

The value of listening

Healthwatch Hounslow
Annual Report 2023–2024



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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

Healthwatch Hounslow continues to serve as your local champion for health and social care during these challenging times.

Gathering your feedback and hearing about your experiences is central to our mission, ensuring that your voices are heard. But our role goes beyond just listening. As an independent champion we also collaborate closely with care providers, statutory agencies and the voluntary sector to help drive the crucial changes and improvements that benefit everyone.

We believe that people and communities understand their own needs best. By listening to everyone, especially those who face the greatest health disparities and exploring their unique circumstances, we can uncover and address the obstacles to better health outcomes. This annual report delves into our recent collaborative investigations into various healthcare and social support services, focusing on what people genuinely want, need, and value. Our approach aims to tackle health inequalities and ensure that efforts to improve public health make a real impact on people's lives.

This report offers a glimpse into the outstanding work our staff and volunteers are doing, such as:

- Listening to those in our community who are elderly, have physical or learning disabilities
- Assisting individuals from all backgrounds to access health and social care services
- Providing advice and information to help you get the support you need
- Engaging with people who have been through the local Safeguarding process
- Getting people's feedback on Hounslow's Fall's Services and the recent Enhanced GP Access Changes



“We achieve this, thanks to the dedication and hard work of our incredible staff and volunteers. A big thank you to everyone on our team—you truly make a difference, and our entire community benefits from your efforts.”

Peter Goulding, Chair Healthwatch Hounslow



Message from our Partners and Commissioners

Healthwatch Hounslow continues to serve as your local champion for health and social care.



“Healthwatch Hounslow has a strong collaborative bond with the Contracts and Commissioning Team in Hounslow, showcasing effective partnership across Public Health, ICB, and Adult Social Care. Staff demonstrate creativity in utilising the contract to address borough needs and communication is consistently clear and frequent. Healthwatch actively participate in events, including the Provider Event held at Hounslow House in October. We appreciate Healthwatch’s contributions and value our collaborative efforts.”

Davina Pandya, Senior Joint Commissioning Manager – LD/MH Brokerage & Placements & Contract Management of Commissioned Services, LBH and Jenika Morar, Contracts Manager, LBH



“Chelsea and Westminster Hospital NHS Foundation Trust have always had a strong relationship with Healthwatch Hounslow, and we have continued to build on this over the last year. The Healthwatch team provide regular patient feedback to the trust in order for us to understand the needs and experiences of our patients. This enables us to ensure we are always improving our services and care.”

Matt Robinson, Head of Patient Experience, Chelsea and Westminster Hospital NHS Foundation Trust]

About us

Healthwatch Hounslow is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



Year in review

Reaching out:

4911 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

60 people

came to us for clear advice and information about topics such as mental Health, GP registration for homelessness and lodging complaints with the NHS.



Making a difference to care:

We published

11 reports

about the improvements people would like to see in health and social care services, and 4 additional safeguarding ones.

Our most popular report was

Enhanced Patient Access to GP Practices

which highlighted various aspects including: awareness levels of enhanced GP access in Hounslow; preferred methods for booking appointments with GPs; and the inclination of individuals to visit alternative GP practices for appointments outside of regular office hours, including Saturdays.



Health and social care that works for you:

We're lucky to have

31

outstanding volunteers who gave up 241 days to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

£84,000

which is **the same as** the previous year.







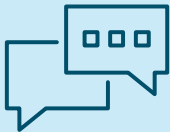

We currently employ

3 staff

who help us carry out our work.



How we've made a difference this year

Spring	 <p>We explored barriers to cancer screening existing within different communities and shared them with health specialists to co-design and adapt services.</p>	 <p>We continued listening to vulnerable people and provided them a safe platform to share their lived experiences of the section 42 safeguarding process, ensuring their seldom-heard voices are acknowledged.</p>
Summer	 <p>Our Health in the Park event was a resounding success! We brought our services directly to diverse communities, fostering engagement through outdoor health activities..</p>	 <p>After carrying out an Enter & View visit, the care home in question implemented a plan of improvement, based on our recommendations after the residents shared their stories with us.</p>
Autumn	 <p>With the ICS introducing Enhanced GP services, we carried out an awareness project in 32 different GP practices across the borough.</p>	 <p>We were invited to a Local Authority Social Care provider's event to showcase our workstreams. This opportunity allowed us to build relationships with other service providers and better inform them about our Enter & View visits.</p>
Winter	 <p>Commissioned by the Local Authority, we engaged with local residents to understand their perspectives and experiences of falls prevention services in the borough, which led to greater awareness of the services.</p>	 <p>Offering invaluable signposting has always been a priority. Whether it's connecting individuals with local resources or directing them to nationwide support, Healthwatch Hounslow has helped many residents access vaccinations and timely flu jabs</p>

Your voice heard at a wider level

Healthwatch operates locally, providing feedback to borough partnerships, health & wellbeing boards, primary care groups, and scrutiny committees. Through borough governance, we share intelligence with the North West London ICB. The 8 Healthwatch in North West London aren't funded to work collectively as one voice, but we meet regularly to discuss workplans, share insights, and collaborate on projects of common interest at both borough and NWL levels.

We collaborate with other Healthwatch to ensure the experiences of people in Hounslow influence decisions made about services at North West London Integrated Care System (ICS) level.

This year we've worked with Healthwatch across North West London to achieve:



Peter Goulding, Healthwatch Hounslow Chair, represents on the Policy Development Group, championing patient and carer involvement in policy development. While he doesn't represent specific boroughs, he keeps everyone updated on upcoming policies, allowing officers to attend relevant meetings. Peter promptly shares meeting dates and papers with all Healthwatch leads. Individual staff are responsible for attending meetings, and Healthwatch Hounslow emails Peter and the group with specific reports to share. Peter also contributes local borough intelligence during discussions.

Through work, Healthwatch Hillingdon, Hammersmith and Fulham, Ealing and Hounslow completed individually, we were able to inform the NWL mental health strategy. We represented local carers' needs to inform a more comprehensive offer of support for carers in the borough through the Mental Health Carers Council. At a wider level, the West London NHS Trust has since expanded their prospectus to include more mental health and wellbeing support sessions and courses for carers. We engaged with 321 inpatients in Lakeside and Charing Cross Mental Health Units to understand their experiences and satisfaction with the activities, facilities, support and discharge offered, and made 92 recommendations to improve the services that cover residents from Ealing, Hounslow and Hammersmith & Fulham.



We collaborated with other Healthwatches in North West London to understand the experiences of seldom-heard women with maternity care. We found that services should prioritize listening to birthing parents, ensure consistent post-birth information, and provide staff training for atypical situations. High standards of translation services, contingency plans for low staffing, and clear postnatal support information are also essential. These findings, consistent with our local work on asylum seekers and ethnic minorities, have been shared with Trusts across North West London and will inform upcoming maternity strategies.



Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Creating awareness of enhanced GP hours and use of online consultation (PATCHS)

This year, we published findings on the experiences of patients' awareness and accessibility of enhanced hours and PATCHS. Thanks to these insights, the ICS is now better informed on what is working well and what needs to be improved in terms of enhanced patient access to GP services.

We received feedback from 248 local residents to our survey. The collective responses from patients suggest that more awareness is needed and that different communication channels need to be used in order to reach far and wide across the communities and geographies of Hounslow.

Awareness of evening and weekend appointments is 50/50. Those who are aware, access it to a good degree.

46%

of those who were aware of the enhanced access times had an enhanced access appointment.



What did people tell us about enhanced hours?

- 77% of respondents showed willingness to access another nearby GP during enhanced hours to get an appointment.
- People are not readily offered enhanced access appointments, as our data suggests that among the 248 respondents, 82% have not been offered one.

What difference did this project make?

- A larger portion of the population is now informed about the availability of appointments outside regular office hours, along with the advantages of utilising online booking systems like PATCHS. This approach not only streamlines the process but also mitigates the lengthy waiting times often experienced when making appointments via phone calls.
- North West London Integrated Care System (ICS) is better informed, with our findings helping them to generate a single day access plan to provide people with same day appointments, which is due for implementation soon.
- The ICS now has a better understanding of some of the barriers preventing people from accessing online appointments. Additionally, **our findings have revealed that the majority of patients still prefer to call their practice to book an appointment.** As a result, decision-makers are exploring different pathways to provide people with more autonomy in choosing their time slots.

Are people with complex learning disabilities getting the necessary support from service providers?

In 2023, we carried out an Enter & View visit to a supported living accommodation unit for people with learning disabilities. The visit was planned to gain insights into how residents were being cared for and how the service is being experienced. Our recommendations, based on our assessment of the accommodation, have resulted in improved homeliness, a wider range of activities, and better management support.

During enter and view visits, Healthwatch trained representatives (both staff and volunteers) observe service delivery and engage in conversations with service users, their families, and carers to hear their views and experiences of the service. Additionally, we interact with management and staff. Following a visit, we produce an official 'Enter and View Report', which outlines what has worked well, and gives recommendations on what could be improved. This is shared with the service provider, local commissioners and regulators, ensuring user voices can be heard by all those with the power to make changes.

During our visit to Optima Care we made five recommendations.

What difference did this make?

- As a result of our report commissioners agreed to review care packages for residents. The team consulted and worked towards updating guidance on one of the resident's care plans.
- The care provider accepted all of our recommendations and in a follow up meeting in 2024 we identified great progress including:

An improved schedule of activities with more variety

Carefully considered new activities which are inclusive of all residents

Updated decor and additions to create a more homely environment

The service provider was very welcoming and accommodating of the Healthwatch visit and really valued our independent view of the service. Six months after our visit a follow up meeting was arranged, and we were able to hear firsthand all the changes that had resulted.



"We have come a long way in improving things, carefully addressing your feedback since your last visit. The home no longer looks clinical and has been customised based on the residents' tastes and needs. We have also recently received compliments from social workers and have developed a much better relationship with the housing team. Thanks to the Healthwatch Hounslow team for providing us the opportunity to make these changes and for checking in with us in April 2024 to ensure we are on the right track and appreciate our efforts towards a better life for residents at Optima Care. We feel valued and included, having had the opportunity to share our developments nine months after your visit." *Operations Manager at Optima Care*

Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

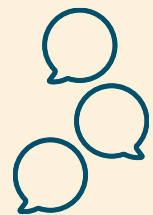
In our exploration of barriers to cancer screening among women, we engaged with a frequently overlooked community of younger women of South Asian origin. Many expressed their fears and concerns about the cervical cancer screening procedure. We shared our findings with health practitioners to help them understand people's reasons for avoiding checkups and improve education materials to help inform more clearly about what is involved in the procedure and clarify any misconceptions.



Getting services to reach out to the public

Services need to understand the benefits of going to local people to help improve care for everyone.

Healthwatch Hounslow collaborated with the public health department to assess falls prevention services, aiming to raise residents' awareness of the available resources locally and how to self-refer to the service. Based on our findings, recommendations were made to the Local Authority to engage residents through diverse communication channels to address the diverse range of communication barriers present across the borough and its diverse communities. The Local Authority has embraced our suggestions, improving and expanding communication materials.



Improving Care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Over the years, Healthwatch Hounslow has heard from many local people who cannot access a GP appointment - a common issue across many boroughs in London. NWL ICB is trying to implement new strategies, like the single-day access plan, to address this. Only by changing the way services are commissioned can we create a system where everyone has equal access to GP practices. We will continue to prioritise GP Access and work with partners to achieve this goal.



There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Engaging with CORE 20+ and elderly people who are at the risk of falling
- Reaching out to vulnerable adults with learning difficulties, vision and hearing impairment.
- Building relationship with the carer's groups
- Voicing concerns of a minority group of young South Asian women to the local NHS leaders and Integrated Care Systems.

Supporting those in need of signposting

Through our Falls project we identified a lack of awareness amongst elderly residents of falls prevention services available to them.

Healthwatch Hounslow carried out eight focus groups with elderly communities across the borough. The conversations covered topics from awareness, barriers to access, motivators to use the falls prevention service, perceptions about promotional materials, and lived experiences.

As a result of what people shared, our recommendations included:

- Initiate a peer-to-peer awareness campaign where individuals who have recently benefited from falls prevention services share their experiences.
- Establish regular outreach events or community sessions where falls prevention service personnel can interact directly with residents, providing information, assessments, and interventions in-person.
- Encourage residents to participate in identifying and reporting unsafe pavements/areas, while also providing resources and support for community-led clean-up efforts.

Bridging Voices: Providing a safe platform for individuals who have been through Safeguarding to be heard

Our Safeguarding Project is dedicated to ensuring that every voice is heard, and every concern addressed. Specifically, we focus on gathering feedback from individuals who have undergone the Section 42 safeguarding process, ensuring their voices are heard and their experiences of the process are acknowledged. This feedback is then shared with Hounslow Council to facilitate improvements in Safeguarding. By fostering a culture of openness and trust, our aim is to really understand the process from the individuals perspective, and ultimately empower vulnerable individuals and improve safeguarding overall.

To date we have:

- Received invaluable feedback from more than 10 individuals of Section 42 safeguarding.
- Heard their preferences for involvement during the safeguarding inquiry process.
- Shared insights into what individuals seek from the process and how they wish to be engaged with the Local Authority Safeguarding Team.
- Highlighted the importance of being better informed about the status of their Section 42 case, whether it is open or closed.
- Carried out a range of additional awareness raising activities and discussions with vulnerable individuals and communities where safeguarding is more likely to be relevant, now or in the future.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry and mental health
- Supporting people to look after their health during the cost-of-living crisis
- Directing patients to the appropriate complaint channels and service providers based on their needs

Involvement, communication and information provision at times of service change in Chiswick

It's essential that people are involved in decision making and have clear, accurate communication about any changes in care or service from their GP practice.

Three GP practices in Chiswick merged to form one larger GP practice in the last financial year, causing changes for both patients and the practices involved. A relevant patient group sought guidance on how to effectively handle patient concerns during this transition period. They turned to Healthwatch Hounslow for assistance, and we provided them with support and advice during the process and short notice of the merger. Our guidance aimed to ensure that the practice would operate efficiently and effectively, reassuring patients about the continuity of their care during this time of change.

Healthwatch Hounslow listened to patients views and advised the patient group to submit written questions and concerns about the merger and lack of patient involvement, advocating for more time before the merger. Additionally, we suggested they request involvement in future decision-making processes, as patient groups are a vital channel for patient participation in such service change decision making. This resulted in increased involvement of the patient participation group and a meeting with the decision-makers and practice representatives. The meeting helped to reduce concerns and a six-month extension on the merger timeline was agreed to assist further.

Increasing service promotion to increase uptake

People across Hounslow cannot benefit from the range of health and care services and options available to them if they do not know about them. Healthwatch Hounslow's Information and Signposting Service, and extensive outreach work, aims to keep individuals and communities well informed during an ever-changing health and care landscape. Service promotional materials and in-person community outreach can make a positive difference to healthcare access and we aim to include aspects of each within every project we carry out.

Whilst digital platforms and communications have their place, there continues to be a need for services to reach into communities to make connections and promote services. Equally having a person at the end of a phone line can make all the difference to someone who does not know where to turn.

Healthwatch Hounslow's information and signposting service assisted 60 people during 2023/24. 38 of these inquiries were received by phone, often hearing from those digitally isolated, vulnerable or just lost in a complex system of services.

During the year we also attended 35 outreach events/activities, visiting different health fairs and community halls where we distributed informative materials to residents, empowered people with information to act on their needs.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected Safeguarding experiences and supported their communities to share their views
- Carried out Enter & View visits to local services to help them improve
- Attended health in the park event, donning costumes to entertain and interact with diverse age groups and communities.
- Ran our social media and website's events and news pages



“Healthwatch Hounslow stands out for its welcoming approach to recruiting young and inexperienced volunteers. They consider university commitments and provide both freedom and guidance. My experience taught me about healthcare procedures and patient interactions. Volunteering revealed the nuanced, interconnected nature of Healthwatch work, and I’m grateful for the opportunity to contribute.”



Hon –
Enter & view
volunteer



“During my gap year, my involvement with Healthwatch Hounslow has been transformative. Exploring my passion for healthcare, I’ve made meaningful contributions to the community. The organisation equipped me with essential skills—effective communication and critical thinking—that I’m eager to apply in my future healthcare endeavors. This experience deepened my commitment to healthcare and instilled a sense of purpose in contributing to community well-being. Grateful for the team’s support and guidance, I’m proud to be part of this journey toward positive change.”



Aisha Ali –
Community
engagement
volunteer

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

 <https://www.healthwatchhounslow.co.uk/>

 020 3603 2438

 info@healthwatchhounslow.co.uk



“During my tenure at Healthwatch Hounslow, I engaged in patient outreach, gathering insights from hospitals and surgeries. Collaborating with the Patient Experience Officer, we transformed these experiences into actionable insights. Witnessing data translate into tangible improvements for patients is inspiring. As a collective voice, we advocate for a responsive and patient-centered healthcare system. It’s a privilege to contribute to such an impactful organisation.”

Francis –
Patient experience
volunteer



“I am happy to have impacted the community in a positive way by putting in effort to make changes to the healthcare system that will benefit those who use it. I was able to learn so much about healthcare in the UK and apply that knowledge back into the work I was doing, in order to better communicate and understand people I interacted with.”



Isabelle Snortheim-
Intern

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

 <https://www.healthwatchhounslow.co.uk/>

 020 3603 2438

 info@healthwatchhounslow.co.uk



Finance 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.

Our income and expenditure

Income		Expenditure	
Funding Received from Local Authority	£84,000	Expenditure on pay	£70,000
Additional income	£0	Non-pay expenditure	£4,000
		Office and management fees	£10,000
Total income	£84,000	Total expenditure	£84,000

*These figures are unaudited.

Additional income is broken down by:

- None
-

Next steps

Over the next year, we will continue our efforts to engage with every segment of society, particularly those in the most deprived areas, to ensure that their views and experiences are heard by those in power.

We will persist in being a listening ear for individuals whose voices are often overlooked, and we will continue to organise forums for those who have undergone Section 42 safeguarding process with local authority.

We will collaborate with partners and our local Integrated Care System to contribute to the development of an NHS culture where staff at every level are committed to listening and learning from patients to enhance the quality of care.

Our top three priorities for the next year are:

1. Healthy Hounslow services
2. GP Access
3. Inequalities

We will also continue to monitor the implementation of recommendations that we have made within various research topics and Enter & View visits, including the support for the family, friends, and carers of individuals who have been through safeguarding processes.



Statutory statements

Healthwatch Hounslow, 45 St Mary's Road, Ealing, W5 5RG

Company holding the local Healthwatch contract:

**Your Voice in Health and Social Care, 45 St Mary's Road, Ealing
W5 5RG**

Healthwatch Hounslow uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Local Advisory Committee consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Committee met four times and made decisions on matters such as identifying our strategic direction and priorities.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, through social media and through newsletters, as well as attending meetings of community groups and forums and distributing it to key partners.

Responses to recommendations

All providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so, no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to a range departments including to commissioners, Health and Wellbeing board, social services, public health teams and housing and community teams.

We also take insight and experiences to decision-makers in North West London Integrated care System. For example, we submit reports, attend meetings and give presentations at Borough based and North West London level meetings. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made 4 Enter and View visits and made 25 recommendations as a result of this activity.

Location	Reason for visit	What you did as a result
Optima Care- Heston	Concerns around the homeliness of the house, and some management changes were flagged.	Wrote a report with recommendations – the service followed up on these for which housing conditions and residents' care plans improved.
Grosvenor House	To focus more on what's working well and areas for improvement.	There were delays and challenges surrounding the report, but the provider demonstrated receptiveness. We also provided the provider with a platform to share their perspective.
Atfield House	To assess what worked well, and areas for improvement.	Wrote a report with recommendations – the provider acknowledged and provided further clarification.
Reliant Care- Whitton Road	To assess what worked well and areas for improvement.	Wrote a report with recommendations – the provider accepted all the recommendations without any dispute.

Healthwatch representatives

Healthwatch Hounslow is represented on the Hounslow Health and Wellbeing Board by Peter Goulding, Chair of Healthwatch Hounslow. During 2023/24 our representative has effectively carried out this role by providing challenge where necessary and providing patient voice.

Healthwatch Hounslow is represented on NWL Integrated Care Board meeting, Hounslow Borough Based Partnership Board, Hounslow Safeguarding Adults Board, Health and wellbeing executive group and board meetings, Joint Health scrutiny Panel, Integrated Care Boards by both the Manager and Chair of Healthwatch Hounslow.

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Barriers to cancer screening	The NHS/NWL is better informed about different communities' reasons for neglecting screening invitations, along with ideas on what can be done to motivate these individuals (some directly coming from the respondents.)
Adults Safeguarding	Vulnerable adults always feel the need to be heard and listened to. We have constantly provided a safe platform for them to freely share their feelings and experiences with us. This has led to us representing them in the strategic meetings where their feedback has helped services to improve.
A review of Falls Prevention Services	Our research has provided the Public Health team with valuable insights from the residents on lack of clarity of the falls prevention services they are providing and the resources not reaching the population in full capacity. They are now fully aware and taking necessary steps to meet their target population.


healthwatch

Hounslow

Healthwatch Hounslow

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