



**Summary
Annual Report
2018/19**

Chair's Message



Another busy and successful year in the life of Healthwatch Richmond. I hope the narrative which follows will give you a real sense of what we have been involved in and the results of our activity.

Our many reviews have covered all local services and the responses to our reports and recommendations by the trusts which deliver those services have been very positive. We look forward to seeing how actions by the trusts will improve the experience of those people who need their services.

In order to be able to do the work we do we rely heavily on a wonderful, dedicated body of volunteers - Trustees and Committee members as well as our many Enter and View

volunteers. Without them our work would not be possible. They are ably supported by our permanent staff who I would like to thank for their commitment and hard work through what has been a challenging year. But it is fair to say that most years in health and social care are challenging and we look forward to another fascinating programme of work as major changes occur in NHS structures and with the impending - we hope - publication of the Social Care Green Paper.

Julie Risley,
Chair, Healthwatch Richmond
Committee

Who are we?

Healthwatch is the independent champion for people using local NHS and social care. Set up by an Act of Parliament we have legal powers that enable us to make a difference to local care.

We make recommendations to those with the power to make change happen based on people's views about what could or should improve.

We let people know what's going on locally and work to ensure that there are meaningful ways for local people to have a say in the future of their services.

People can also speak to us to find information about the health and social care services available locally.



Highlights of the year

Getting people involved

Over the year we've reached over **6,800** people:

3,700 people through our Bulletins and Newsletters

1,500 people through social media

780 people through our outreach & engagement work

670 people through our projects

140 people used our signposting line

40 people volunteered their time



Making improvements to local care:

Urgent and emergency care at Kingston Hospital

- Patients at Kingston Hospital's A&E enjoy a better environment and better access to food, water and information.

Urgent care at Teddington Memorial Hospital

- The environment has improved for patients, especially those with disabilities and those with children.

Mental health services

- We're really hopeful that patients will soon find contacting 3 mental health teams and accessing psychological therapies easier.

Inpatient care at West Middlesex University Hospital

- Patients at a West Middlesex Hospital will find more staff and improved support during mealtimes.

Musculoskeletal physiotherapy at HRCH

- Patients can book appointments more easily and have better access to care as a result.

The future of adult social care

- We gave 100+ people a say in national policy and local delivery through a large public event.

Care during pregnancy (Antenatal Care)

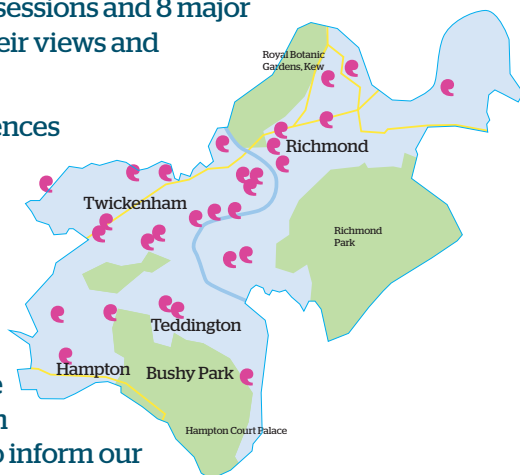
- Patients should have better interactions with midwives as a result of our review.

Listening to our community

Through a combination of 45 outreach sessions and 8 major projects, around 1,450 people shared their views and experiences of local services with us.

We logged around 600 detailed experiences of care on our database. This is the equivalent of around 40 working days of conversations with members of the public. A similar number of experiences were collected through our project reports.

We review the feedback that we receive to identify trends and compare this with information from other organisations to inform our work and to identify priorities for our coming year.



Our people

Healthwatch Richmond is a partnership between the Trustees and committee members, our volunteers and our staff. Our reputation with the NHS, Council and other stakeholders and the success that we've achieved with making improvements are the result of the hard work of many people. We're very grateful to them all.

Trustees and Committee members

- support our day to day running e.g. governance
- ensure the high quality of our work
- set our annual work plan
- lead our engagement with key stakeholders: Richmond CCG, Richmond Council, NHS providers and the South West London Strategic Partnership

Enter & View Representatives

- visit services to make sure they're meeting people's needs
- collect people's views and experiences which we use in our reports
- raise awareness of the work we do in the community





Enhancing Urgent & Emergency Care at Kingston

Our volunteers visited the Emergency Department at Kingston Hospital in March 2018. Overall, we were impressed with the service being provided. Despite the lengthy delays that patients could face, the department appeared to be clean, well run and working hard to meet the increasing demands it was faced with.

We spoke to 80 people about their experiences. Most were positive about staff, who were clearly working hard to provide thoughtful and professional care.

“Excellent...cannot fault”

“Superb, kind and considerate”

“Brilliant...lovely... helpful”

“Great...very friendly... good with kids”

Whilst the service was positive overall, the hospital engaged staff in addressing areas for improvement:

- The main entrance was poorly signposted and was icy when we visited. Better signage has been installed and a plan put in place to keep the entrance safe in bad weather.
- Patients with mental health conditions faced long waits in a busy environment. Staff have received additional mental health training and a planned new mental health assessment unit has opened.
- Access to food and drink was inconsistent, with some patients waiting several hours without food or drink. A Housekeeper is in post, a new drinks trolley is available for patients in Majors and staff have been trained on patients' nutritional needs.
- Staff were not always clearly explaining to patients what was happening next, especially during the triage process. Staff have been directed to explain this better and the hospital has invested in wall art explaining the process.

Helping you find answers

The NHS, social care and the voluntary sector provide a huge range of support but people often find it difficult to get the information they need to access the care that they need.

We helped 140 people to find the right support when they needed it. We also produced a signposting leaflet that was distributed to every home in Richmond in early 2019/20.

What did people ask about?

On average a signposting interaction takes about 30 minutes to listen to the person's needs, find and provide the right information and record.

Each contact is unique so it is difficult to say with accuracy what people contacted us about however the chart below gives a general view of where we signpost to.

“Thank you for pointing me to information about how to access support for my patient. I was impressed by how quickly you were able to provide information and will definitely use you again in the future”

NHS professional

What organisations did we signpost people to?



- 5% NHS England
- 6% GP
- 7% Other
- 11% Voluntary sector organisation
- 11% NHS complaints advocacy
- 11% Richmond council
- 12% Richmond CCG
- 13% PALS/Complaints department
- 23% Just given information

RECEPTION

THIS WAY

EXIT

Working with other organisations



We work hard to ensure that we're involved with commissioners and providers so that we can influence policy and service change. Our close working with these organisations also helps to strengthen our relationships, making it easier to influence them. Our Healthwatch Committee members, a mixture of volunteers and trustees sit on around 25 boards and decision-making or oversight committees across NHS and social care organisations and at South West London level.

Our finances

We generated more income than planned in 2018/19 through work for other organisations and managed to keep costs low which contributed to a significant surplus. We hold reasonable reserves to manage cash flow and reinvest surpluses into additional Healthwatch activity.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	146,000
Additional income	14,000
Total income	160,000

Expenditure	£
Operational costs	43,000
Staffing costs	102,500
Support and administration costs	1,100
Total expenditure	146,600

Balance brought forward £13,400

Figures accurate to the nearest £100 and are provided prior to our accounts being audited so may be subject to later revision.

Our Work Plan for 2019/20

The Healthwatch Committee sets the Annual Work Plan based on the experiences that we collect from local people and their knowledge gained from engagement with local commissioners and providers.

1. **Adult Mental Health**
2. **Health & Care Plan Engagement**
3. **Urgent and Emergency Care**
4. **Inpatient Care**
5. **Children's Services**

Key contacts

- **Mike Derry**, Chief Officer
- **Julie Risley**, Healthwatch Committee Chair

Contact details

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We made our full annual report publicly available on 30 June 2019 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee/s, and our local authority.

If you require this report in an alternative format please contact us at the address above.

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