

Championing what matters to you

Healthwatch Richmond
Annual Report 2021-22



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Message from our chair

The impact of the Covid 19 pandemic continued to be felt throughout the year affecting the way NHS and care services were provided and the way we worked. Virtual by default is a permanent feature; though, as we set out below, a return to some face to face working has been possible and welcome. Throughout, our overriding concern was to maintain our effectiveness in serving the interests of Richmond residents, patients and service users. I believe this report demonstrates how successful our flexible approach to delivering our work has been.

The report below sets out in more detail the extent of our public engagement, the research and insight gained about key services and working to support the reshaping of services with our partners. Key examples are the part we played in securing a big investment in NHS dentistry, the examination of Long Covid leading directly to improved support for patients with a range of symptoms and the outreach to communities we don't hear from so often leading to the establishment of Black Richmond.

At the same time, in recognition of the valued contribution we are able to make, our partners in South West London Clinical Commissioning Group and Richmond Council have commissioned us to carry out work supporting re-design of services.

We have continued to engage our partners in more behind the scenes, but nevertheless important ways, through taking part as members of the Richmond Place Committee, the Health and Wellbeing Board and other management structures. This ensures that Richmond patients and service users' voices are heard in places where key decisions are being made.

As our role has developed this year and working patterns changed, our own way of working needed to change. We have improved our internal efficiency by integrating the work of the Operations Committee into the Board of Trustees and recruiting some new trustees with the skills to help manage effectively our work and resources. This year we were able to increase our staffing by one full time post.

Finally, I thank our whole staff team for the hard work and dedication by which they have achieved so much to deliver our Healthwatch objectives. Thanks also to the trustees for their continued input and support in a number of ways.

John Anderson, Chair, Healthwatch Richmond

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in the London Borough of Richmond. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic and as we recover from it in an ever-changing environment with substantial pressures within health and social care along with significant backlogs and waiting times.

The COVID-19 pandemic has thrown long-standing health inequalities into stark relief. With NHS and social care facing even longer backlogs, the unequal outcomes exposed by the pandemic are at risk of becoming worse. Local Healthwatch play an important role in helping to overcome these adversities and are uniquely placed to make a positive difference in their communities.

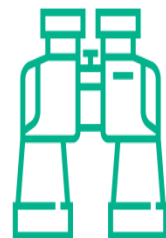


Sir Robert Francis QC
Chair of Healthwatch England

Our Goals

Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions, provide us with information about their experiences and shape the services that support them.



Providing a high quality service

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



Ensuring your views help improve health & care

We want to make sure more providers of services use your views to shape the health and care support you need today and in the future.



Highlights from our year

Responding to the pandemic

- 🗨️ **£50 million investment in NHS Dentistry:** We made a major contribution to securing this which was recognised in Parliament.
- 🗨️ **3,000 people booked or accessed Covid-19 vaccines** through our website and communications.
- 🗨️ **Shortlisted for an award** in recognition of our Covid 19 response which enabled 232 additional Richmond residents to access care and support over the pandemic saving them an estimated **£182,300** for the equivalent private care.

Helping people to access information

- 🗨 **96,936** people found information and **59,471** people took actions related to their health or care needs through our website (up 23% from 2020-21).
- 🗨 **87,000** Guides to NHS, Care & Support delivered to homes across Richmond
- 🗨 **377** people got support from our signposting service, down 10% from the peak of the pandemic.
- 🗨 **300** people attended our in-person events including 85 at our Black History Month event which ran at Covid secure capacity.

Improving care

- 🗣️ **1,162** people shared their experiences with us through 3 projects, 36 outreach sessions and 6 community events.
- 🗣️ **Long Covid support better meets patient needs** as a result of our research and these outcomes are being rolled out across South West London as a result of our partnership with other Healthwatch.
- 🗣️ **Adult Social Care Commissioning budgets will be better used** as a result of our research into care at home and personal budgets.
- 🗣️ **Public Health have commissioned us** to help ensure that the best use is made of their prevention resources and that wider services reduce ill-health, inequality and demand on Social Care in 2022/23.

Listening to your experiences

People's lived experiences are the basis of all of our activity. We work hard to reach the whole community, to hear their experiences and to use these experiences to drive improvements in care and support.



Outreach and engagement

Whilst Covid restrictions were a feature of 2021/22, we worked hard to be as inclusive and safe as possible. This meant preparing early and monitoring the situation so that we could return to face-to-face activity as soon as it was safe, and rapidly identify and withdraw when things began to change again. As a result, across the year, 50% of our engagement was remote and 50% in person.

We engaged with over 600 people at 42 engagement sessions during the year compared to 636 through 26 online events the previous year. This is 5% fewer people than last year despite 62% more engagement activities taking place. We are finding relatively fewer people attending community sessions which in turn has reduced the number of people we can engage with.

Covid Engagement Fund

Our Clinical Commissioning Group awarded us £15,000 to help local groups engage their communities. Through this we supported 6 activities that reached 300+ people from hard to reach or high risk communities including:

Learn English at Home (LEAH)

60 speakers of English as an Additional Language attended 3 sessions where they could get answers to their questions about vaccination, NHS or wider care from us and local clinicians. The resources and knowledge from these sessions were shared more widely reaching many more people.

Thank YOU for organising the talks. All the doctors put over the information in a user-friendly way.

Funded organisation

Covid Engagement Fund

Black History Month & Black Richmond

The fund enabled us to run Richmond's first large, in-person event of its type, building on a remote session that we had run the previous year and bringing together 70 local residents and 15 organisations to celebrate black culture and history in Richmond.

Attendees celebrated influential black people in public health and history with presentations from local people and the Assistant Director of Public Health and had conversations about vaccine uptake, sexual health, mental health, and received signposting to wider support.

This event has led to the setup of Black Richmond, a group of local people that we hope will provide a sustainable core on which to develop the voice of and support for black people in Richmond.

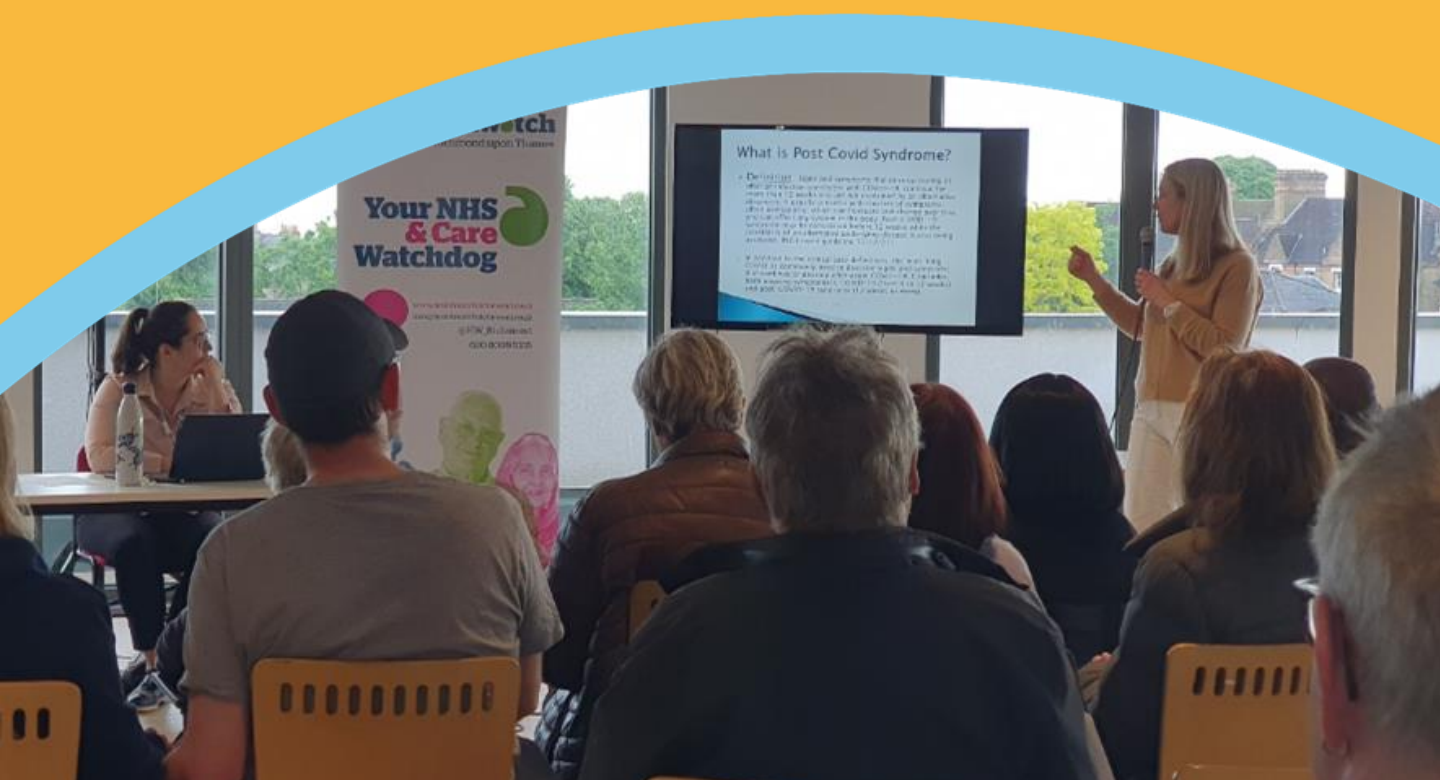


Long Covid Event

Building on the recommendations of our Living with Long Covid report, we ran an event for 60 people in early 2022/23. This event helped to raise awareness about the support available and encourage people to come forward to take up the help offered, helping to meet the recommendations of our own research in this area.

Homelessness and Refugee Health and Wellbeing Day

We supported Richmond's first borough wide event for homeless people and refugees. 62 people attended, many received health advice, screening and practical support, including help registering with dentists and GPs. Covid and flu vaccines were also on offer as well as the opportunity to speak directly to NHS staff about them.



How we've made a difference



Improvements in Long Covid Care

Long Covid emerged as a key issue for 2021/22 and it was clear that, as this was an emerging condition, that there was limited data on lived experiences on which to plan services and support.

We collected the experiences of 94 people living with Long Covid which identified that, as well as the symptoms of Long Covid, many people experience significant social, financial, and emotional impacts from the condition.

Ensuring your views help improve health & care

As a result of our work, people with Long Covid in Richmond can now access support for their wider needs as well as the symptoms, including through self-help and peer support.

You feel alone and that there is no help. Even a diagnosis would mean that you had a reason for the way you were feeling



Respondent



The report provides data and insights which the Richmond Post Covid Steering Group will use to inform the ongoing development of local Long Covid Services. We look forward to continuing to work closely with Healthwatch Richmond in this area.

**Dr Annette Pautz,
Richmond Post Covid Steering Group**

Leading improvements

In addition, our coordination of joined up work across South West London and work to promote the findings of this, is leading to improvements in the understanding of lived experience of Long Covid and improvements in support for people across South West London and London as a whole.

To feedback the outcomes of our work and raise awareness of Long Covid and the support now available we ran an in-person event in early 2022/23. Attendees on the day heard from mental health, GP and community leads and were able to put their questions to them.

Improving Adult Social Care

Richmond Council was recommissioning care-at-home services across Richmond following challenges with the previous arrangements and the providers of care.

The changes were significant and would lead to people receiving care from new organisations after a period of incredible change and challenge. This presented a real risk of unintended consequences and uncertainty for those who rely on social care.

We informed the Council's design and delivery of meaningful communications and engagement and in doing so ensured that more people could be involved and that the way changes were rolled out was informed by lived experience.

All social care service users and their carers were offered the chance to share their experiences by paper and online surveys or phone interviews. The phone interviews were run by our staff and highly skilled volunteers. We made multiple attempts to contact everyone who had opted for an interview and ultimately 73.7% of social care service users who wanted a phone interview were able to inform the recommissioning in this way.



Ensuring your views help improve health & care

Our approach rapidly delivered a cost-effective source of lived experience to inform commissioning. As well as the direct benefit to informing better Adult Social Care Commissioning, and the saving from outsourcing this to another organisation, we also identified 4 individuals who required safeguarding, social care or NHS referrals. It is very likely that these people would have deteriorated, been at risk or required hospital admission had we not undertaken this work and acted immediately on our findings.

Whilst it is too early to identify the impact of this work or to comment on the quality and effectiveness of the new approach to care at home, we are certain that people who would not otherwise have had a voice were able to inform the commissioning process and we are optimistic that this will lead to better care for them and people who use the service in the future.

Improving NHS Dentistry

In 2020 we recognized that NHS dentistry was in crisis and undertook in depth research to understand the scale of the challenge locally. We found that almost half of people seeking NHS care were unable to access it at all and that people were 16 times more likely to be able to access dental care if they could pay privately for it.

Our findings informed Healthwatch England and encouraged the wider Healthwatch Network to take action to address this crisis.

We heard from Healthwatch Richmond about how few practices were accepting NHS patients and the impact that this was having on patients, particularly parents with young children.

Because Healthwatch Richmond shared its insight not only with us, but also with the Chief Dental Officer and local MPs, that helped to keep NHS dentistry high on the agenda.

Healthwatch England



An additional £50 million for NHS Dentistry

Not content with raising the alarm about the crisis, we have worked tirelessly since to push for improved access. Ultimately NHS England provided an **additional £50 million investment** to improve capacity. Whilst this is clearly insufficient given the scale of the challenge, it would not have been achieved without our influence.



The insight from Healthwatch Richmond and the wider network has been a vital part of making the £50 million investment in NHS Dentistry happen.

Healthwatch England



I pay tribute to Healthwatch Richmond's lobbying for bringing us to the point where we have the information to hand and can put pressure on NHS England and on Ministers. I thank Mike Derry for his work. The £50 million for NHS dentistry will offer just 350,000 appointments. Nine million children missed dental appointments in the year following the 1st lockdown.

Munira Wilson, MP for Twickenham

As well as successful and ongoing lobbying over the past 2 years, we've made hundreds of calls to NHS dentists to identify provision for our community. This, along with our communications and signposting work, has helped hundreds of people who were unable to find an NHS dentist without our support to access dental care.

Helping people access care and saving people money

Our signposting line helped **232** people to access NHS dental care. This saved them **£182,300** compared to the equivalent costs of private care, not to mention the social value of having their dental problems resolved.



I was in financial distress after my dentist appointment, and did not know if I could do anything about it. Without you, we wouldn't have known where to turn, so thank you very much for all your help and advice so far.

A local resident

Another **4,150** people found information via our website and some **1,650** people took actions or clicked links to access dentistry or information and a great many more people found support from our wider communications. We can't be sure how many of these people accessed dentistry as a result. It is clear however that there is both a substantial need for, and significant benefit from our work in this area.

Whilst there is a crisis in NHS dentistry capacity and availability, we recognise that this is separate to the work of NHS dentists themselves. We also recognise the vital importance of dental care, the anxiety that living with poor oral health can bring for those who have not been able to access care at all. We hope to see an end to the crisis and the incalculable pain and suffering that it has caused.



*Thank you. Finally I have a NHS dentist
for my daughter*

A local resident

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Whilst this year presented incredible challenges to face to face engagement where our volunteers are highly skilled we were incredibly grateful for their practical support with face to face engagement when that was possible and phone surveys when it wasn't.

We anticipate that it may still be some time before we're able to be back in NHS and social care environments but thanks to the efforts of our volunteers we were able to understand what was working and what needed improving in social care. Until we return to Enter and View activity, our volunteers will be joining us at face to face community engagement events and supporting our projects.

We're incredibly pleased to have the valuable additional time that they provide but also the incredible insight and advice that both our volunteers and our trustees provide.

Our Board of Trustees and Committee Members provide us with valuable insight, challenge and direction. They also take a lead on many meetings with NHS organisations and the Local Authority, providing their expertise, community voice and much needed additional capacity.

Recruitment to the Healthwatch Richmond Board of Trustees is open to all with an interest and we encourage people with lived experience of NHS or social care, as well as those less visible in our community to apply for these.

Advice and information

A key part of our work is helping people to find answers to their questions about NHS services, social care or community support.

Spring 2022

Your Guide to Richmond's NHS, Care & Support

The NHS, social care and local charities provide a huge range of services and support.

We've produced this guide to help you find what you need when you need it.

If you can't find the help you need or the contact details listed have changed, you can call us on 020 8099 5335.

Healthwatch Richmond

Healthwatch Richmond is the independent champion for people who use the NHS or social care. We use your experiences to help make care better and help you find answers to your questions.

Share your experiences with us to make care better or ask us your questions about the NHS or social care:

- Call: 020 8099 5335
- Email: info@healthwatchrichmond.co.uk
- Visit: www.healthwatchrichmond.co.uk

Safeguarding and Abuse

Safeguarding adults means protecting a person's right to live safely and free from abuse or neglect. If you are suffering from abuse or neglect, or you suspect that someone else is:

Call: 020 8891 7971
 (In an emergency call 999)
 Visit: www.richmond.gov.uk/safeguarding_adults

Learning Disabilities, Autism and ADHD

MENCAP provide support, advice and services to children, young people and adults aged 8 to 80+ and their family carers.

- Call: 020 8744 1923
- Email: office@richmondmencap.org
- Visit: www.richmondmencap.org.uk

Children's Services

Child & Adolescent Mental Health (CAMHS)

Richmond CAMHS offer assessment and treatment for people under 18 for moderate to severe health problems. Assessment and treatment for mild to moderate mental health concerns are delivered by the Emotional Health Service.

How do I get help?

Referrals to CAMHS can be made through the Council's point of access team.
• Call: 020 8547 5000

your first... need a refer... and specialist tr... advice about mana... chronic medical condit... Most practices offer an consultation service wh... direct you efficiently to... provider you are likely to... GPs also play an import... health promotion and p... and may offer the follow... services:

- NHS Health Check - to check blood pressure, cholesterol and lifestyle assessment checks
- Lifestyle advice including alcohol use and help stopping smoking including nicotine replacement
- Family planning and adult immunisations

How to get the best from your GP appointment

- Is your issue urgent?
- Do you need to see a GP or could you see a pharmacist?

Help and Complaints

PALS – Patient Advice & Liaison Service

Every NHS provider will have a PALS department which can:

- Provide guidance on what you should expect from your care

NHS Advice

If you want to know more about your independent provider



Support in the Community

Emergency Care

999

Only call 999 if you or someone else is ill or injured and there is a risk to life.

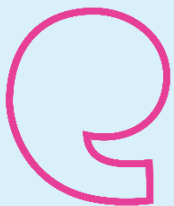
If you have a communication impairment or no mobile phone to contact emergency services:

- Text the word 'register' to 999 and follow the instructions.

Helping people to access information

We help people to find answers to their questions through our outreach, events and engagement work, our communications and through people contacting us by email and phone. In 2021/22:

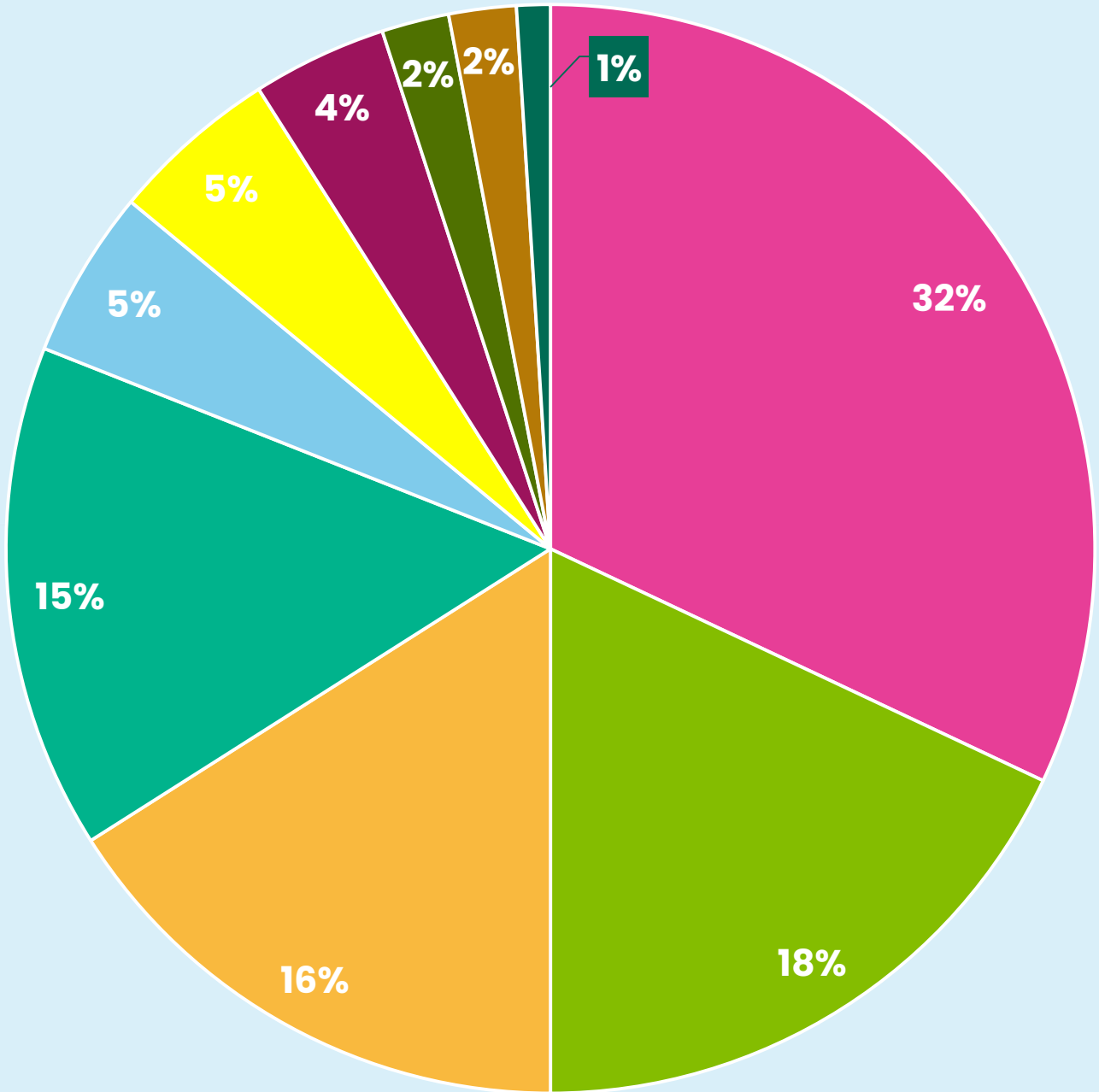
- **377** people found support by phone or email (-10% down on last year)
- **250+** people accessed support including vaccinations through our community events
- **78,000** people found information through our website (278% up on last year)
- **87,000** guides to NHS Care & Support were distributed (same as last year)



Thanks so much for your help thanks to you I called 111 and got an appointment the same day and received great treatment she was a lovely dentist and I received medication to treat an abscess

Local resident

What did people ask us about?



- Dentist
- Other
- Hospitals
- Social Care
- Mental health
- Covid Vaccinations
- GP Practice
- Points of view
- Covid testing
- Community care

Oh that is so wonderful, you have helped me through all of that and I am incredibly grateful, thank you, thank you

Housebound patient who had been waiting for their booster jab for three months

Without you, we wouldn't have known where to turn, so thank you very much for all your help and advice so far.

Local resident

Your Guide to Richmond's NHS, Care and Support Services

Our work during the pandemic highlighted the importance of printed material for those who are digitally excluded. We produce a short directory each spring and distributed 87,000 copies to homes across the borough to help people find the right care, information and support when they need it.

As well as being a document that people find immediately useful, we know that people keep hold of these documents for some time, making use of them and contacting us when they need more help.



I just wanted to comment on how helpful the NHS and care guide is. It is incredibly reassuring to know there is such a breadth of support and care - and it's so clearly put together.

Feedback from a member of the community

Communications

Our communications have always been a huge part of our work and a major area supporting our engagement, our signposting and enabling people to take part in decisions about their care.

The success of our efforts in this area is clear as we're the leading Healthwatch in terms of communications performance.

Website

Almost 97,000 people visited our website viewing 130,000 pages of content and taking more than 59,471 actions.

- 🗨 33,262 people found information about vaccinations via our website
- 🗨 9,338 people took an action such as booking a vaccination or accessing detailed vaccination information via our website (though more would have called the 119 Covid line).

E-Bulletins

We sent 85 bulletins providing information about NHS and social care changes as across the year. These were read 50,575 times leading to people taking 2,023 actions to access support, find more information or get involved.

Social media

Our social media reached around 250,000 people and 15,700 people engaged with information about the pandemic, vaccines, opportunities to share their experience, to volunteer and job adverts

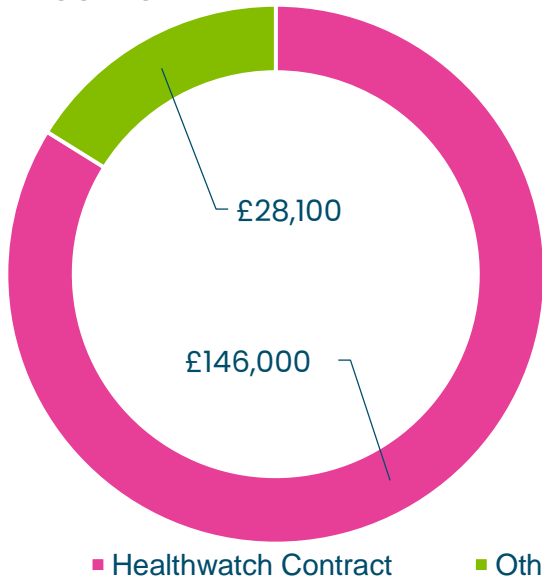
Our finances and future priorities

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

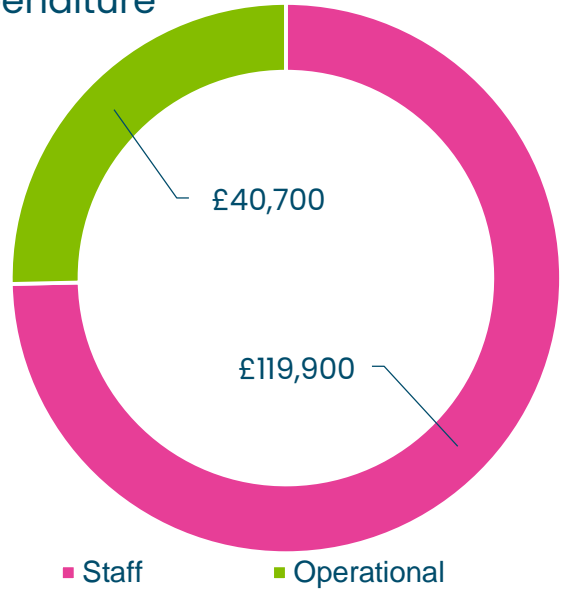


Finance

Income



Expenditure



Total Income: £174,100

Total Expenditure: £160,600

In an addition to our regular Healthwatch funding we generated additional income which has enabled us to deliver substantial additional activity including recruiting one additional full-time post. The modest surplus enables us to maintain financial stability and to retain this additional post over what we project to be a challenging next few years.

This financial statement provides figures accurate to the nearest £100.

Essential operational costs include office and premises costs, meeting costs, travel, print, operational costs of undertaking projects, marketing and the insurance and financial support. These are required to run the Healthwatch contract and to ensure that Healthwatch Richmond is run safely, legally, and effectively.

A message from our Chief Officer

Our Plans for 2022/23

In early 2022/23 we will see a shift from working in Richmond and our localities with a Clinical Commissioning Group to working across South West London (SWL) with an Integrated Care System (ICS). We've worked with our colleagues in Healthwatch across SWL to agree a hosted coordinator funded representative role to act as our voice to the new ICS across SWL. The role will need to bring together intelligence from across the 6 Healthwatch in SWL, recognise our similarities and differences and ensure that we're fully informed of the ICS's plans.

This SWL wide voice will enable us to maintain our Richmond focussed work, which is known within the ICS as a Place, whilst also giving us a voice where we need it in wider decisions. We have developed strong relationships with our partners and advocate for the unique nature of our borough and the needs of our community.

Looking ahead

The future is uncertain with high inflation and its effects on us and our community, a transformation in NHS & Social Care, and uncertainty over our own future income. We have however secured the financial stability, relationships, capacity and credibility to ensure that we are in the best possible position to meet these challenges.

Plans for 2022/23

We've been commissioned by Public Health Richmond to undertake a substantial review of Healthy Living needs, barriers and solutions. This work will ensure that future healthy living services meet people's needs. It will however require significant resources in the first half of the year but will enable us to undertake substantial engagement and also provide us with additional staff time to projects later in 2022 and beyond.

In addition to this we plan to review:

- 🕒 the transformation of Adult Mental Health Services
- 🕒 access to General Practice and expanded staff
- 🕒 the transformation of CAMHS
- 🕒 engage people in developments arising from the social care white paper
- 🕒 the Social Care & Safeguarding complaints process
- 🕒 carers' support needs

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