



Annual Report  
2014/15





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# Note from the Chair

## Healthwatch Bromley is the independent consumer champion for people using health and social care services in the London Borough of Bromley

2014-2015 has been a year of significant developments for Healthwatch Bromley. During the year the Board has overseen a range of projects, reports and surveys that have shaped and informed local health and social care service provision.

In May 2014 Healthwatch Bromley registered as a Company Limited by Guarantee. This was followed by our Charity registration in December 2014. We expect that in April 2015 our Charity will take full responsibility for running Healthwatch Bromley with a contract from the London Borough of Bromley.

This year has seen a range of changes to health and social care policy and provision. I have had the privilege to speak up for local people on the Health and Wellbeing Board, the Care Services Policy Development Scrutiny, the Health Scrutiny Sub-committee and at the Bromley Clinical Commissioning Group Board meetings.

I am grateful to my fellow Trustees for their work on behalf of Healthwatch Bromley in ensuring that local voices are heard at meetings and on working groups across the borough.

During this year roles dedicated to children and young people, community engagement and signposting and information were created. We also welcomed new office volunteers and broadened our pool of Authorised Enter & View Representatives. 14 Enter and Views were carried out and more than 400

people shared their views with us about access to GP's in the borough.

Our outreach and engagement has taken us to events all over Bromley where we spoke to a wide range of people in our communities who shared their main concerns with us. We have shared these with commissioners and providers.

Our collaborative working with our five neighbouring local Healthwatch has been recognised with an award for Outstanding Collaborative Project at the national Healthwatch Awards 2014.

Thank you to all the service users, carers and members of the public who have shared stories with us, participated in focus groups or taken part in surveys this year. The importance of these contributions cannot be understated. I would also like to thank all our volunteers, who have worked so hard for us, putting their time, energy and expertise into making this a hugely successful year for Healthwatch Bromley.

Finally, Healthwatch Bromley is here to raise the issues that matter most to local people. If you have concerns, questions or compliments about local services, get in touch.

Linda Gabriel  
Chair, Healthwatch Bromley



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# About Healthwatch Bromley

**Healthwatch Bromley is here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around people's needs and experiences.**

Our work is informed by our connections to local people and our evidence is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed within a network that has a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

## **Our vision and mission**

Healthwatch Bromley will work with service users and providers towards making Bromley's health and social care services suitable for the people of Bromley.

Our mission is to enable individuals and community groups to have a say in the planning, provision and delivery of all local health and social care services.

We listen to views and experiences of local health and social care services and help people share their views and concerns about health & social care.

During 2014/2015 our priorities have been:

- To understand local people's views of access to GP practices
- To undertake meaningful enquiries into issues identified
- To gather views of children and young people on services in the borough
- To inform the local community of current issues

## **Our statutory functions**

Healthwatch Bromley delivers eight statutory functions:

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England;
5. Providing advice and information about access to local care services so choices can be made about local care services;



6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England;

7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues;

8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

The Healthwatch Bromley network has grown throughout the year: we now have over 350 subscribers to our weekly e-bulletin, nearly 1,000 Twitter followers and we are getting out into the community and engaging with more people than ever before. Our

relationships with local community groups and our statutory partners remain strong. Our approach is to encourage broad public involvement and to inform, influence and help shape future commissioning and provision.

Our staff team in 2014-2015 were:

- Folake Segun (Director)
- Stephanie Wood, Community Engagement Officer (from October 2014)
- Rosie Fox, Community Engagement Officer (July - September 2014)
- Toni Rushton, Community Engagement Officer (October 2014 - March 2015)
- Isaac Lee, Information, Signposting and Administration Officer (from July 2014)





# Engaging with people who use health and social care services

## Understanding people's experiences

During 2014-2015 Healthwatch Bromley has used a wide range of engagement and outreach strategies that has allowed us to reach out across the borough and find out what people think.



We have a number of ways of finding out what people think:

- People phone, email, write, use the feedback centre on our website
- We go to local groups and organisations to tell people about Healthwatch Bromley and find out about people's experiences.
- We use social media (Twitter and Facebook) to find out what people are saying about the issues that matter to them.
- Our team has talked to people at libraries, community venues, supermarkets and Bromley South Station to find out about their experiences.
- We carry out paper and online surveys.
- Our volunteers regularly visited local care homes. We did this because we

recognise that this group of elderly people are vulnerable and seldom heard.

- We hold focus groups and workshops
- We use the network of organisations in Bromley to help access the views of local people.

Our 'Building Our Network' event provided the opportunity for people to help shape a key national programme, Care.Data, as well as become informed about the Step Up and Step Down services provided in the borough.

Our engagement with children and young people allowed us to understand their experiences of health and social care. We met with children and young people at the Bromley Youth Support Programme's 'Park Days', Junior Citizen's Week, Toddler time in the Central Library, Children's Centres and the Beckenham Brownie Troop.



Service users were able to influence Bromley CCG's revised Urology plan through comments we got from focus groups and a survey.



In order to get a broad and diverse range of views throughout the year we also engaged with BAME groups and disability groups.

Two separate focus groups were held in March 2014, engaging local people on specific areas of interest or concern regarding Kings College Hospital NHS Foundation Trust. Topics discussed included A&E, internal communication, discharge and the resolution of complaints. Healthwatch Bromley also invited comments from the local population via twitter and email. The findings and final recommendations were sent to the CQC prior to their inspections of the trust the following month.

We are members of the Voluntary Sector Strategic Network and Chair the Bromley Engagement and Communication Network

## Enter & View

Healthwatch Bromley has the statutory power to Enter and View any health or social care services to access people who receive care under that service.

When we conduct an Enter and View visit, we ask people what their views are on the services they are receiving.

All of our Enter and View Reports are submitted to the relevant providers, published on the Healthwatch Bromley website ([www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)) and shared with commissioners at Bromley Council, the Bromley Clinical Commissioning Group, Overview and Scrutiny and the Care Quality Commission (CQC).

During 2014-2015 we conducted Enter and View visits to

- Archers Point Residential Home
- Ashglade Retirement Home
- Bromley Park Dementia Nursing Home
- Burrows House Care Home
- Elmwood Nursing Home
- Fairmount Residential Care Home
- Foxbridge House Care Home
- Jansondean Nursing Home
- Sundridge Court Nursing Home

Our Enter and View Authorised Representatives this year were:

- Gerda Loosemore-Reppen
- Paul Brown
- Sue Brown
- Nicola Haughey
- Leslie Marks
- Peter Moore
- Anne Taylor
- Manijeh Wishart

Our Enter and View approach was recognised by Healthwatch England. We won, along with our neighbouring local Healthwatch in South East London the award for Outstanding Collaborative Project at the national Healthwatch Network Awards of Achievement 2014.



# Providing information and signposting for people who use health and social care services

## Helping people get what they need from local health and social care services

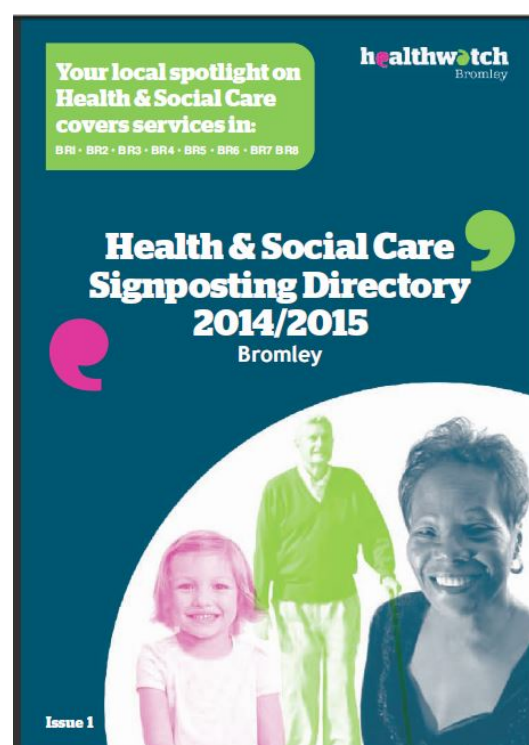
The Healthwatch Bromley information and signposting service has helped people find and access local services and to take more control of their own health and social care.

Our signposting and information service can be accessed by:

- Contacting the Healthwatch Bromley office on 020 8315 1916
- Through the online contact form which can be accessed through [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)
- Through the Healthwatch Bromley Twitter and Facebook accounts.

Our signposting and information service allows people to make informed choices about their care. For example, a resident who was over 80 years old telephoned to ask for a referral to Bromley Social Services for a home nail clipping services. We explained that she could access this type of service with a referral from her GP. We also provided her with the phone number and charges for the Nail Clipping Service provided by Bromley and Greenwich Age UK.

Because we want information and signposting to be as accessible as possible and to reach as many people as possible we published a Health and Social Care Signposting Directory and distributed it throughout the borough.



Over the last 12 months Healthwatch Bromley signposted 260 people to the health or social care services that matched their requirements.

The largest proportion of comments and/or queries that we received was about hospitals (28%).





25% of comments/queries were about GP services in the borough. The figure below shows the different service categories and their percentages.

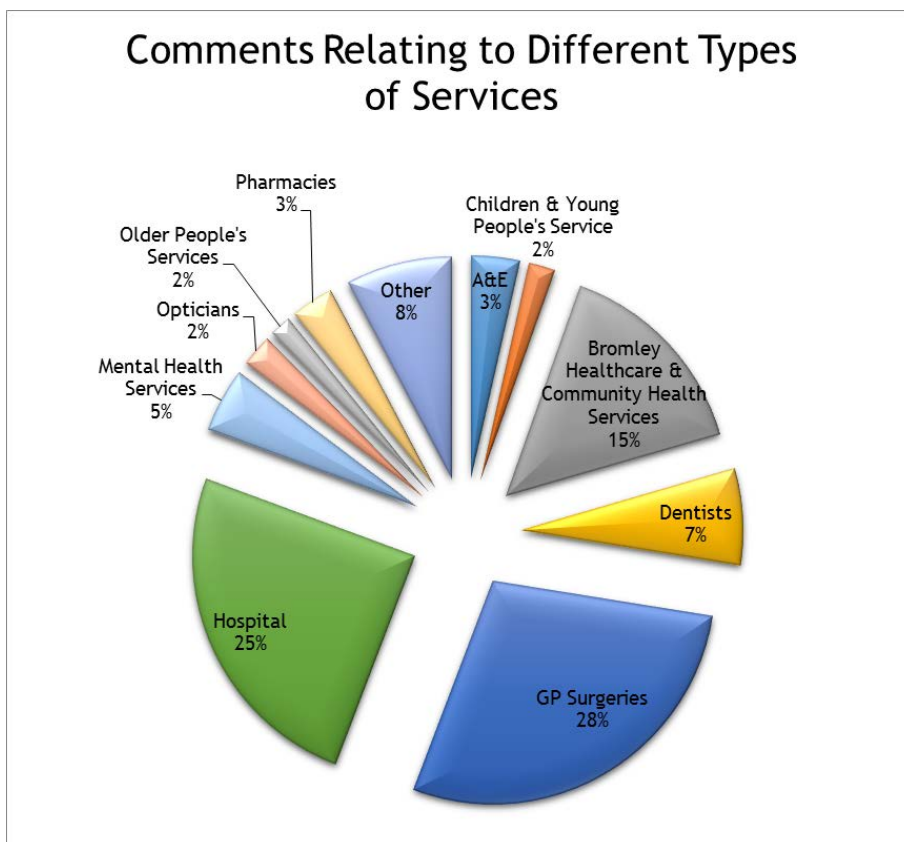
The information is used to identify trends either in service areas or in relation to specific providers. This information is regularly fed back to service providers

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*"Thank you for listening to us. The information you provided was very helpful."*

*Anonymous, January 2015*

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# Influencing decision makers with evidence from local people

## Producing reports and recommendations to effect change

A vital part of the process of influencing decision makers is making sure that the stories and views we gather are heard by those in charge of health and social care services, and that they are used to continually improve services.

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*“Having an excellent working relationship with Healthwatch has ensured that the patient voice is central to our commission decisions with the CCG”*

Paulette Coogan, Head of Organisational Development, Bromley Clinical Commissioning Group

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The reports that we produce are submitted to the relevant providers and commissioners. All reports are also copied to the following stakeholders:

- Bromley Health and Wellbeing Board
- Care Services PDS
- Health Scrutiny Sub-Committee
- Public Health, London Borough of Bromley
- Care Quality Commission
- NHS Bromley Clinical Commissioning Group

- Healthwatch England
- NHS England (where relevant)

Our reports are available on the Healthwatch Bromley website. Hard copies can be obtained by contacting the Healthwatch Bromley office.

Our 2 reports capturing children’s views on health services in the borough have been used by the CCG to inform their Young People’s Strategy.

Reporting is just one of the ways that we ensure the patient voice and experience is at the heart of service design and implementation. Through wide representation on a variety of boards, committees and steering groups we are always speaking out on behalf of the public in Bromley.

Healthwatch Bromley has actively contributed to a variety of patient and public involvement initiatives and provided constructive views and feedback at a number of partnership and Board meetings.

We have supported our representative on the Health and Wellbeing Board and are looking to strengthen our role on the Board in 2015-2016.

During 2014-15 all providers and commissioners responded to our requests for information. We made no recommendations to the Care Quality Commission (CQC) and have shared reports and issues with Healthwatch England.



# Impact Stories

## GP Access

Healthwatch Bromley carried out a research project to find out how easy it was to access appointments and services in GP surgeries within the borough. Comments about GPs, access to their services and waiting times for appointments are the issues frequently mentioned to us by people in Bromley.

Our aim was to get a more detailed picture of people's experiences and to be able to reflect this back to the surgeries.

Using a standardised questionnaire and through semi-structured conversations with service users we visited all 47 GP Practices. We also liaised with Practice Managers and reception teams at each GP surgery.

We asked for feedback on a range of issues, including opening hours, appointment availability and access issues. An online version of the questionnaire was also made available on the Healthwatch Bromley website.

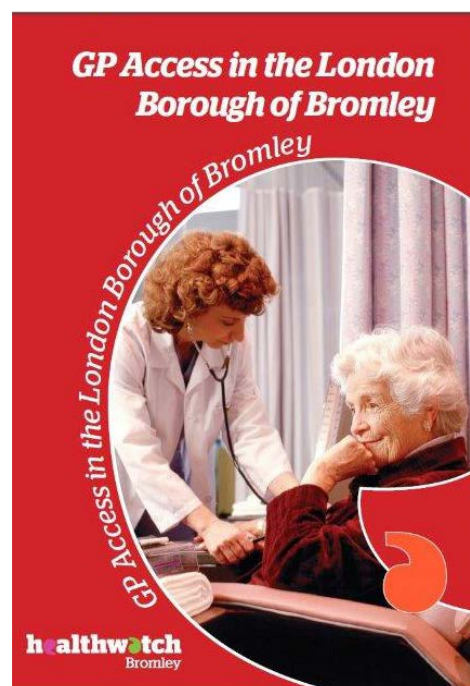
Further targeted research was carried out with Bromley College of Further and Higher Education, Bromley Sparks and Deaf Access Bromley. This work included more interactive sessions, asking service users to identify any particular barriers they faced when accessing health services.

489 service users were engaged.

*"Once the hurdle of getting an appointment has been got over, the care, consideration and kindness of the doctor or nurse seen has been exemplary." Anonymous patient*

The report and its recommendations have been well received by the surgeries, the CCG and was presented to the Health and Wellbeing Board.

We are planning further discussions with the new Bromley GP Alliance and with the Bromley Local Medical Council (LMC).





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## Care Home Visits

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Through our engagement activities and information and signposting service we received a number of comments relating to the care provided and the discharge of residents back to care homes in Bromley.

As a result of this Healthwatch Bromley conducted Enter and View visits to nine care homes within the borough. During our visits we spoke to 80 residents.

The resulting reports highlighted a general satisfaction with the level of care provided within these homes. The key findings of which are summarised below:

### Activities

Activities in the majority of homes were of a relatively good standard but in some cases a wider variety of activities to cater for a broader array of interests would significantly improve the residential experience. One activity a day is insufficient and often leaves residents isolated and without stimulation for long periods of time. We noted that one home had a dedicated activities coordinator, which helped to ensure residents were active and engaged, preventing concerns around social isolation and a lack of stimulation.

### Technology

In some of the homes visited there were excellent technological facilities, with Skype, Internet access and private telephone lines available for residents. Healthwatch Bromley recommends that where this does not exist similar provision (should) be made.

### Feedback

Regular engagement with residents about their care and the home was only evident in one home out of the nine visited by Healthwatch Bromley Authorised Enter and View Representatives. We recommended that it would be helpful for homes to make opportunities available to receive regular feedback from their service users, their families, carers and friends.

### Discharge

Across the care homes visited we identified discharge procedures back to the homes and protocols relating to this as areas for improvement. Residents and staff told us that it was a difficult process for all involved.

### Next Steps

Concerns around discharge will be followed up with commissioners and have already been fed into a Bromley CCG







review of local care homes.

## Signposting Case Study

Healthwatch Bromley gathers feedback from service users, local residents and patients. This can be either good or bad. We encourage people to talk to us about their experiences.

Healthwatch Bromley works with commissioners and providers to improve services and patient experiences.

We made enquiries and identified Bromley Healthcare's Adult Speech and Language Therapy Service as the appropriate service. We contacted the service to confirm this and, as we had permission, passed on JD's contact details. We went back JD with details of the service. A member of the Adult Speech and Language Therapy Service contacted JD and arranged an appointment with her.

### JD's Story

JD contacted Healthwatch Bromley to find out where a person with complex physical disabilities, involving the inability to produce speech, should go in order to be assessed for and provided with a specialised speech device.





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# Our plans for 2015/16

## Opportunities and challenges for the future

Looking into 2015/16, one change presents itself before all others as both an opportunity and a challenge: having placed a winning bid, Healthwatch Bromley will be delivering Healthwatch for the London Borough of Lewisham from 1st April 2015. This presents an exciting opportunity to work across the two boroughs, and represent an even bigger patient voice with regards to health and social care.

Each borough has of course its own concerns and priorities and we are keen to reflect the diversity of both in our engagement work. At the same time we hope to ensure we represent a unified patient voice that accurately reflects the concerns of the two boroughs and identifies key areas for improvement. Our joint work across the two boroughs is reflective of the current climate in health and social care and the gradual move towards co-commissioning within the sector.

The increasing movement of residents and service users across borough boundaries also means that services are becoming more connected than ever, meaning it is no longer sufficient or beneficial to simply observe or improve services in an isolated manner or within a single locality.

Healthwatch Bromley & Lewisham will continue to build on its successes so far,

including its work around Enter & View visits, primary care research and inquiry into unsafe discharge processes. The NHS Our Healthier Southeast London programme will be of particular importance over the coming months, as our Community Engagement Officers will be working with a variety of different communities to make sure they have input into this.

We are confident that Healthwatch Bromley and Lewisham will be a strong consumer champion for both boroughs and look forward to the exciting opportunities ahead.





# Our governance and decision-making

## The Healthwatch Bromley Board

Linda Gabriel (Chair)

John Cliff (Vice Chair)

Leslie Marks

Margaret Whittington

Vivienne Astall

Our Board directs the work of the organisation by setting our strategy, ensuring that we achieve our aims and objectives and making sure that the Director and the staff team deliver the strategy and work programme effectively.

Board members abide by a clear set of policies and procedures including guidelines on conflicts of interest, equality and diversity and a code of conduct.

## How we involve lay people and volunteers

All of our Trustees are volunteers, all of whom regularly attend groups and meetings on our behalf. Their invaluable input guides all of our work.

As well as being vital to our governance, volunteers play an important part in the preparation and implementation of our work. We try, wherever possible, to consult our office volunteers at every stage of a project to gain a lay perspective on our aims, our approach, the way we analyse data and how we present that information.

All volunteers go through an induction process to ensure that they are clear about the role of Healthwatch Bromley, their individual roles and how their roles fit into the organisation and our work.

We want our volunteers to know that we value their experience and abilities. When recruiting volunteers we always hold a preliminary meeting to include them in a process of tailoring a role that will allow them to develop existing skills and introduce them to new areas while helping us to work towards our aims.



# Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities	144,302.34	
Additional income	8,806.68	
<b>Total income</b>	<b>153,109.02</b>	

EXPENDITURE		
Office costs	17,981.19	
Staffing costs	99,145.73	
Project costs	26,048.00	
<b>Total expenditure</b>	<b>143,174.92</b>	





# Contact us

## Get in touch

Community House

South Street

Bromley

BR1 1RH

Phone number: 0208 315 1916

Email: [admin@healthwatchbromley.co.uk](mailto:admin@healthwatchbromley.co.uk)

Website: [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Bromley and Clinical Commissioning Groups, Overview and Scrutiny Committees, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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

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