



Annual report 2019-20

Guided by you

How your experiences have shaped our work this year





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Message from our chair



Our mission is to ensure that the views of local residents make a difference to how their health and social care services are delivered. This is especially important in the current pandemic.

I am proud to introduce this report, which details our staff and volunteers' response to the crisis so far (pages 30-32). It is clear from our findings that COVID-19 has affected people in different ways and exacerbated existing health inequalities. Highlighting the concerns of Black, Asian, and Minority Ethnic communities, and reaching those without online access, are priorities for us, and we will seek to make them priorities for decision makers at the local and London level in 2020-21.

These priorities build upon our 2019-20 work: our report on young people's views of digital access to health in Hammersmith & Fulham (p20); our Mental Health Stakeholders Group (p22) and the extension of our work with Young Healthwatch from Westminster to the bi-borough (p27) are examples of how we continue to engage groups with diverse experiences. We continue to support patient participation groups throughout the three boroughs, where patients can contribute their input to changes to primary care at their local practice level.

None of this work would be possible without the dedication of our staff and volunteers, and I want to thank them all. I would also like to thank our funders and partner organisations. As this is the last year we will deliver the Healthwatch contract in Hammersmith and Fulham, I particularly want to thank the local committee and members, as well as the other voluntary and statutory organisations in that borough. We will continue to work with you on the patient participation groups (p17 and 21) and on NHS Health Complaints Advocacy (p23).

We look forward to continuing to work with you over the next year. Please continue to let us have your views and to join us in events, either online or in person, as a participant or a volunteer.

Christine Vigars,
Chair of Healthwatch Central West London

We look forward to working with you next year as we move into the recovery stage from COVID-19, and we will link this to our current priorities of mental health, primary care, and work with young people.

Our priorities

Our 2020-21 focus will be on gathering local people's experiences of COVID-19 and ensuring that they have the information that they need to stay safe and well. The experiences we gather will influence how the NHS and councils address community wellbeing, access to services and the impact of health inequalities. Our informative resources will make sure that local people know where to access the support they need.

Our COVID-19 work will be delivered with our other key priorities: primary care, making the concerns of young people an essential part of decision making, and providing our expertise on NHS system changes at the North West London level.

1. Changes to primary care

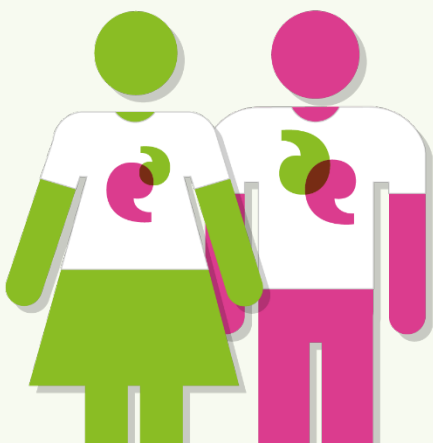
HWCWL will be a significant contributor to Recovery Plans for primary care.

The information that we gather through our COVID-19 engagement will influence decisions made about the provision of primary care services. We will make sure that local people's needs for primary care services, and the difficulties they face in accessing these, are recognised when commissioners implement local changes. We will work with the commissioners to make information more user friendly.



2. Making young voices part of decision making

HWCWL wants young people to be an integral part of our organisation and to be involved in our reporting and scrutiny roles. We will provide training and support for our Young Healthwatch members. We will support our Young Healthwatch to set their own agenda for engagement in health and social care and will work with them to ensure that young people in Kensington and Chelsea and Westminster are more aware of how to access mental health support, in particular through primary care.

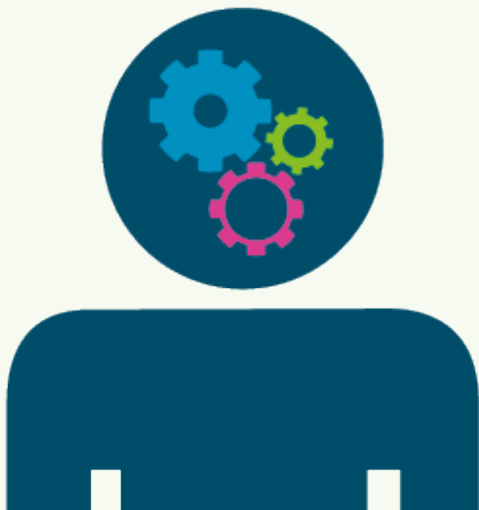


Our priorities

3. Providing our expertise on NHS system change

We will participate in the integrated care partnership change programmes in Kensington and Chelsea and Westminster. We want to ensure that local people's experiences of NHS systems being reorganised, including as a result of COVID-19, directly influence change as it happens.


We will continue to support the work in North West London by making sure that meetings and documents are accessible and inclusive. We will bring our experience and evidence from the front line to the attention of those responsible for monitoring and improving the quality of services via scrutiny mechanisms at NWL, local CCG and local authority levels. We will monitor the quality of the work conducted as the changes take place.



4. Mental health

Residents have told us very clearly how important mental health services are for maintaining wellbeing and this will be especially true as a result of COVID-19.

We will support our Mental Health Stakeholder Working Group to develop a programme of engagement and influence that reflects residents' concerns and leads to improvement in local mental health services.

 We want to build on the priorities we set out in 2019-20, furthering the progress we have made as well as incorporating the new experiences and perspectives relating to the COVID-19 outbreak.

Our work with North West London in 2020-21

More decisions about the delivery of health and social care services are now being made at the North West London level. HWCWL were the only Healthwatch in North West London to put forward questions from local members on the North West London CCG (NWL CCG) merger proposal, *Case for Change*. It is essential that local people are kept informed of changes to their health services as they happen. We give local service users the opportunity to share their views with the people who have the power to act.



Making information accessible

We encouraged NWL CCG to hold the meetings in public, with live video streaming to improve opportunities for participation. Following our advice, papers are now available ahead of meetings, which gives residents time to read and submit questions.

Healthwatch and patient representatives also worked with the CCG's communications team to produce papers with clear, reader-friendly summaries.

Monitoring Quality

HWCWL has sought clarification for the role of the North West London Quality and Performance Committee in relation to the local monitoring of quality.

HWCWL shared intelligence on provision with the Quality Surveillance Group covering North West London which includes CQC NHS England, NHS Intelligence, local CCGs and Local Authorities, Health Education England.



Representation at the NWL Collaborative of CCGs

HWCWL and Healthwatch Hillingdon worked together to secure greater Healthwatch representation on the joint committee.

This opportunity enables us to bring local views from our boroughs, plus those of fellow North West London Healthwatch organisations, to the wider North West London NHS decision makers.



About us

Here to make care better

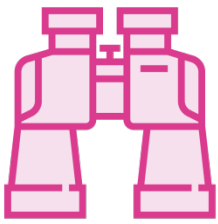
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis, Healthwatch
England Chair





Our vision is simple

A Central West London where the needs and experiences of local communities proactively shape local health and care services.



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 who 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.



How we find out what matters to you

People are at the heart of everything we do. Our employees 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



Find out more about us and the work we do

Website: www.healthwatchcwl.co.uk

Twitter: @HealthwatchCWL

Facebook: @HWCWL

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



87 volunteers

helping to carry out our work. In total, they gave up **1,200 hours** to help us. This work included meetings, discussion groups, Enter and View visits and office work. This number does not include the efforts of our volunteers who helped us out at community events and with distributing flyers, reports and surveys to their friends and neighbours.

We hired

12 employees

This is a full time equivalent of nine employees.

We received

£452,000 in funding

from our local authority in 2019-20, the same as in the previous year.

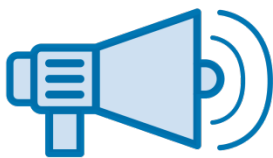
Providing support



On average, 30-40 people

shared their health and social care story with us each month, with just as many contacting us to share and receive information and signposting.

Reaching out



We had 53,000 visits

To our website, people engaged with us through social media over 5000 times, and we spoke with over 300 people at community events. We gained over 100 followers on our social media channels, and shared over 100 news stories on our website.

Making a difference to care



We published

four reports

about the improvements people would like to see with their health and social care.

How we've made a difference

Read about some of our favourite events and projects from 2019-20



Speaking up about your experiences of health and social care services is the first step to change. Take a look at how your views have helped make a difference to the care and support people receive in Westminster, Kensington and Chelsea, and Hammersmith and Fulham.

Understanding the issues impacting BAME patients

We work within some of England’s most diverse boroughs, making it a priority that we speak to communities who are under-represented in discussions of health and social care.

Our work with Black, Asian and Minority Ethnic (BAME) groups in 2019-20 built upon our NHS Long-Term Plan engagement, paving the way for our Small Grants Project (page 13), in which local projects gather patient experiences in partnership with HWCWL.

BME Health Forum Project

From July to September 2019, we worked with the BME Health Forum to speak to different community groups in our area.

The groups shared their experiences of using primary care services and their perspectives on how the general health of children, adults, and elders in their communities could be improved.

We met with the Middle Eastern Women and Society (MEWSo) and Marylebone Bangladesh Society in Westminster; the community group Migrants Organise and the Eritrean Elders Group in Kensington and Chelsea; and the Hammersmith and Fulham-based groups People Arise Now and the Iranian Association.

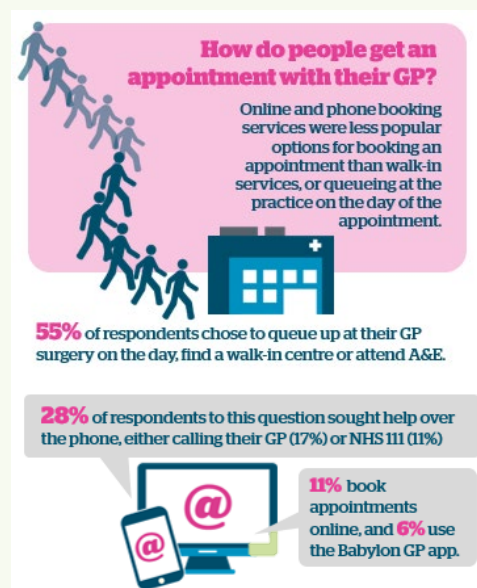
The discussion groups highlighted some recurring issues for BAME patients and local care: these included booking appointments, waiting times and length of appointments, using interpreting services

and interactions with NHS workers, which were raised as issues by all six groups.

The groups all raised nutrition and the lack of free available exercise for every age group as problems for their communities. They expressed concerns about mental health, and often linked this concern to social deprivation.

These open discussions about health and wellbeing resulted in our *Insights from BAME Communities in Central West London* report (2020). We are working with BAME groups to maintain this breadth of information gathering and reporting in 2020-21. We have raised these relevant issues with Imperial Healthcare Trust and other providers, and will continue to work with them to see how they may be addressed.

"Community support and voluntary sector support is necessary to help us manage."



Insights from BAME Communities in Central West London (2020)

Elevating the voices of under-represented communities

In January 2020, Healthwatch Central West London (HWCWL) launched its first ever small grants project.

The project asked local organisations that work with groups who are often under-represented in public discussions about health and social care to apply for the £500 grant, by telling us how they would gather patient experiences from their communities for our ongoing local engagement and research.

The successful recipients have now been selected and will be conducting their own research to highlight the experiences of under-represented groups. The areas of health and social care that they will focus their research on reflect the priorities set out by HWCWL at the start of this year.

“Participating in this project will help build the self-confidence to access appropriate services, give them networking opportunities and reduce loneliness and social isolation” – WAND



Three of the Small Grant recipients work with ethnic minority groups and three with people affected by long-term health conditions.

Local organisations who have received the grant from HWCWL:

Breathe Easy Westminster Support Group, who hold monthly meetings for Westminster residents with respiratory conditions, will interview members about how they are accessing respiratory services in the wake of COVID-19.

French African Welfare Association (FAWA) provide culturally sensitive advice and information to their predominantly French-speaking community, in addition to HIV peer support groups. They will be conducting a survey for how Black African patients experience local HIV support services.

LEGS, a physiotherapy-led rehabilitation project for people who have had a stroke, are running online exercise classes that discuss the impact of COVID-19 with those attending each session.

Make it Happen is a support network for parents of children with special needs and disabilities in Westminster. Their consultation focuses on patient pathways for SEND children and their caregivers.

WAND (Women’s Association for Networking and Development), a charity that addresses the problems facing women in isolated and excluded communities, will hold focus groups with women on using mental health services.

We are looking forward to working with all of the organisations on their different outreach projects over the coming months. We have adapted our processes of information gathering during the COVID-19 response and are working with the projects to support them in this.

The findings will be shared in reports published by HWCWL in 2020-21.

2020 Vision: Setting out a joint plan for health in the Bi-borough

Our 2020 Vision event, delivered with Kensington and Chelsea Social Council (KCSC) and One Westminster, was an opportunity for NHS service providers to engage with local people and patients about the future of integrated care in our area.

We were joined by clinicians, commissioners and other service providers to discuss the ways in which we can:

- + improve health and wellbeing outcomes
- + improve residents' experience of receiving care
- + support the long-term financial sustainability of the local care system.

Our guest panel responded to the questions, comments and concerns from people who use the services and their carers, as well as the other health professionals in attendance, as part of the conversation on how services can work better together.

Our guest panel included:

- + Angela Spencer, *KCSC*
- + Jackie Rosenberg, *One Westminster*
- + Ayesha Janjua, *Integration and Partnerships, Central London CCG*
- + Sharon Grant, *Adult Social Care Bi-Borough Personalisation Team*
- + Ray Johansen-Chapman, *North West London CCG Collaborative*
- + Tom James, *Central London Healthcare*
- + Jane Wheeler, *Mental Health and Integrated Care West London CCG*
- + Michael Kings, *Age UK*

We used the comments shared with us to design a follow-up event, as part of our commitment to making patient experiences central to the work we produce.

Due to the ongoing effects of COVID-19, the follow-up event was postponed. Since the beginning of the UK 'lockdown', HWCWL has increasingly held trainings, discussion groups and PPG network meetings using video conferencing tools. We are working on using virtual tools to produce an alternative follow-up event for over the coming months.



Healthwatch Central West London Engagement Lead, Sumita, leads a discussion of integrated care services with service users, clinicians and commissioners at the 2020 Vision Event in Kensington Town Hall.



A Patient Participation Group (PPG) can make a powerful contribution to the delivery of local GP practice-based services in your local community.

“We have re-energised our Patient Participation Group.”

Patient Participation Groups (PPGs) provide the opportunity for patients to help practice staff improve their services in line with local needs.

Central London’s PPG landscape is mixed. Some surgeries have longstanding, active groups, while others struggle to maintain an effective membership.

When we were contacted by Vicky, the practice manager from Wellington Surgery, her PPG had slowed to a near-standstill, for various reasons. They needed some support from our Central London PPG Project.

Our Central London PPG Project Lead, Jill, helped Vicky create a survey that provided information about the PPG and its available roles, asking patients if they would be

interested in being involved. We invited patients who had expressed an interest to an initial meeting to learn more.

At the first meeting, Vicky and Jill delivered presentations and led a discussion with the eight attendees. By the end of the meeting, everyone said they wanted to be part of the group, and a chair and a minute taker were elected. Wellington Surgery now has a PPG.

Our PPG project offers PPG support to the 34 different GP practices within Central London CCG. These groups can play a vital role for the surgery, ensuring that patient voices are heard, providing a service that best meets the needs of all its patients.

Jill’s support and guidance has helped us re-energise our membership, and we now have an engaged PPG whose work will play an important role in the practice.”

- Wellington Surgery



Share your views with us

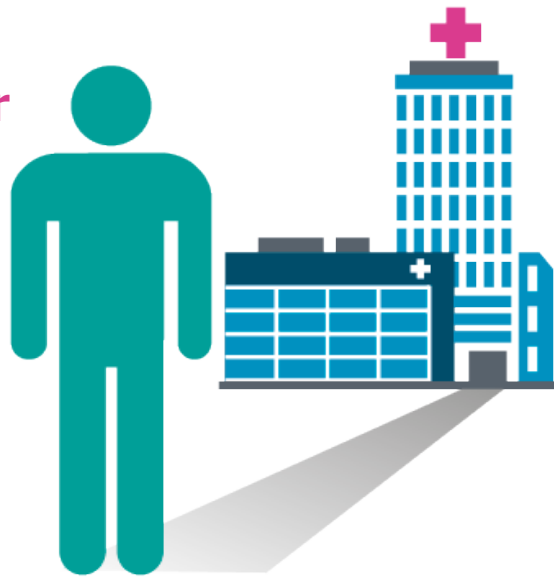
If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don’t struggle alone. Healthwatch is here for you.

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Telephone: 020 8968 7049

Email: info@healthwatchcentralwestlondon.org

How your hospitals work for you: speaking to A&E patients



From September to October 2019, HWCWL was one of six Healthwatch that completed research as part of a national study by NHS England, co-ordinated by Healthwatch England.

HWCWL employees and volunteers worked together to conduct over 50 interviews with patients, relatives and carers in the Accident & Emergency (A&E) of local hospitals.

The interviews were conducted over the course of six visits, by four to six volunteers each time. We visited on weekday mornings, afternoons and evenings, as well as one weekend afternoon, in order to capture a broad range of different experiences.

The written summary of the findings and all of the data are being shared with the NHS trust, Healthwatch England, NHS England appointed external evaluators, contributing to the report on six test sites in England.

Findings

- + Our volunteer researchers found that A&E gets much busier in the evenings, and that during the weekend it gets busier as the evening progresses.
- + The majority of the feedback we collected from patients was positive: they mentioned that they had been well taken care of and said that the communication between employees and patients was generally good.
- + Waiting times were the top concern, with some patients feeling uninformed about what was happening and who was next.
- + Parents who came in to A&E with their children said they did not have to wait long and were well looked after by staff.

"Being part of the HWCWL team conducting an Enter and View observation in a very busy A&E department gave us the opportunity to see how tirelessly the department worked to reassure and care for patients in what was normal times - except there is no normal in A&E "

– Anne, HWCWL Volunteer

Helping you find the answers

Learn more about how we are making sure that your voices are heard in 2020-21



- ① Publicity leaflet for joining PFG.
- ② Twice yearly stall with specific health information eg.
 - usually - Sun Screen - Travel Medicine
 - hay fever - promote on line parking.
 - autumn - for jobs - covid 19
 - + any particular campaigns eg prostate cancer etc.

Understanding the digital health needs and aspirations of young people

In January 2020, HWCWL published *Healthcare in the Digital Era: An exploration of young people's health needs and aspirations in Hammersmith & Fulham*. This report provides an independent insight into what the healthcare needs and aspirations of local young people are, and how they feel that these could be met using digital technology.

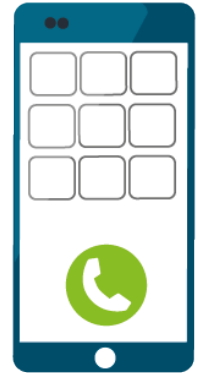
The findings were gathered through a survey with 16-21-year olds, which was conducted through outreach with West London College and through four focus groups at Hammersmith & Fulham Youth Council, Youth Action on Disability, Sobus and St Andrews Church (32 participants aged 11-21 years). We also held four youth leader sessions with people in their twenties.

Main Findings

- + The use of digital technology is not necessarily linked with health
- + Self-care and patient empowerment through knowledge and information can provide opportunities for digital interventions
- + A combination of face to face and digital approaches is needed to address wider healthcare needs
- + Young people have concerns about receiving incorrect or unreliable information when searching online.

The report was shared at the Hammersmith and Fulham Health, Inclusion and Social Care Policy and Accountability meeting, which particularly welcomed our recommendation to focus on the mental health of young people at a point before crisis. We also shared it at the Hammersmith and Fulham CCG Governing Body meeting, which welcomed the recommended communication plan focusing on the availability of existing digital services.

Young people found the idea of being able to take charge of your own health using your phone attractive [but still had] limited knowledge of what digital technology can mean for healthcare"



Eva Psychrani (HWCWL) and Sakina Dharas (University College London Hospitals NHS Foundation) also presented the report's findings at the King's Fund's Digital Health and Care Congress in May 2019.

Recommendations

The report made recommendations on the following themes:

1. Digital Healthcare: Information and communications
2. Prevention: Focus on Mental Health
3. Checklist: Digital interventions provision

You can still read the "Healthcare in the Digital Era" report, along with other briefing documents and explanatory notes, on our website www.healthwatchcwl.co.uk.

Connecting patients with Primary Care Networks

Primary Care Networks (PCNs) were implemented quickly. By 1st July 2019 they were up and running throughout England, but with little information in the community about what they were, and how they would change the way healthcare is provided.

We worked with the Patient Participation Group (PPG) network in Kensington and Chelsea, Queens Park and Paddington to gather patient perspectives on the configuration of the incoming PCN network.

We worked on Kensington and Chelsea South PCN's first patient engagement event. We

invited PPGs, GP practice staff, the care services provider *My Care May Way*, wellbeing service *One You* and mental health support service *Community Living Well*.

We led patient groups discussing two topics: 1. what their community's most urgent health priorities were and 2. which individual voices are under-represented and should be encouraged to attend future patient events. This engagement informed the format for future events and PCN priorities for 2019-20.

Our PPG project in West London has also continued to support local practices in building and raising awareness of their groups. For more information on joining or starting a PPG, email odeta.pakalnyte@healthwatchcentralwestlondon.org.

"It [the PPG project] has been vital to our continued success and existence that we have been able to rely on someone to guide us along and help us continue to respond to patients' and the surgery's needs. The training sessions have been most rewarding, the help with surveys invaluable – I doubt we would have continued without the support given"



WLCCG commissioned HWCWL to create a video promoting GP Patient Participation Groups. This work was driven by creative PPG Network members, and shares the message: make a difference, join your PPG.

Shaping Mental Health services in Kensington and Chelsea

We have been working with council officers in Kensington and Chelsea as it shapes how its Mental Health Day Service is delivered in the future.

We spoke to users of the Day Service to find out what they need from their mental health care and support and to influence the delivery of this service. We recommended that the local engagement on these changes should be extended more widely to other interested residents.

Our work with local stakeholders

HWCWL attended a stakeholder group that oversaw the proposed changes to the Day Service provision. Our role in the group was to ensure that service user views and opinions continue to be sought and included in decision making.

Commissioners secured an extension of the current contracts to allow time for further consultation and engagement work with people who have lived experience of severe mental illness. We worked with commissioners, the head of personalisation, and service user representatives to design workshops for service users and other residents who may want to use mental health services.

We helped to deliver the workshops and supported attendees to have their say. The workshops focused on 'what good mental health services look like' and how people would like these services delivered in the future.

We will monitor how commissioners use the information they gathered through the workshops and we will support commissioners to include service users in the procurement process.

Mental Health Stakeholder Group (from January 2020)

Healthwatch Central West London has set up a Mental Health Stakeholder Working Group. This group will work together to gain an overview of current mental health provision in Kensington & Chelsea and Westminster.

The group's objective is firstly to look at what works well, what improvements could be made and where the gaps are. The group will agree where we should focus our attention in the next few years and will develop a programme of activity and undertake to implement it.

The group had its first meeting in January and members identified engagement about changes to crisis care as an area that they were concerned about. A plan of action was agreed but the work was paused as a result of COVID-19. Members of the group shared their tips for maintaining mental wellbeing during COVID-19 and some of these were put on our website and shared through social media. We will be meeting again soon to discuss how things next steps for the group.

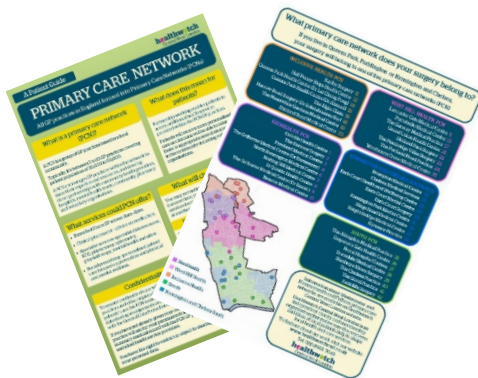




NHS Health Complaints Advocacy

From 1 April 2020, we are now partnering with The Advocacy Project to make sure Hammersmith & Fulham residents can speak up about issues that matter to them – supporting people to uphold their rights and make meaningful choices about what happens in their lives.

People who need to make a complaint still need to call the The Advocacy Project's phone number (020 8106 1500) but HWCWL will guide you through the process when your case is received.



Explaining Primary Care Networks

When the Primary Care Network model came into place (see page 27) we needed to make the changes accessible to local patients. We created posters for the CCGs in Central London, West London and Hammersmith and Fulham.

These were shared by local PPGs, PCNs, CCGs and other community networks. Our template was adapted by different local Healthwatch organisations across North West London.



The Postcard Project

In 2019, we decided to produce opportunities for short, direct, easy to share feedback.

Our staff and volunteers shared postcards, asking what people think of their local GP practice or their local hospital, at outreach events and out in the community. They included free postage and QR codes to make it easy for respondents to share.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchcwl.co.uk

Telephone: 020 8968 7049

Email: info@healthwatchcentralwestlondon.org

Dignity Champions in 2019-20

Our Dignity Champions are some of our most committed and knowledgeable volunteers. They work year-round to ensure that patients and residents in hospitals and care homes throughout Central West London are living in safe and dignified environments.

There are 50 Dignity Champions in our total membership, with 15 active volunteers and 35 volunteers who are interested in the project. They are led by our Dignity Champion Project Coordinator, Aliko.



Safety and dignity in care homes

In 2019, the Dignity Champions completed Enter and View visits to Piper House and St Teresa's Care Home (Kensington and Chelsea), and Nazareth House (Hammersmith and Fulham).

This year, the Dignity Champions changed their Enter and View visiting and reporting procedure, having introduced Open Age's eight indicators of a good care home. This new approach was implemented in the report for Nazareth House, which was published in February 2020.



Training for Volunteers

Aliko has expanded HWCWL training this year, running sessions that help volunteers discern whether the dignity of others was being upheld.

The 10 training sessions have focused on conducting Enter and View visits and using the new indicators, as well as mental health-oriented sessions, including understanding challenging behaviour and dementia awareness.



Adapting during COVID-19

Dignity Champions have paused in-person visits during the COVID-19 outbreak due to safety measures, but continue to catch up as a group and complete their online training on a weekly basis.

In order to stay connected with our care homes network, and to combat isolation among residents, we have begun a pen pal project with local care homes that will run throughout the rest of this year.

Volunteers

See some of the ways that HWCWL volunteers have helped to connect our communities in 2019-20



We are supported by 87 volunteers to help us find out what their communities think of their local services.

Our volunteers **raise awareness** of the work we do at events and in the community; they **visit services** to make sure they are providing the right support; they **help support** our day-to-day running and **listen to people's experiences** to help us know which areas we need to focus on.

This year, we wanted to also recognise the hard work of our **local committees**. These members of the HWCWL network are elected, and are therefore separate from our other volunteers. They volunteer hours of their time to providing expert insight into the improving of local services, and are an invaluable contribution to the work we do to influence NHS decision making locally.

Our Local Committee in Hammersmith and Fulham

We want to commend our Local Committee in Hammersmith and Fulham's 2019 work. Their insights were instrumental in producing Hammersmith and Fulham Clinical Commissioning Group's (H&F CCG) jargon-free signposting leaflet for local residents.

The Local Committee is a group of knowledgeable local residents who are passionate about improving the quality of their health and social care services. When H&F CCG set out to produce informative materials that were accessible and inclusive.

The leaflet was the result of a partnership between the Local Committee and CCG to support the development of the *H&F consultation document for Primary and Urgent Care Changes*, a consultation document on changes to local services from 24th May, 2019.

The Local Committee also influenced the development of the consultation material through a series of feedback meetings with the CCG, making sure that these materials were also clear and easy to understand.

The Local Committee's contribution was recognised at the CCG Governing Body Meeting (June 2019), by the Hammersmith and Fulham Patient Reference Group and by others in the local health network.

"We are extremely grateful for the Local Committee's support in providing us with public friendly language for this work, and advice around design. Their feedback on the consultation documents was invaluable."

This is just one example of the knowledge and enthusiasm that the Local Committee has contributed to HWCWL over the years. As we reach the end of our contract in Hammersmith and Fulham, we would like to thank this passionate group for all of their hard work.

The leaflet was published in early autumn and can be found [here](#).



Volunteer with us

Are you feeling inspired? If you are interested in volunteering, please get in touch with Healthwatch Central West London.

Website: www.healthwatchcwl.co.uk

Telephone: 020 8968 7049

Email: info@healthwatchcentralwestlondon.org

Young Healthwatch tackles Mental Health

In 2019-20, Young Healthwatch has provided a supportive environment for volunteers (14-25 years old) to discuss their health and raise health awareness among other young people.

This work built upon an NHS Long Term Plan focus group we held with young people living, working, or studying in Westminster, along with student sessions our Project Lead Alex carried out at Westminster Kingsway College.

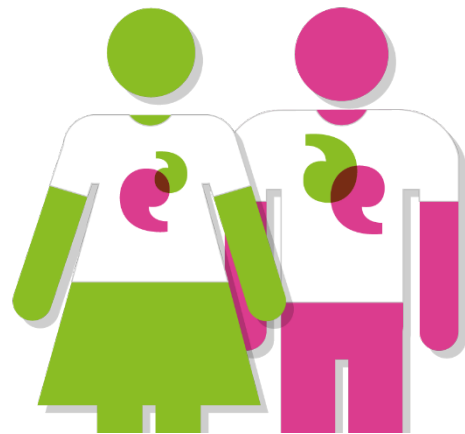
We found that many young people were not aware of the support services that exist, particularly for mental health. HWCWL worked with Kim from Healthwatch Hillingdon and Young Minds on a 2019 outreach plan.

Project Work

Over the last six months, four to six young people have met regularly. This group decided to run a research project asking young people about what causes them stress, where they go for non-clinical support, their experiences of using mental health services, and whether they feel support is available to them. We worked with Insight, a local organisation that supports young people affected by substance use, and CAMHS who have shared our survey with young people who are currently receiving care or waiting to access the services.

"Huge thank you, you guys were just amazing. It is a tough and desolate landscape sometimes for the young and now is perhaps tougher than ever but they are also resilient, courageous and innovative."

- Cate Latto, One Community Radio



Volunteer Development

Our young volunteers have contributed and nurtured their creative skills through planning, promoting, and conducting this project work.

Through their sessions, the group has grown skilled in team working, and in opening and leading peer mental health discussions. Alex worked with them on their survey's design and analyse the results alongside them.

The volunteers' enthusiasm for this project has extended to writing mental health focus blogs, running social media takeovers, creating promotional videos, and talking about their research with our local NHS radio station.

They are already presenting the survey's emergent themes in meetings with local stakeholders on how to plug the gaps in awareness and access to services, including those affected by the COVID-19 response.

You can complete the Mental Health Survey at www.healthwatchcwl.co.uk/young-peoples-views-and-experiences-of-mental-health-in-westminster. We will share the results in 2020.



Volunteer with us

Are you feeling inspired? If you are interested in volunteering, please get in touch with Young Healthwatch. We are now working with Kensington and Chelsea, as well as in Westminster.

Website: www.healthwatchcwl.co.uk/young-healthwatch-westminster

Telephone: 07734962257

Email: alex.weston@healthwatchcentralwestlondon.org

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Civan

"You give so many people a voice and while you are a volunteer for Young Healthwatch Westminster, you can get things on your CV that will be beneficial for the rest of your life, and you somehow still make it fun and engaging."



Rupert

"I believe that focusing on what makes you happy, whatever form that may take, is the best thing you can do for your mental health. By volunteering with Young Healthwatch, I have been able to share my own experiences and help other people my age to speak openly about their mental health issues."



Anne

"I volunteer as a Dignity Champion and on the Westminster Local Committee. Most recently, I was on the Small Grants project judging panel, which was a very good opportunity to learn more about the work of local organisations to support diverse groups across Westminster and Kensington & Chelsea - we were very impressed."

As a Dignity Champion we often enter into the lives of vulnerable people, particularly in care homes. Often the most important thing to do is to listen."



While volunteering at Healthwatch Central West London as a Communication Assistant I developed my skills in social media, graphic design, updating the website, and using the CRM, as well as administration. This led me to gain paid employment as a Communication and Administrative Assistant for Healthwatch City of London.

- Teri, Office Volunteer



Meeting new challenges

How we are working in response to the COVID-19 outbreak

Getting online

Volunteering Changes to income
Shielding Recovering Living in a
Grieving from Covid-19 Care Home

Your Experience Matters

However you have been affected by the Covid-19 outbreak, Healthwatch Central West London wants to hear from you.

Caring for others Registering for support Mental Health

Find info Study Living crow Hon sch Sel iso Sole Acc serv

Meeting new challenges

The COVID-19 (Coronavirus) outbreak became a global health priority in 2020. The UK population was affected not only by the virus, but by the measures implemented in order to slow its spreading. We communicated clear guidance and led patient-centred local engagement to identify our community's needs and experiences.



Our Coronavirus webpage and *COVID-19 Matters* leaflet were produced to share local resources, advice and official guidance.



Our open question "*How is the COVID-19 outbreak affecting you and your loved ones*" was shared to identify key local issues.



We received over 200 responses to the open question we posed, and we produced an infographic to share the main areas of concern for local service users.

How are you keeping in touch with your relatives during the Covid-19 lockdown?

If you live or work in a care home, or have a relative who does, please take a minute to complete our anonymous survey as part of our ongoing work with care homes in Central West London.

Take the survey

<https://healthwatchcwl.co.uk/coronavirus/care-homes/>



Understanding the experiences of care home employees, residents and their relatives became a priority in April. We produced and shared this survey with our local network.



We extended our Small Grant 2020 to include additional local engagement on how people had been affected by COVID-19, both directly and indirectly.



We took the feedback we received from the other engagement and developed one of our most comprehensive surveys yet.

Your Experience Matters

Our local engagement has captured diverse experiences of COVID-19.

Local Outreach

We have stayed connected to our local network by holding online meetings and focus groups with members and stakeholders who use the internet, and phoning or writing to those who don't.

We set out to identify the issues that matter the most to our community, so that our information and reporting kept the patient's voice at its centre.

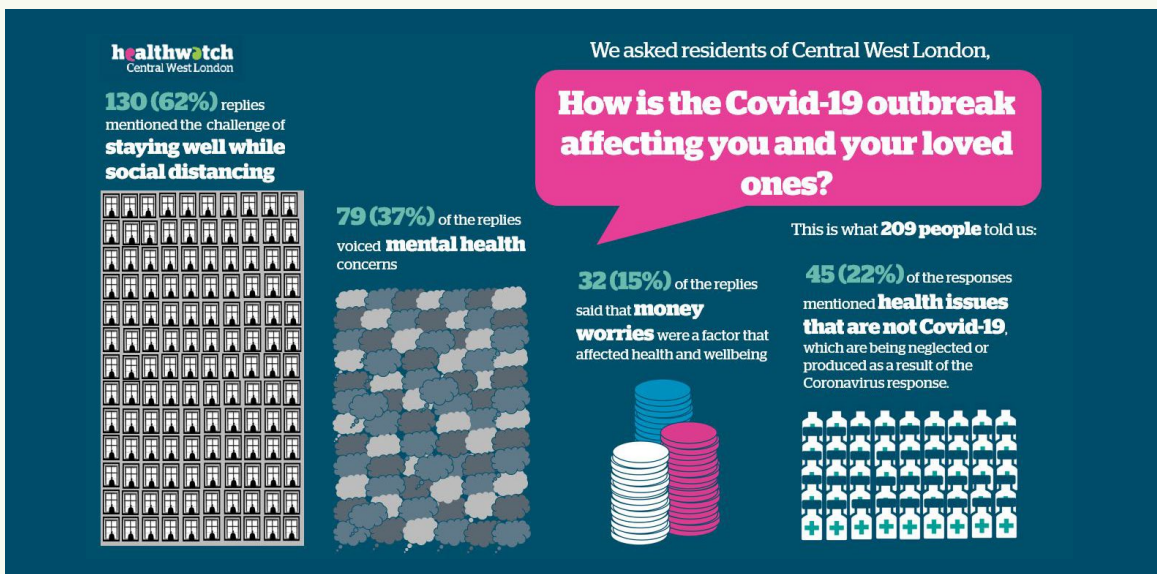
Gathering Perspectives

We reached a wider local audience using Nextdoor and Mutual Aid Groups. We kept the question broad (*How is the COVID-19 outbreak affecting you and your loved ones?*) so that people did not feel limited in their responses.

- + Over half (67%) of the replies said social distancing and self-isolation affected their health and wellbeing.
- + 40% had mental wellbeing concerns, such as stress, depression and fears for friends, family and key workers.
- + COVID-19 impacted people with existing health conditions, with many no longer attending activities that were helping them to manage them.

Next Steps

We developed the *Your Experience Matters* Survey to reflect these responses, creating one of our most comprehensive surveys to date. It helps to represent diverse experiences, and will form the core of our COVID-19 engagement in 2020-21. Add your voice at: www.surveymonkey.co.uk/r/YourExpMatters



Long

Term

Plan

#WhatWouldYouDo

Highlights



276 people shared their views in Healthwatch Central West London's #WhatWouldYouDo Survey



We held six focus groups with 50 local residents in Central West London.



Healthwatch Central West London ran six projects that directly responded to the Long Term Plan, including focus groups, surveys and reports.

NHS Long Term Plan

The NHS published the *Long Term Plan* in January 2019, setting out its ambitions for the next decade. Healthwatch launched a national campaign to give people a say in how the plan should be applied in their communities.

HWCWL held three general discussion groups that looked at the key themes of the Long Term Plan: patient pathways, continuity of care, mental health and digitalised services.

We held three special focus groups: one on the experiences of parents with young children (Kensington and Chelsea), one with young people on mental health (Westminster), and one with adults on mental health (Hammersmith and Fulham).

We asked people #WhatWouldYouDo to improve the NHS locally, both in the discussion groups and in a local survey.

We produced a joint report with Healthwatch in Brent, Hillingdon, Hounslow, Harrow and Ealing. Similar trends appeared across the boroughs, which informed our 2020-21 work.

You told us you wanted to see

- + Better connections between healthcare professionals during the treatment process.
- + Mental health and physical health being treated with the same respect
- + Improved patient communications, shorter wait times and longer appointments
- + Efficient and considerate transport to treatment, with better access to out of area services.

Our work in 2020-21

This report includes our work with North West London (p8) and on mental health (p22 and 27), which were influenced by these findings.

Wait times, communications and appointment durations are included in our A&E (p18) and BAME community engagement (p14-15).

Transport was not included in the *Long Term Plan*, but this has been addressed by NHS England following Healthwatch's feedback.

Our plans for next year

What we have coming up in 2020-21



Our team and our Trustees

Our team in Central West London not only champions your views locally, we also share your concerns with Healthwatch England, ensuring that your voices are heard at the national level.

We are governed by a Board of Trustees, who are accountable for the strategic performance of Healthwatch Central West London.

Our Team

- + **Olivia Clymer**, Chief Executive Officer
- + **Carena Rogers**, Programme Manager
- + **Tsveta Todorova**, Finance and Office Manager
- + **Eva Psychrani**, Community Engagement Manager
- + **Sumita Ahmed**, Bi-Borough Engagement
- + **Odeta Pakalnyte**, West London PPG Project Coordinator
- + **Jill Prawer**, Patient Engagement Officer (Primary Care)
- + **Elizabeth Bedford**, Communications Officer
- + **Alex Weston**, Communications Officer
- + **Aliki Myrianidi**, Dignity Champions Officer



Our Board

- + **Christine Vigars**, Chair
- + **Layo Yusuf**, Treasurer
- + **Joanna Mark-Richards**
- + **Keith Mallinson**
- + **Patrick McVeigh**
- + **Abdul Towolawi**
- + **Tania Kerno**
- + **Helen Cooke**
- + **Chris Doherty**

Some of our Trustees are also members of our Local Committees. As well as being local residents, our Board is able to draw on a wealth of expertise, which includes, but is not limited to:

- + Human Resources
- + Finance
- + Organisational Development
- + Fundraising
- + An understanding of the local health and social care landscape
- + The voluntary and community sector

Message from our CEO

The COVID-19 outbreak has impacted every aspect of life, from health to work and relationships. We are subject to huge changes in public health and a rapidly shifting response to this pandemic. This means that, while Healthwatch Central West London's 2020-21 priorities have not changed, they are evolving to meet the challenges of COVID-19.

Over the next year, we will continue to deliver strong engagement with our growing local network, with more people in Westminster and Kensington and Chelsea now sharing their experiences of COVID-19 with us. We remain committed to sharing well-researched and accessible information to make sure that no one is left out of the loop.

Our existing areas of focus (p6-8) are now woven into an ongoing local engagement strategy that responds to the spread of this virus. Our Mental Health focus is just as, if not more, important than ever before, as demonstrated in the findings from our recent COVID-19 engagement (p31-33). Young Healthwatch's Mental Health research has already incorporated the experiences of those affected by suspended studies and access to local support services. Although our young people might face uncertain times, this has only motivated them to produce creative, engaging research that has impressed us all.

Likewise, our commitment to sharing the experiences of communities often under-represented in conversations about health and social care has evolved to include COVID-19 engagement. We have seen how BAME communities and people with underlying health conditions have been impacted by this pandemic, and our Small Grant recipients will share their insights in our ongoing reporting.

Another issue for us to focus on is the heightened risk posed to people living and

working in care homes. We have built upon our extensive work with local residential home networks to produce information and conduct research that ensures their voices are heard.

It is true that this is a period of monumental change, which will influence everyone's activities. However, it has also demonstrated those things that remain unchanged: that our work is always guided by you, our members, volunteers and partners. We will continue to research, report, guide and inform, in line with the issues that matter the most to our communities.

Olivia Clymer
CEO of Healthwatch Central West London



Olivia Clymer, CEO of Healthwatch Central West London

Our work is always guided by you, and will continue to be guided by the issues that matter most to our communities

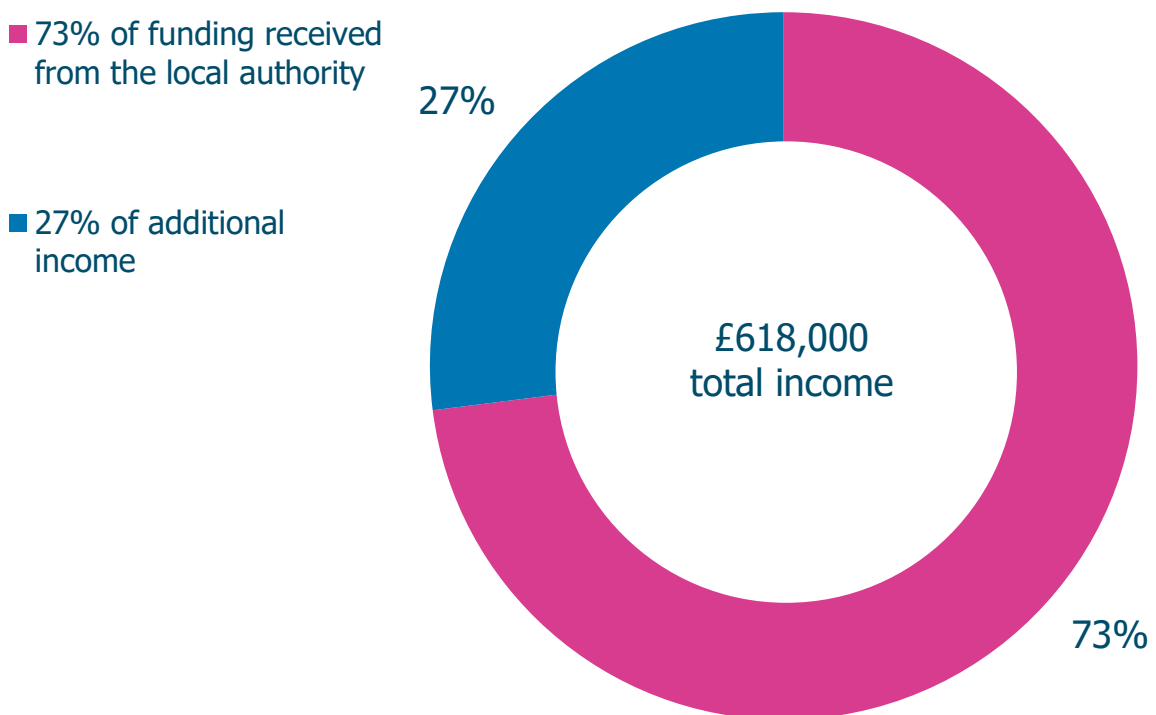
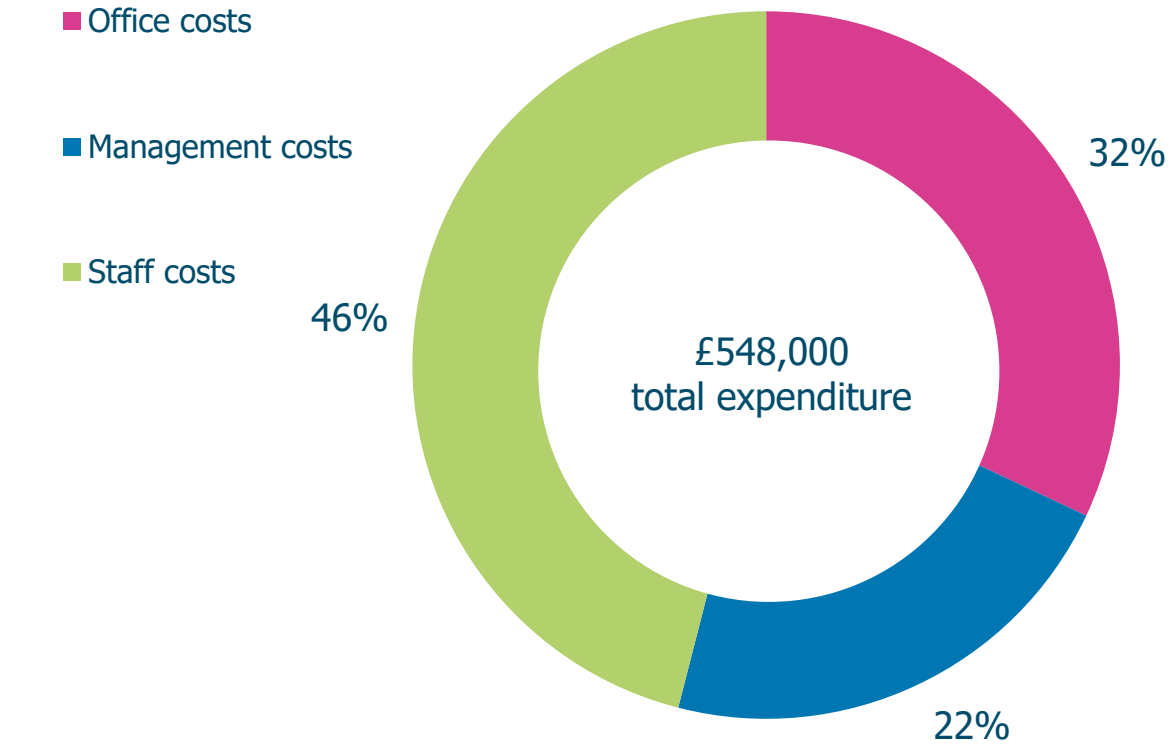


Finances

How we have used our funding in 2019-20



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £548,000.

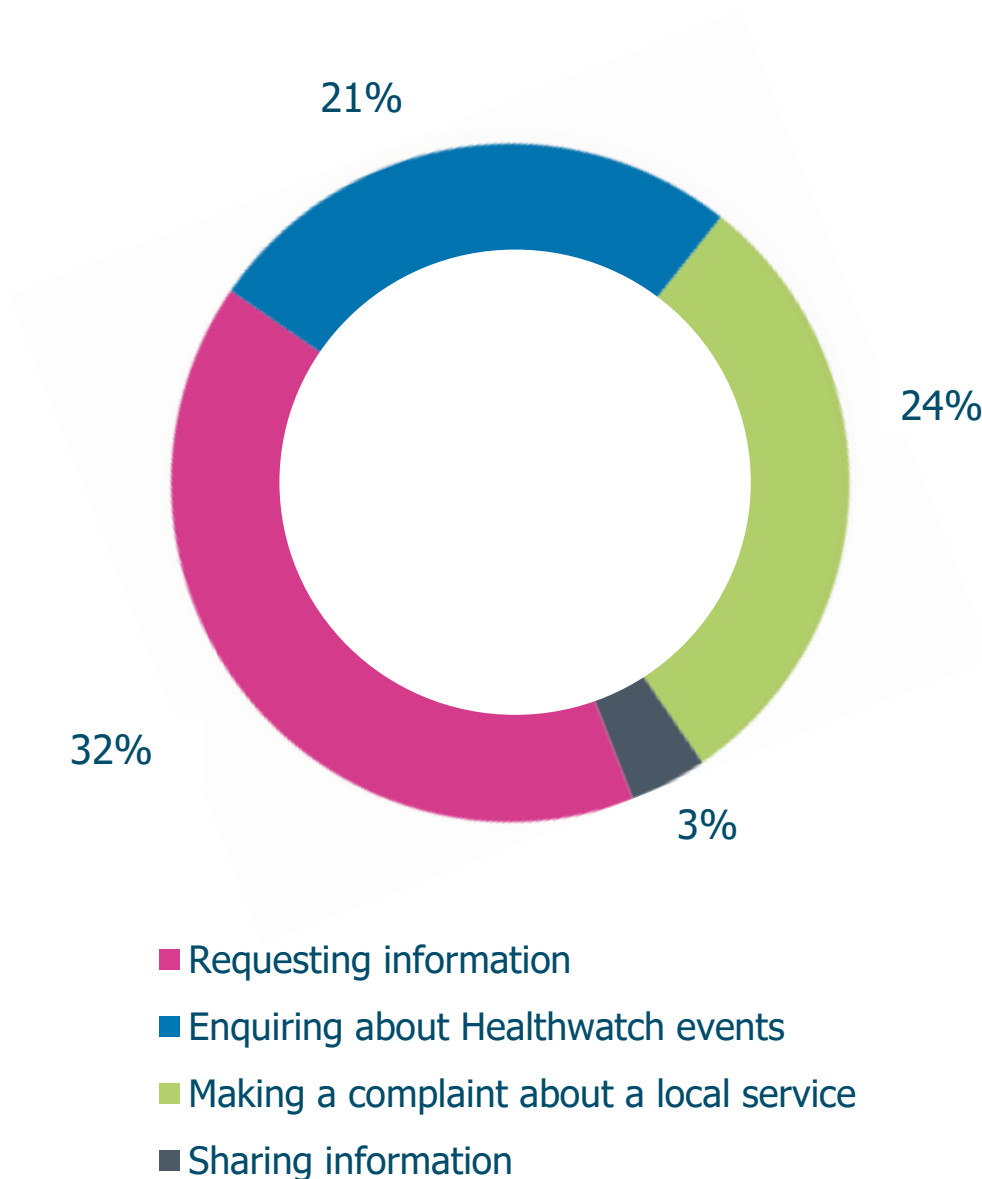


Finding the right service can be worrying and stressful. HWCWL plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



Thank you

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

- **Members of the public** who shared their views and experience with us.
- All of our amazing staff and volunteers.
- **Our funders:**
Westminster City Council, London Borough of Hammersmith & Fulham, Royal Borough of Kensington & Chelsea, West London Clinical Commissioning Group, Central London Clinical Commissioning Group, Hammersmith and Fulham CCG, Central London Community Health Charitable Trust, Healthwatch England, North West London Clinical Commissioning Group Communication and Engagement Team. National Institute of Health Research, Central North West London NHS Trust
- We would like to thank specialist Dr Marc Bush who has supported our “One Healthwatch” focus and worked with the Board, Local Committees, Authorised Representatives and team.
- **Our Partners and Stakeholders:**
Thank you to our friends in the three boroughs, who have collaborated with us on our projects and other community engagement events, including, but not limited to, the BME Health Forum, Imperial College, Dalgarno Trust, One London, One Westminster, Sobus, Kensington & Chelsea Social Council, Healthwatch Hillingdon, Young Minds, Westminster Kingsway College, Insight Westminster and Kensington and Chelsea, Child and adolescent mental health services (CAMHS), the King’s Fund, Open Age, The Advocacy Project, Catherine El-Houdaigui, the members of the Health and Wellbeing Board and the Safeguarding Adults Board the Bi-Borough and in Hammersmith & Fulham.



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Charity no. 1154777

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