

OUR YEAR - 2013/2014

Linda Gabriel, Chair
Folake Segun, Director

So what is Healthwatch?

Healthwatch Bromley is the independent consumer champion for health and social care established in April 2013 under the Health and Social Care Act 2012

We work on behalf of patients and the public to ensure their voice is represented in the setting up, provision and scrutiny of health and social care services.

By influencing and challenging how health and social care services are provided locally, Healthwatch Bromley supports people to get the best out of these services.



Our Vision, Mission and Values

Healthwatch Bromley's vision is to work towards a society in which people's health and social care needs are *heard, understood and met*.

Our mission is to *listen* to people to understand their experiences and what matters most to them, and then *empower* them to influence services so that they better meet people's needs now and in the future.

Healthwatch Bromley's values are to be: *inclusive, influential, independent, credible and collaborative*.



Our approach ...

- Promote the voice of local people
- Work in partnership with a wide range of stakeholders
- Use our statutory powers to hold commissioners and providers to account
- Provide information about and signposting to local health and social care services



Most importantly Healthwatch Bromley can ...

Ask questions and expect answers

Make recommendations and expect them to be taken seriously

‘Enter and View’ services to have a around and talk to service users and members of staff

Offer free information and advice service



Our Network

70 people were transferred from the Bromley Local Involvement Network (LINK) and as of 31st March 2013 we had a total of **419** individuals on our database.

Many network members have taken an active part in Healthwatch by ...

- Sharing experiences with us
- Taking part in surveys and consultations
- Volunteering with us



Reaching People 2013-2014

4,000

People reached at events, forums and community opportunities

1,453

Website visitors

1,131

Leaflets distributed through the Central Library and Bromley Civic Centre

670

people completed our postcard survey

302

independent comments regarding local Health and Social Care services

969

Social media contacts

419

Network members

120

Signposting calls

392

Volunteering hours donated to Healthwatch Bromley

63

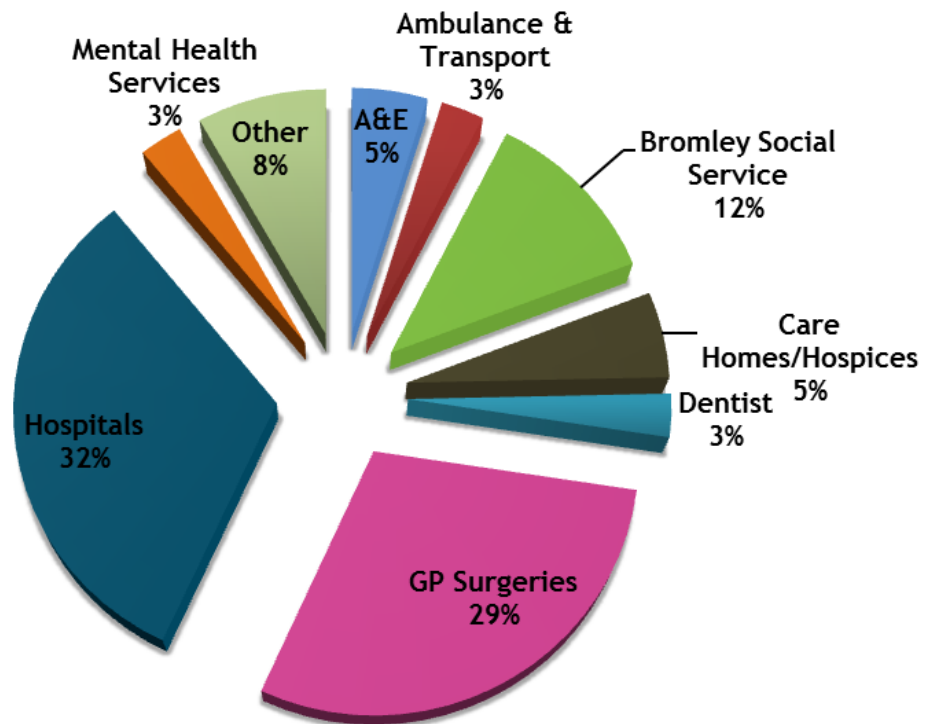
Posters across the Borough



Our feedback system ...



This data shows the range of service providers that we have received comments about



What are the issues?

Theme	Number
Staff Attitudes	21
Lack of Information	19
Waiting Times	16
Difficulty Accessing Services	13
Request for Information	12
Positive Experiences	10
Quality of care	9
Cleanliness & Hygiene	3
Complaints Procedure	6
Medical Costs	3
Equality for the disabled	2
Negative Experiences	4
Medicine	1
Day centres	1
Misdiagnoses	4
Out-of-hours	2
Safeguarding	1
Services Provided	5
Signposting	2
Lack of Support	6
Training	2
Other	20





Our impact so far ...

- Submitted evidence to the CQC Inspection of the PRUH
- Bromley Cares Conference
- Care. Data
- Shared the views of 375 parents who use the Children and Family Centers
- Collaborative 6 borough Enter and View programme
- Joint Enter and Views to Maternity Departments and A&E and 2 Care Homes and a borough wide programme of visits being carried out
- Information and signposting service
- Representing public and patient views on Boards and partnership groups locally and regionally
- Raised awareness of patient and carer concerns, compliments and complaints
- PLACE (patient led assessments of the Care Environment at the PRUH, Oxleas and St Christopher's Hospice)
- Raised awareness of Healthwatch Bromley



We've influenced...

- Appearance of the wards in the PRUH - Maternity
- Navigation of websites
- Communication with patients
- Review of Phlebotomy services
- Beckenham Beacon Urgent Care Centre procurement
- Gluten Free Prescribing



Looking ahead ...



Questions



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