



Healthwatch Bexley

Annual Report 2018-19



healthwatch
Bexley

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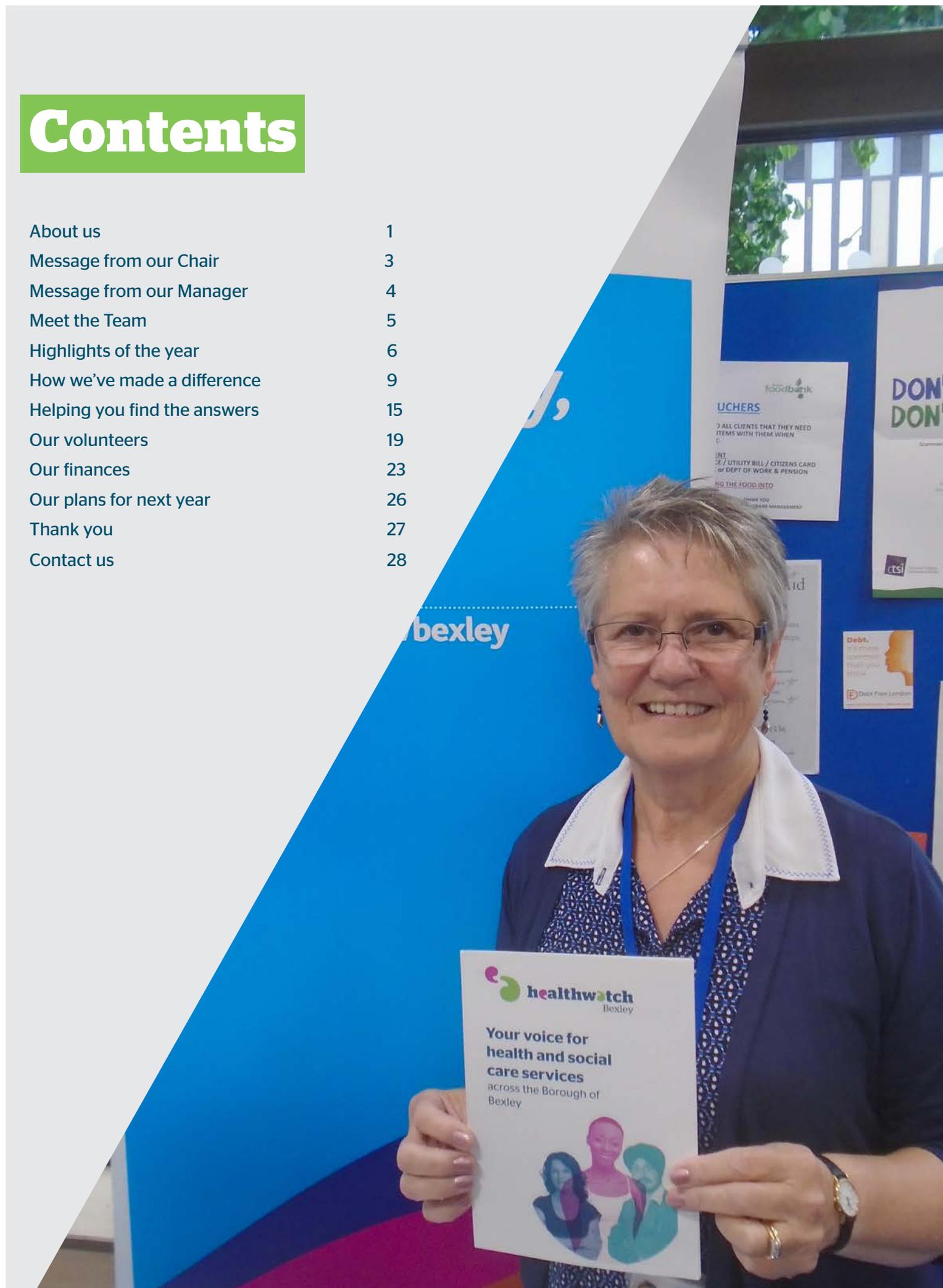
healthwatch Bexley
your voice counts

healthwatch Bexley
your voice counts
Have something to say about health and social care services? To know your views, preferences and expectations.
Telephone: 0181 349 3444
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Healthwatch Bexley

mariecurie

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About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally. Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England. If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade. If you're part of an organisation that's worked with, supported or responded to Healthwatch, thank you too. You've helped to make an even bigger difference. None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



Message from our Chair

I'm delighted to present the 2018/19 Annual Report for Healthwatch Bexley. I have only been Chair of the Advisory Board since April 2019, but have already seen the incredible hard work and dedication of the team. The sheer volume of work carried out is amazing, and the positive impact they have with local health and social care services, and the people of Bexley, is absolutely essential.

Healthwatch Bexley plays an essential role in the local community. The statutory role and legal powers we have, combined with our values and principles, our user led nature and the way we engage with the community, provide us with a unique perspective of the local health and social care situation in Bexley. We offer insight and qualitative evidence that supports the CCG and Local Authority to make informed choices about commissioning and service delivery.

Over the last year, we have spoken to thousands of Bexley residents. They have shared their experiences and concerns. Adult social care and the impact of cuts on older people is a big worry; Bexley residents understand the important role carers, and young carers play; they have expressed their positive and negative experiences of being discharged from hospital, an area that the CCG and Bexley Council have spent a considerable amount of time and effort to improve.

Perhaps our biggest achievement this year is the impact of our Look and Listen report. Our report identified problems people with learning disabilities were having accessing GP services in the Borough. Healthwatch Bexley has worked tirelessly over the last year to improve care across the board for people. Our engagement with Bexley residents enables us to really listen to people's experiences. Our signposting service helps people to access the services they really need; and evidenced based recommendations

shine a light on services and support the CCG and Bexley Council to make improvements.

Funding for Healthwatch Bexley, whilst low, has remained stable for the last year, and we are expecting no significant changes for 2019/20. Our very small team achieves a huge amount with very little, and have been successful at picking up additional pieces of commissioned work. However, the work load is continuing to increase and without additional resources we have to be realistic about what we can take on, and what is achievable.

Our priorities for 2019/20 include keeping a close eye on the implementation of 'single point of access,' introduced by Bexley Care, the development of Primary Care Networks, and what the NHS Long Term Plan will look like locally. I'm particularly looking forward to working with the Healthwatch Bexley Advisory Board and the amazing team over the coming year, helping to build and develop our strategic relationships.



Message from our Manager

Over the last year we have worked hard to build on our work with Mencap, and the Speaking Up Group to support those with a learning disability, to access better health and social care. In July 2018 we published our 'Look and Listen' enter and view report, which explored the experience of visiting the doctor from the perspective of a person with a learning disability. We are really pleased that many of our recommendations are being acted upon, by both the Clinical Commissioning Group (CCG) and local GP Practices and we can see real progress is being made.

The last year has been a year of change with our Advisory Board Chair, Mirelle Frost stepping down in October and in September we also said farewell to Lotta Hackett, who managed Healthwatch from 2015. We would like to thank them both for all their hard work and commitment to Healthwatch Bexley and wish them well in their new ventures. We welcome Rikki Garcia to the team as the new Healthwatch Bexley Advisory Board Chair.

We could not complete our ambitious work plan without the help of our team of volunteers, who give up their valuable time to help us. We really appreciate all you do and are lucky to have you, thank you.

We would like to thank the Mencap, and Speaking Up volunteers who are always eager to help at community events and the Age UK volunteers who co volunteer representing both Healthwatch and Age UK at local libraries.

My special thanks goes to the dedicated Healthwatch Bexley team, Joanne, Linda and Sarah, who have worked tirelessly to ensure we continue to be viewed as key partners in local

forums, meetings and events. Listening to the voice of local people and sharing their views and experiences to make a difference locally.

I would also like to extend my thanks to the Advisory Board who support and guide us in all that we do.



'I can't thank the fantastic Healthwatch Bexley team, and all our volunteers for their hardwork and enthusiasm, during what has proved to be a very busy year'

Meet the team



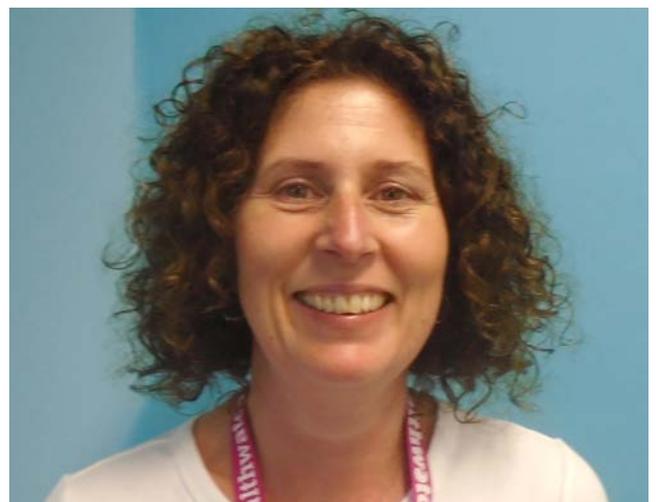
Jayne Garfield-Field
Healthwatch Bexley Manager



Joanne Flitton
Healthwatch Engagement and
Volunteer Co-ordinator



Linda Cole
Healthwatch Community Engagement
Officer



Sarah Richards
Healthwatch Community Engagement
Officer



Highlights from our year

Partnership Working with South East London Healthwatch

Healthwatch Bexley are pleased to have worked with Healthwatch Kent, holding focus groups to seek Bexley residents views on the proposed siting of three new Hyper Stroke Units in Kent, and by joint visits to Darent Valley Hospital to gain insight into user experiences. We also worked with other SE London Healthwatch engaging with local residents on the NHS Long Term Plan consultation report, What Would You Do?

Partnership Working with Key Stakeholders

We are delighted to have supported the London Borough of Bexley (LBB), for the second year, at their annual Ageing Well Event. As in previous years the event was very well attended. We engaged with residents on behalf of LBB, to explore how they connected with their community, if they felt safe at home, in the community and how they kept informed and active. We also took the opportunity to ask residents if they had had the flu vaccination and if not learnt about barriers they faced to being vaccinated.

Healthwatch Bexley are pleased to regularly attend the Scrutiny Committees and Health and Wellbeing Board meetings, where we are delighted to present our most recent reports and feedback on residents views and experiences of local health and social care services. We were pleased to be asked to contribute to the LBB Prevention Strategy and share our views with the LBB Public Health team. We hope to continue to raise the profile of Healthwatch and demonstrate our skills and expertise in engaging with patients and residents.

Erith Urgent Care Centre

In response to the proposed move of Erith Urgent Care Centre from Erith Hospital to Erith Medical Centre, Healthwatch Bexley conducted two Enter and View visits to find out what staff and patients using the centre thought of the proposed move. Our findings were presented to the CCG, Hurley Group and Primary Care Development Working Group and were well received.

Children and Young People

We have continued building our relationships with Bexley Youth Council and local schools to make sure the voice of young people is heard.

Our Reports

We have carried out engagements to explore barriers to the uptake of the winter flu vaccination, as uptake has been lower than the London average for Bexley. We also looked at the 'Discharge to Assess' scheme, Crisis Line, and with Healthwatch England and other local Healthwatch, conducted engagements for the Long Term Plan. Reports are in the process of being finalised.

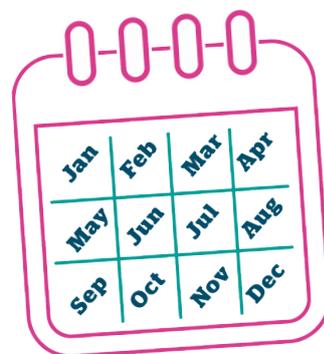
Annual Meeting

In October, we held our 2017-18 Annual Meeting and introduced two reports exploring the experiences of Young and Adult carers. We were pleased that more than 50 people attended, including the mayor, members of the council, representatives from local charities, community groups and members of the public.

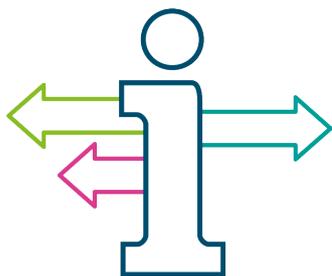
Find out about the way we have engaged and supported people in 2018-19.



We met and talked to more than 3,800 people at local events and libraries in Bexley.



We have 19 volunteers helping to carry out our work, who in total gave up over 400 hours of their time to volunteer.



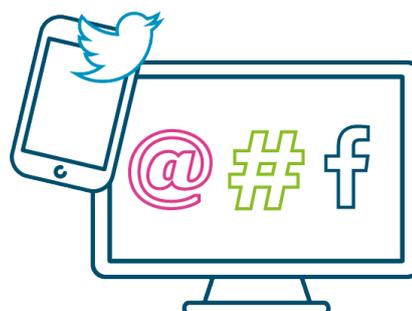
We have made over 37 recommendations to the local Clinical Commissioning Group, Local Authority, GP Practices and other services on how to make improvements to services based on evidence we collected.



We visited over 165 services and community events to understand people's experience of care. From these visits, we made over 37 recommendations for improvement.



1,555 people shared their health and social care story with us, as a result we produced 7 reports.



Over 2,000 people engaged with us through our website and social media.



How we've made a difference

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Bexley. We show when people speak up about what's important, and services listen, care is improved for all.

Take a look at an example of a local Healthwatch demonstrating how they have made a difference in their community.

Children, Young People and Adult Carers in Bexley

Last year Healthwatch Bexley listened to both children, young people and adults who have a caring role and produced two reports about their experiences. We were interested in working with carers as our earlier report the Emotional Wellbeing of Children and Young People aged 11-19, found that there may be many hidden young carers in the borough who were therefore; not accessing the help and support needed. We also recognised from our community engagement that many adults may also be caring for family or friends and not seeking support or identifying themselves as carers.

We listened to adult carers at events, community groups, and carers support groups and visited the Chill Club a service for young carers provided by IMAGO. Adult carers completed a questionnaire and qualitative information was gathered from young carers whilst they played games which encouraged interaction.

Recommendations were made that included that more should be done by professionals such as

schools, and social care services to identify carers; so that they may access the correct services and support.

The young carers report was disseminated to all schools in the borough and was presented to the Dedicated Teachers Forum, to raise awareness of young carers and encourage schools to sign up to the free, Carers Trust, Young Carers In School initiative.

Bexley Care is currently undertaking many changes in the provision of carers services and our recommendations are being used as an evidence base. Changes include how assessments are carried out, increasing carer assessment rates, and exploring ways to identify hidden carers. We recommended that emergency planning provision should be put in place for carers, as the majority we spoke to had no emergency plans in place, causing them stress and anxiety. This is now being reviewed along with the current IAPT provision. A local charity who supports carers, has also used our report as an evidence base. We look forward to seeing the development and changes in services and the changes they make for local carers.



Look and Listen-Tackling barriers to healthcare for people with a learning disability

A priority over the last year has been to improve GP access and quality of care for people with a learning disability in Bexley. We are really pleased to see that as a result many changes have been made by the CCG to improve access and care for those with a learning disability based on our recommendations.

We learnt through working with Bexley Mencap and the Advocacy for All, Speaking Up group; that they had tried to access GP practices in the past to highlight the common issues that people with a learning disability face, e.g. not having information displayed in easy read. They had not been able to access a single GP practice to raise their concerns or make the practices aware that they offer and provide learning disability awareness training for health and social care health professionals.

We visited the Big Health Check Day, an event for people with a learning disability and their carers; to find out more about what it is like to visit the GP and have a health check. Many carers expressed concerns about the quality and regularity of local health checks and visits to the GP. We discovered from Bexley CCG that health check, uptake rates locally, needed to be improved.

We worked in partnership with both Bexley Mencap and the Speaking up group, to offer specially adapted Enter and View training to 15 of their members and volunteers who all have a learning disability. Training was delivered wholly in an easy read format, based on the formal Enter & View training and renamed 'Look and Listen', to ensure the Enter and View concept made sense to our new volunteers, who are now subsequently known as Look and Listen volunteers.

We supported our 'Look and Listen volunteers' to visit all 26 GP practices in the borough to view the practices from the perspective of someone with a learning disability. They also spoke to over 450 patients visiting the GP practices and asked them to complete a generic questionnaire. We produced a short report of our findings for each of the 26 GP practices we visited and these were collated to form our overall 'Look and Listen' report.

Recommendations included: Learning disability awareness training for those working in GP Practices, longer appointment times, more accessible information ie easy read letters, telephone reminders and that GP practices should work with the disability team in Oxleas to ensure good health checks are provided.

'The Healthwatch team were very friendly, helpful and understanding about our learning disability. We had to do a training with Healthwatch to become a volunteer and sign a do's and don'ts list'

Results of our work

Our 'Look & Listen' report was well received by the CCG, Local Authority and other stakeholders. Our report provided an evidence base and made recommendations which have helped to change how annual health checks are offered in the borough and increase awareness of the problems faced by those with learning disabilities.

A dedicated learning disability lead GP has been appointed, and three health care professionals are now responsible for increasing the uptake and carrying out annual health checks. Health checks may also be promoted in the form of an annual health check week.

Healthwatch recommended that local GP practices undertook the "Learning Disability Awareness" training offered by Bexley Mencap. Bexley Mencap have now received funding, which has enabled them to offer paid employment to 5 of their members to deliver "Learning Disability Awareness" training locally and we are pleased that GP Practices have started to book onto the training.

Healthwatch Bexley and 'Look & Listen' volunteers were also invited to attend a Multi-Professional Learning Event, being run by Bexley CCG. This event was open to all of the GP practices in the borough and included talks on, Reasonable Adjustments for people with LD in mainstream NHS services, Practical tips for Learning Disability Medicals and Customer Care.

The Look and Listen volunteers continue to volunteer with us as valued members of our volunteer team.

Endorsements

"Bexley Mencap are a local charity working with adults with learning disabilities, their families and carers to improve the lives of people with a learning disability."

"We have been working with the Healthwatch Bexley team for over 2 years after they approached us to work together on their enter and view programme. We worked together with the team to adapt the volunteer training programme to make it accessible to our members with learning disabilities and Healthwatch changed the name

of the programme from 'Enter and View' to 'Look and Listen' so that everyone understood what the programme was about .

"We delivered Learning Disability Awareness Training to the Healthwatch team, led by our members and staff team, so that they better understood how to work alongside our group of volunteers. The Healthwatch team regularly meet and engage with all our members and this in turn enables people to feel they can talk openly to the team and are fully included within the team."

"The Look and Listen programme was an innovative project and has had very positive outcomes for our members. 6 members were taken on as Look and Listen volunteers, which has enabled these members to gain valuable experience in their role and develop their skills. It is often difficult for somebody with a learning disability to find volunteering roles but the Healthwatch team have been enthusiastic, engaged and supportive throughout the whole experience."

"The Healthwatch report investigated the uptake of annual health checks and registration of people with learning disabilities and has raised awareness of concerns in this area. Health checks are vital in keeping people with learning disabilities well and supporting them with any health needs that they have. The report has resulted in us focussing on health checks and how to engage people and GP surgeries, working in partnership with the local Learning Disability Partnership Board and CCG."

"Through the work, that the members and Healthwatch have done it has also led us to be commissioned by the CCG to offer learning disability awareness training to GP surgery staff throughout the borough and be able to offer paid employment to 5 members to deliver this."

"The partnership that we now have with Healthwatch has been invaluable to our members and our organisation and helped us raise awareness of some of the health issues that people with learning disabilities face locally. The team have been fantastic with our members and have given them the opportunity to become involved with raising awareness of issues that affect so many of the people that we support. Our members could not have achieved so much without the team's support and look forward to continue working with them"

Jane Menzies





Patient Participation Groups have helped promote the Flu vaccination in local GP practices'

Patient Participation Groups

Healthwatch Bexley were pleased to carry out an audit of Patient Participation Groups (PPGs) on behalf of Bexley CCG.

Patient engagement and participation is an important aspect to ensure good quality care that meets the need of the local patient population. PPGs play a key role in fostering communication between the Practices and its patient population, which contributes to continuous improvement and enhanced patient care. PPGs can also provide practical support for Practices, for example by promoting the flu jab and self-care, and help to implement change.

We visited practice managers and PPG members at 26 local practices, to establish a baseline for the current PPG landscape by identifying which Practices have a PPG, how they operate and the perception of their value, by both the Practices and the PPG.

The audit identified a number of recommendations for how the CCG can support PPGs and for how Practices and PPGs can work together for the benefits of the patients.

The recommendations for the CCG predominately related to increasing their communication and engagement with PPGs by appointing a dedicated person to support PPGs throughout the process of starting up and performing their roles.

Many of the recommendations made both for the CCG, Practices and PPGs are now being actioned, resulting in improved communication channels and a structured support system. We are pleased that there is a dedicated person within the CCG as a point of contact to work proactively with the PPG network and support PPGs and Practices.

Recommendations included implementing a peer support model to support aspiring PPGs to become established. This model has been used to provide support to two practices who at the time of the audit did not have a PPG and who have since successfully established a PPG within their practice. Additional focus has been placed on supporting practices with the recruitment of PPG members and the CCG now offer "PPG information events" for interested patients.

Changes you want to see

Last year we heard from over 1,555 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + More timely GP appointments to help prevent people going to Urgent Care and A&E



- + Longer GP appointments for people with a learning disability, more information in easy read and better health checks



- + Clearer and faster pathways into mental health services for children and young adults, especially those with special needs and disabilities



- + Carers want to feel listened to and valued by health and social care professionals, as they understand the person they care for better than anyone



- + More awareness and training for teachers and other professionals to help them identify and understand young carers



- + More community awareness and understanding of what it is like to have a hearing impairment or be deaf

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your views
on
Health &
Social Care**

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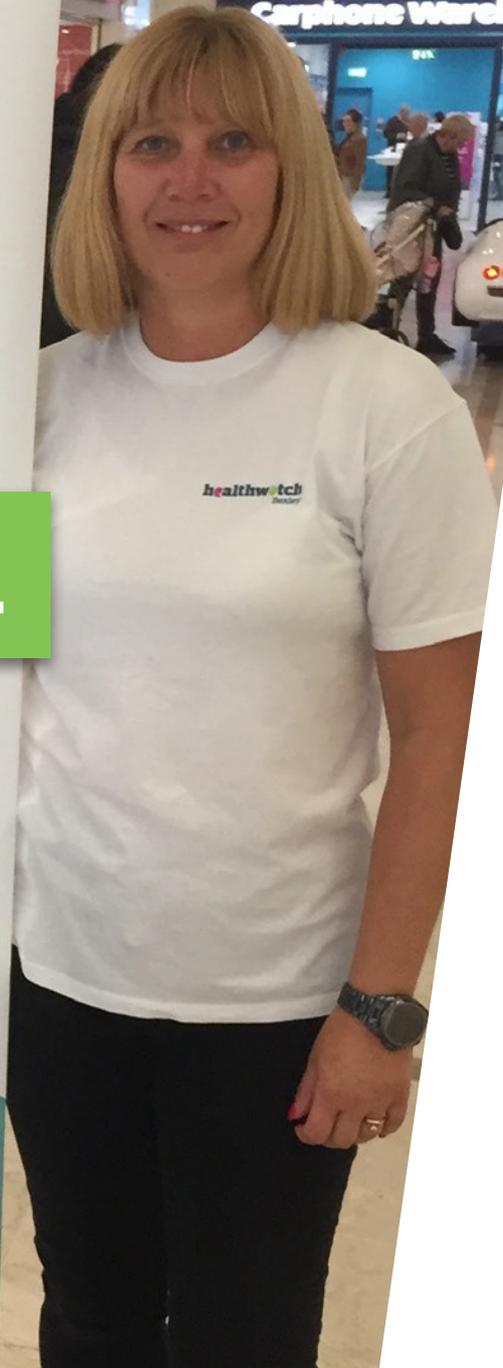
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**Helping you find
the answers**

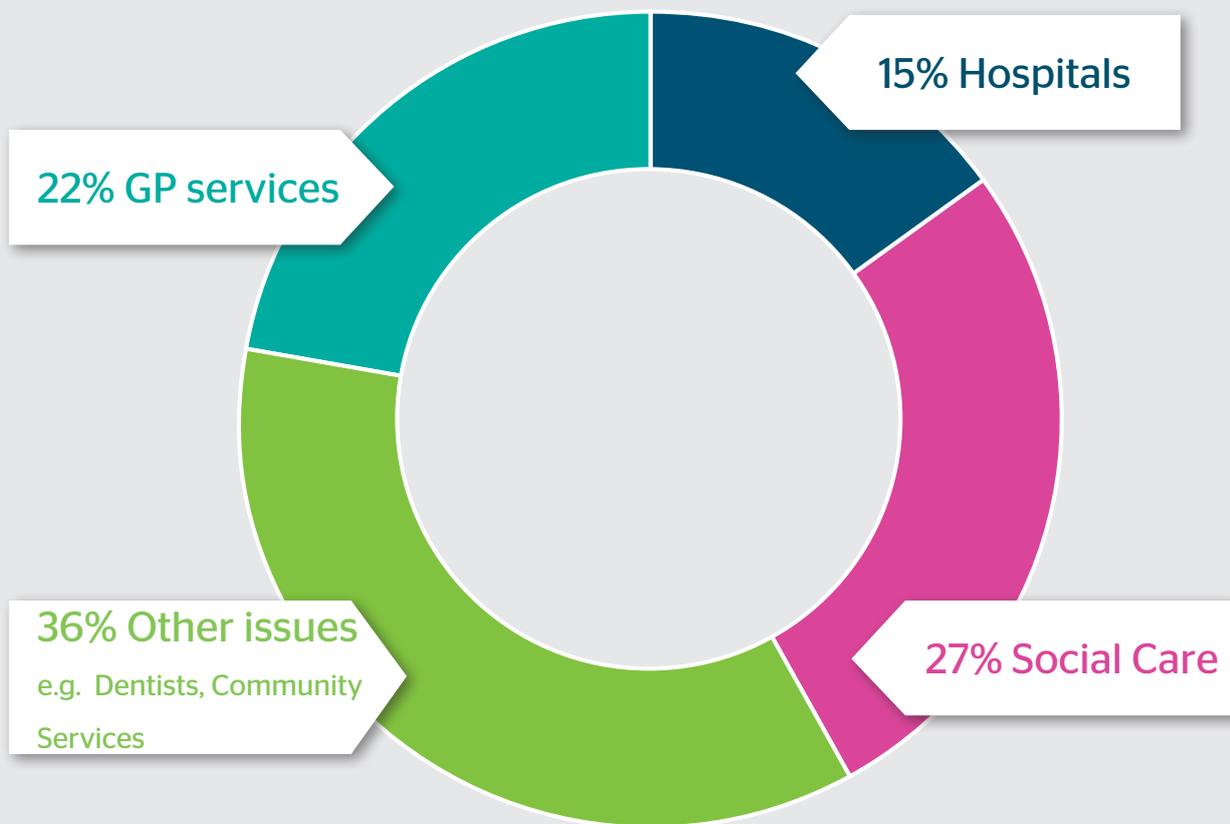
**Speak to us.
Together we can make
a difference.**



What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped over 2,000 people access the advice and information they need

You can come to us for advice and information in a number of ways including:

- + Specific advice and information blogs online
- + Our contact us form
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone
- + Through organisations we work in partnership with such as Age UK

Accessing help

Anne: I look after my husband who has Parkinson's but never considered myself to be a carer. After talking to Healthwatch Bexley they suggested I may be able to get financial help and recommended I contact Age UK; to help me fill out the relevant forms to apply. They also suggested other organisations who offer support and help but I don't feel ready to contact them yet.

'Thanks to their help, we were awarded an allowance which we didn't know existed, I told my neighbour who is also a carer and she gets it now.'





Registering housebound patients with a new GP

When a local GP Practice announced it was closing in March 2019, we worked with the practice and CCG, to ensure those who were frail and housebound were aware of the importance of re registering with a new practice before the planned closure. We contacted patients and offered advice on where alternative practices were, reminded them to re-register and conducted home visits if needed, to complete registration forms and deliver them to the patient's new practice. Healthwatch Bexley helped over 38 patients, their carers and family to re-register with a new practice.

Case Study

Mr H is a young man who had lived in England for several years but had recently moved back to Bexley after living abroad. He did not have a fixed address and was living with friends.

Mr H had tried to register at a couple of GP practices locally but was turned away as he did not have proof of address. He could not produce any of the documentation that they requested. He has a chronic medical condition which he had previously received treatment for in the UK and he had started to experience problems and at times was in severe pain. He contacted Healthwatch Bexley using his friends email address and gave us a phone number so we were able to telephone him and speak to him.

To address the immediate problem of the pain he was experiencing, we recommended that he visit his nearest A and E or Urgent Care centre for help.

We contacted the local Patient Experience team at the CCG who confirmed he did not need proof of address and looked into his complaint. We suggested a GP practice locally who he was able to register with and we were able to signpost him to a leaflet explaining his rights.



Our volunteers

How do our volunteers help us?

At Healthwatch Bexley we couldn't make all of these improvements without the support of our 19 volunteers that work with us to help make care better for their communities.

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports
- + Represent Healthwatch at meetings



Look and Listen volunteers improve GP access for people with learning disabilities

Our Look and Listen volunteers from Mencap and the Speaking Up group, have worked hard to improve GP access for people with learning disabilities by conducting Enter and View visits to all 26 Practices in Bexley Borough. This collaboration has worked well, and the Look and Listen volunteers have proved themselves eager, reliable members of the volunteer team and popular with the public. We are pleased that they now volunteer with us at the local hospital and community events.

It is often difficult for somebody with a learning disability to find volunteering roles but the Healthwatch team have been enthusiastic, engaged and supportive throughout the whole experience'

Meet our volunteers

We caught up with our fantastic volunteers to find out why they volunteer and show you how their work truly makes a difference to the lives of people in our area.

Emily

Community Engagement Volunteer

I have been volunteering for Healthwatch for several years now. I have been on enter and view visits to care homes, hospitals and GP practices, libraries and various meetings. I like to feel I am giving something back to my community, you can do as little or as much as you want, I really like getting involved, you get to meet some lovely people. I have learnt lots of new things and you always pick up information. I have found it to be really interesting especially anything to do with mental health. It is hard to find the time to volunteer but well worth it.



Amy

Student researcher from Kings College University

It has been great to have this opportunity to volunteer for Healthwatch Bexley. I have learnt about local health and care services and what people think of them. I have also attended Patient Experience and London Ambulance meetings as a representative for Healthwatch which has been a valuable insight for me as a student nurse.



Age Uk and Healthwatch

Library volunteers

Over the last year Age Uk volunteers have been representing both Healthwatch and Age Uk in local libraries on a monthly basis. This co volunteering project has proved to be a great success and we would like to thank Maureen, Ashley, Carole and Tim for all their hard work.



Meet our volunteer of the year

This is the second year that Healthwatch Bexley have held our volunteer of the year award to recognise the work of a volunteer who is outstanding. The volunteer is selected by the Healthwatch Bexley team and it is always a hard choice to make as we really appreciate all our volunteers and the time our volunteers kindly give us.

Paul

Look and Listen and community engagement volunteer

This year we are pleased to announce that Paul Fitzgerald has been awarded our volunteer of the year award. Paul is one of our wonderful Mencap Look and Listen volunteers. He is always keen and eager to help us at visits to the local hospital and other community events. Paul is very punctual, enthusiastic and always volunteers with a smile. We would like to thank him for all his hard work and very much hope that he will continue to volunteer with us.



'Volunteering is very enjoyable. I have fun working with the Healthwatch Bexley and I hope the work doesn't stop.'

Volunteer with us

Are you feeling inspired?

We are always on the lookout for more volunteers. If you are interested in volunteering get in touch with Healthwatch Bexley

w: www.healthwatchbexley.co.uk

t: 0208 304 9344

e: info@healthwatchbexley.co.uk



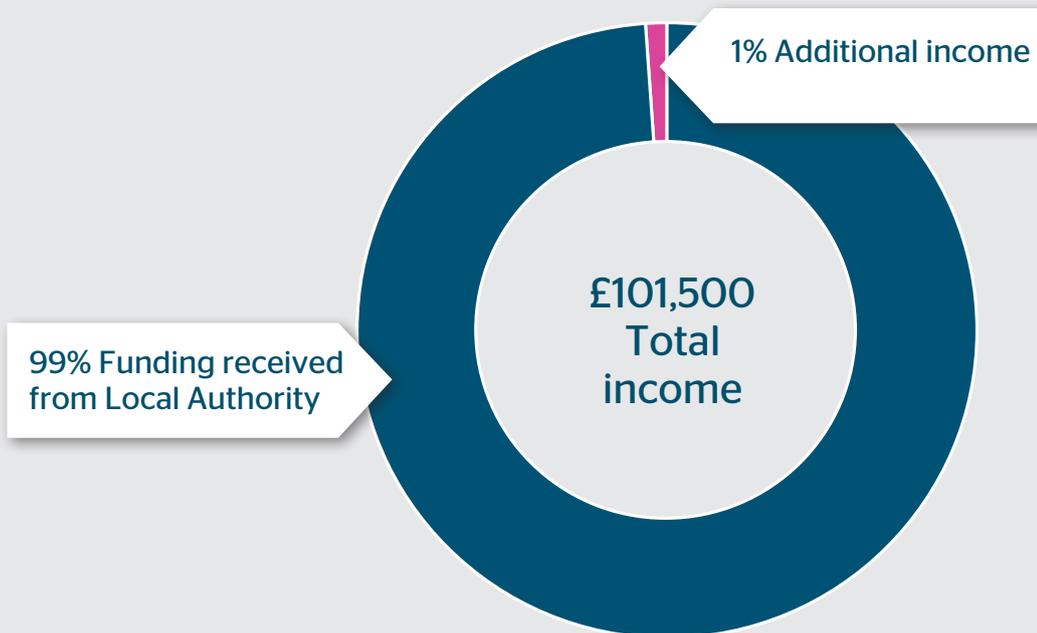
Our finances

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0208 304 9344
Visit our website:
www.healthwatchbexley.co.uk
Email:
info@healthwatchbexley.co.uk
@HWBexley
Healthwatch Bexley

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £101,500.

We also received £1,500 of additional income from Kent and Medway urgent stroke consultation.





Our plans for next year

Our plans for next year

The year ahead looks to be filled with lots of activity as in previous years.

We are looking forward to continuing our work with the most vulnerable and seldom heard groups in the community, and developing relationships with new groups.

Healthwatch Bexley are currently working with Bexley Deaf Centre and the deaf community to improve access to services. We are asking local people who have a hearing impairment about their experience of visiting audiology services. As people who are deaf generally have poorer health outcomes than the general population, we are compiling a British Sign Language, health prevention and promotion directory which will enable health messages and advice to be easily accessed.

In May 2019, working with Bexley Deaf Centre, as part of Deaf Awareness week we introduced the 'I am deaf' card to local businesses and shops to increase awareness of communication needs. We would like to thank Healthwatch Dudley for kindly allowing us to replicate the 'I am deaf' card they designed. We look forward to promoting the 'I am deaf' card and continuing our work with Bexley Deaf Centre, to raise awareness and improve services for those who are deaf or living with a hearing impairment.

We will continue to work with key partners and are pleased to be asked by the local authority, to engage with local people, particularly, less heard groups and find out their views on the local 'Prevention and Obesity Strategies'. We expect to engage with over 1,000 local adults and young people during the consultation period, at schools and local community events.

In addition, we will be watching the development of Primary Care Networks, changes in Bexley Care including the Bexley Care Single Point of Contact, and the implementation of the Long Term Plan.

Growing our volunteer base has proved to be a challenge, but we will continue to work with the Age Uk, Mencap and the Speaking Up Group volunteers, whilst growing and developing our volunteer programme.

Healthwatch Bexley will be looking to follow up recommendations made from previous work, and increase our presence in the community.

We will be hosting our Annual Meeting at Geddes Place in September and as in previous years, we hope it will be well attended.



'We are looking forward to hearing the views of local residents and making new contacts in the community, especially in less heard groups'

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work

“I think Healthwatch Bexley plays an important role in insuring that the voice of the community is heard, and that the best interests of all our patients are paramount”

A special thanks goes to Age UK, Mencap and the Speaking Up group from Advocacy for All for working in partnership with us and for the volunteers we share



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