer their patients on how to make a complaint. The results varied widely amongst practices, with some setting exemplary examples of their complaints

procedures for patients, whilst others had limited information with one practice offering no information on how to make a complaint. The audit made a number of recommendations that we will follow up on in 12-18 months' time.

Patient Story

In December 2016, Healthwatch Bexley received a call from Mr A regarding hospital transport for his wife Mrs A. Mrs A is an oncology patient at King's, she suffers from panic attacks and gets very distressed about her illness and the many different people she has to see. English is her second language and Mrs A finds it hard to cope with new situations, and understand the doctors and other healthcare specialists she comes into contact with. As a result Mr A who does not drive, has been travelling to Mrs A's hospital appointments with her. He has acted as her translator and escort which helped keep her calm.

After making a minor complaint regarding the attitude of hospital transport staff, Mr A was told he was no longer able to continue to escort his wife to appointments. This resulted in Mrs A missing vital appointments, as she was too scared to travel alone and therefore refused to travel to appointments.

Mr A contacted PALS and tried to talk to hospital transport several times but the situation remained unresolved.

Healthwatch Bexley suggested Mr A complained to the NHS although acknowledged this may be a lengthy process. As vital treatments were being missed, Healthwatch Bexley contacted the Head of Patient Services at the local Clinical Commissioning Group on his behalf. They spoke to PALS, hospital transport and Mr A, eventually the case was resolved and Mr A is now allowed to travel again as his wife's escort to hospital appointments.

Enter and View Projects

Part of the local Healthwatch programme is to carry out Enter and View visits. We carry out these visits to health and social care services to find out how they are run and make recommendations where there are areas for improvement.

The Health and Social care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers in premises such as GP practices, hospitals, residential homes, pharmacies and dental practices.

In 2016/17, we carried out 7 Enter and View visits, which due to a heavy focus on Enter and View in the previous year is comparatively low. However, we engaged with approximately 130 people, hearing about their experience of using health and social care services.

Enter and View Urgent Care Centres

As part of our continuing focus on Primary care, this year we made a number of Enter and View visits to the Urgent Care Centres (UCC) in Bexley. In total, we made 5 visits ensuring we covered day, evening and weekends, and we spoke with 101 patients. One third of the patients told us they had presented at UCC due to not being able to obtain a GP appointment and over half of the respondents told us they felt a GP could have dealt with their concern. Interestingly, just over one quarter of residents felt their complaint was urgent. Whilst the majority of patients were satisfied with the service at both UCCs, we identified that there was no waiting time displayed for patients upon arrival and that nearly half of the respondents were unaware of how to make a

complaint about the service. Facilities were also noted to be run down and in need of a makeover. The majority of patients told us they were aware of NHS111 but only a minority had used it prior to presenting to UCC. A number of recommendations for the commissioner and service provider was made within the report.

Enter and View Care Homes

We also responded to a concern raised by the Local Authority with regards to a care home in Bexley. We made one enter and view visit to this care home to engage with nine residents about their experience of living at this care home focusing on personal choice and to what extent residents feel they can influence day to day matters within their environment.

Enter and View Mental Health services

In July last year, we completed our three borough Enter and View programme into in-patient mental health services for working age adults. The team consisted of representatives from Bexley, Bromley and Greenwich Healthwatch and in total we spoke with 19 patients during our visit.

Generally, patients and staff have positive experiences of the Woodlands Unit. Patients said that they had good relationships with the staff and were able to approach them. The team observed positive interaction between staff and patients during the visit and there was lots of information available to patients on the notice boards in both wards regarding aspects of their physical and mental health.



Special Projects

Transition from children to adults services

We regularly undertake special research projects to explore issues that requires a deeper insight.

The long awaited transition project came to a conclusion in September 2016. The aim of this project was to explore the experiences of parents/carers and young people going through the various stages of transition between the ages of 14-25, as stated within the SEND Code of Practice.

We spoke with 40 participants using a variety of methods including focus groups, interviews and questionnaires. The questions centred on having a dedicated key worker during transition, how information was shared between agencies and professionals, how effective agencies worked together and how families were involved and kept informed during transition.

The findings suggest there are aspects of the transition process that may be improved. The engagements identified how participants, especially parents, feel isolated in navigating the health and social care system, particularly through a lack of communication and information sharing from health and social care. Participants expressed feeling frustrated by budget restrictions and lack of suitable options locally.

There were also accounts of gaps in provision of services when transferring from children's to adult services, especially health services. There was general consensus that services within the borough take a 'one size fits all' approach, and have yet to develop a fully person-centred approach. Crucially, the findings demonstrate the marginalisation and isolation experienced by young adults with special needs within the community.

The report outlines four recommendations for consideration by commissioners:

- + London Borough of Bexley should appoint a named key worker for all those in transition.
- + Transition plans should be developed for each young person in transition, with the involvement of young people and their families.
- + The Clinical Commissioning Group (CCG) to review health services for transition.
- + The CCG and Oxleas to review mental health provision for young adults.

Following the publication of the report, Healthwatch were asked by the Health and Well-being board to revisit transition in 12 months' time and report back on any changes.

“Perhaps that was naïve of me, but I did expect that basic communication to be in place and to be notified if there was a problem, so that the parent/carer can do the necessary action to support whatever the problem might be”.

“My son is 16 (years old) and we haven't got anything in place....Not aware of anything happening to support transition”

y son has definitely regressed since July last year physically and socially.... As parents, you get worn out after a while as he is very active and needs to be engaged all the time”.

Annual 360 Review

In March, we invited stakeholders to participate in our annual 360 survey for a second year running. We asked stakeholders to share their experiences of working with Healthwatch; our perceived impact and added value to inform strategies and commissioning in Bexley, coupled with our areas where further developments may be required.

“As with all local organisations, there is still lots more to do with other seldom heard groups, but I think Healthwatch has a good understanding of who the groups are and what needs are (and the barriers they face)”.

14 stakeholders, representing a variety of organisations, including Bexley CCG, Oxleas, Bexley Council, members of the voluntary sector, NHS and residents, responded to our survey.

“Healthwatch have produced two very significant reports - one for emotional health & well-being of children with a SEN need and/or disability. These both highlighted significant areas for follow up”

The feedback demonstrate a pleasing improvement in all areas from last year. This was particularly noticeable where stakeholders feel Healthwatch add value to their work due to the unique insight we have. Partnership and collaborative working was also identified as a significant improvement coupled with our high level of engagement to inform our work.

“A well co-ordinated approach is developing. Linking work with joint strategic priorities particularly the obesity agenda. Good to see Healthwatch on primary care development group, safeguarding group and quality group at the CCG. Partnerships developing with the council’s scrutiny function”.

Areas for improvement include engaging, to a larger extent, hard to reach groups, and in particular the BME community. Timely involvement in the planning of projects was also highlighted as an area where we can improve.

Healthwatch Bexley manages to create strong working relationships built on trust and shared values whilst at the same time retaining an independent and external perspective to promote the voices and experiences of local people and where necessary challenge the system- this is a very skilled position”.



Sustainability and Transformation Plans

Sustainability and Transformation Plans (STPs) are five year plans detailing how local areas will work together to implement the Five Year Forward View and achieve financial balance by 2020. STPs are long term plans and have the potential to allow for more proactive, strategic decisions about local healthcare needs.

During 2016, Our Healthier South East London (OHSEL) and South East London (SEL) Healthwatch and SE London CCG's came together for two workshops to find out more about Healthwatch engagement under the OHSEL areas of: community based care, planned care, cancer, maternity, children and young people and urgent and emergency care. This was an opportunity for OHSEL to be presented with our collective reports and insights to patient experience and quality of care.

Following the publication of the south east London STP, the six SEL Healthwatch produced a joint response to the STP based on feedback from patients, service users and stakeholders across the region as well as Healthwatch engagement at local and regional level with CCGs, Scrutiny Committees, Health and Well-being Boards, OHSEL and other strategic meetings.

In our response, the six SEL Healthwatch acknowledge that there is a great deal of positive change planned within the STP and we are pleased to see some ambitious targets in areas like mental health and a relatively strong engagement plan. However, we raised concerns regarding the development and implementation of the plan and we subsequently made recommendations to improve patient engagement; allow for contingencies; address health inequalities and reassure on privatisation and the relationship to social care.

Going forward, the six SEL Healthwatch continues to be actively involved and we meet with OHSEL on a quarterly basis to provide feedback, receive updates and discuss how stakeholder engagement can be maximised.



Our plans for next year

What Next?

Our priorities going forward are very much aligned with local priorities, identified by the health and well-being board coupled with needs identified through our work plan. Regionally, we are going to continue to play an active part in the ongoing development and implementation of the STP, whilst being an active partner locally with the development of the LCNs.

Our priorities for the year ahead is a mixture of following up on previous work and recommendations, coupled with new priorities:

- + A review of 'transition from children's services to adult services' to follow up on the recommendations made last year.
- + Conduct Enter and View into GP practices with a focus on people with a learning disability as part of our "Look and Listen" co-production
- + Continue our work on hospital discharge, following up on the recommendations made from the Enter and View visits.
- + Carers in focus: this is a new priority and has arisen as a result of our emotional well-being for children and young people and transition from children's to adult services.

Focus will further be placed on continuing our engagement with the black and minority ethnic community (BME) and we will be organising a BME event with commissioners, service providers and community groups in the autumn.

We will also continue to work closely with Greenwich University, whose students volunteer and have their employment learning with us to undertake small projects, including

follow up of GP complaints audit and pharmacy survey.

Additional focus will be placed on continuing our work at developing our volunteering and Healthwatch Champion programmes, to ensure we increase our reach into the community.





Our finances

Financial Information 2016-2017

Below is a breakdown of the income and expenditure for Healthwatch Bexley in 2016-2017

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£114,300
Income carried from 2015-2016	£8,515
Total income	£122,815
Expenditure	£
Operational costs	£17,843
Staffing costs	£98,779
Office costs	£5,193
Total expenditure	£121,815
Balance brought forward	£1,000



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We will be making this Annual report publicly available by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, The Peoples Overview and Scrutiny Committee, Health and Well-being Board and the London Borough of Bexley.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement. If you require this report in an alternate format please

The logo for Healthwatch Bexley features the word "healthwatch" in a bold, dark blue sans-serif font. The letter "e" is replaced by a pink circle, and the letter "a" is replaced by a green circle. Below "healthwatch" is the word "Bexley" in a smaller, dark blue sans-serif font.