

Healthwatch Sutton
Annual Report 2016/17



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Message from our Chair



Being able to pen these words means that the worries expressed this time last year regarding our main contract are behind us, and the future of our delivery of the Healthwatch remit is assured for the foreseeable future.

Despite all of those uncertainties, it did not detract us from the quality of our work, and we undertook, and completed some excellent pieces of investigation.

Whilst greater detail follows in this Report, one project deserves highlighting. We completed an Inpatients' Survey, in eight wards at Epsom and St Helier. This involved many diligent hours of work by our volunteers, along with some colleagues from Healthwatch Merton.

Our very detailed results were warmly welcomed by the Board and staff at the Trust, and their ward-by-ward response greatly pleased us - for their reactions and changes will lead to that 'better patient experience'.

We proudly present this Report to you. All achieved with a very dedicated Board, and a very small team (Pete, Pam and Sara) in the office, along with our exceptional volunteers - we decidedly do 'punch above our weight'. We believe that our work is well respected by all our health and social care stakeholders in the Borough.

We look forward to an exciting, and exacting, time to come. With the Central Sutton Health Centre proposals, and the thoughts within the Sustainability and Transformation Plan, we will be at the forefront on behalf of our Sutton residents.

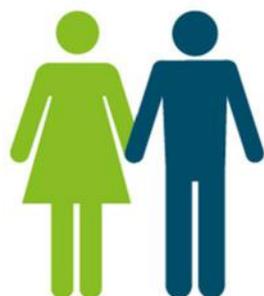
A handwritten signature in black ink, appearing to read 'D Williams', written over a light grey rectangular background.

David Williams
Chair
Healthwatch Sutton

Highlights from our year

472

Individual members



291

Organisations

13

Volunteers



9

Directors



47

E-bulletins sent



Engaged with

1082

through

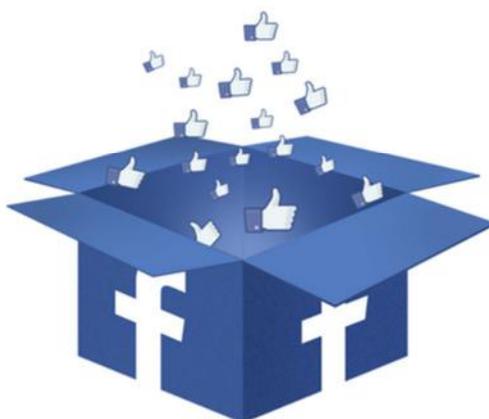


472

Tweets

46

New Likes



1,903

People visited our Profile



Who we are

Healthwatch Sutton is the consumer champion for health and social care in the London Borough of Sutton.

Healthwatch Sutton is an independent charity set up to give people a voice locally and nationally.

Who are our partners

We are commissioned to carry out our core statutory functions by the London Borough of Sutton and we work with three local organisations to deliver the Healthwatch Sutton contract.

- + **SCVS (Sutton Centre for the Voluntary Sector)** provides support to the Healthwatch Sutton board along with managing the projects, communications and marketing, membership and any commissioned work
- + **ALPS (Advice Link Partnership Sutton)** provides the information and signposting Healthwatch service
- + **Citizens Advice Sutton** provides the Complaints Advocacy Service

What we do

- + Listen to local people's views about health and social care
- + Analyse the collective views of people to make recommendations for change through the publication of reports and by other means
- + Use our statutory powers to request information, 'enter and view' and use our seats at the London Borough of Sutton's Health and Wellbeing Board to achieve the above aims
- + Provide information, advice and signposting to help people make informed choices about health and social care
- + Provide complaints advocacy to support people when making a complaint about health and/or social care



We can
help you...

*Communication and
Engagement*



Our Volunteers

We are extremely lucky to have a dedicated team of volunteers to support us with our work. The vast majority of our projects would not be possible without their assistance. In particular, this year our volunteers have been pivotal in the collection of people's views about care on the wards of St Helier and Epsom Hospital. Our volunteers took part in approximately 20 separate visits to wards and enabled us to collect over 170 surveys. Without this quantity and quality of information we would not have been able to publish a report with such detailed analysis and ward-by-ward feedback.

Our volunteers also support us in other ways. For example, they attend and support us at public events, carry out data entry, carry out administrative work and help us with our major events like our AGM.

It should also, not be forgotten, that all of our Directors are unpaid Trustees for Healthwatch Sutton and give up their time and share their skills in order to ensure that we are an effective and well run organisation.

Every year, we hold a volunteers Christmas Meal to thank all our volunteers and Trustees for their support.

We would like to take this opportunity to thank our volunteers for all the hard work that they have put in during the last year.





Our Projects

Inpatient Project

As part of our prioritisation work, local people had identified inpatient care as their third highest priority. They cited staffing levels at weekends, bank nursing staff, food and noise at night as areas of concern. In order to investigate this further, we agreed to carry out an in-depth study to find out more by collecting the views of patients who have experienced staying on wards. The vast majority of the feedback related to wards at St Helier Hospital.

We set up an Inpatient Project Group of local people with an interest in this area of work. The group agreed a set of approximately 20 questions covering a variety of themes that could be used to gather patients' opinions about wards. It was also agreed that our volunteers would support this project by carrying out a series of visits over 6 weeks to eight different wards at both Epsom and St Helier Hospitals (AMU, A3, B5, C3, C5, C6, Derby and Oaks). As St Helier Hospital is also a key provider for the population in the south part of Merton, we also approached Healthwatch Merton who agreed to work with us on this project. Our volunteers partnered-up with theirs for the ward visits. We also created a carers version of the survey and used an observation sheet to capture more intelligence about these wards.



Following completion of the analysis of the survey responses we were pleased to have found the following areas of commendation:

- + Average rating of the 'overall experience' of staying on the ward, across all participating wards is 8 out of 10
- + 89% of patients advised that they 'Agreed' or 'Strongly Agreed' that they trusted the nurses on the ward that they were staying on
- + 91% of patients advised that they 'Agreed' or 'Strongly Agreed' that they trusted the doctors on the ward that they were staying on
- + Analysis of comments relating to 'other staff' show that these were overwhelmingly positive (only 8 negative from 135 comments)
- + Staff and volunteers visiting wards noted an overall high level of cleanliness and this is also reflected in patients comments

We also made the following recommendations:

1. **GENERAL** - We received a variety of data about each ward and produced individual ward-based reports. **RECOMMENDATION - Individual wards respond to these reports.**
2. **NOISE AT NIGHT** - Just less than half of all patients surveyed said that they had been bothered by noise at night. **RECOMMENDATION - Investigate effective ways of alleviating both noise and light.**
3. **SUFFICIENT NURSES** - 1 in 10 patients said that they felt that there were not enough nurses on a weekday, rising to 1 in 5 patients at the weekend. **RECOMMENDATION - St Helier wards to look at any real/perceived deficit in nurse staffing levels.**

We also made four 'potential areas for improvement' suggestions from themes that emerged from our findings.

Our report was formally submitted to the Trust in January and we were pleased to receive a positive response from the Trust.

They agreed to take the following actions:

Noise at night

- + **Dimming lights at a set time**
- + **Maintaining nurse call buzzers but monitoring answering them closer at night**
- + **Ensuring all bins are soft close**

- + **Continue to roll out bay nursing where the nurse is seated in the bay and not at the desk**
- + **Obtain eye masks and ear plugs for patients through the introduction of comfort packs on wards**

Sufficient nurses

- + **Nurses to ensure intentional rounding is carried out 2 hourly to ensure every patient is asked about comfort, pain and position regularly throughout the day**
- + **The nurse in charge will go round every patient once a day and this will be included in their ward improvement programme for 2017/18**
- + **On-going recruitment from abroad will continue to fill vacancies**

In addition to these actions, each ward responded to their individual ward reports. In order to showcase their plans, the Trust invited Healthwatch volunteers, trustees and staff to come to an event held at St Helier Hospital. The nursing management staff for each ward gave a short presentation outlining the work that they are now undertaking to address the feedback for their wards.

The event was very well attended and well received by all participants. Progress against the plans that have been made will be monitored through the Trust's Improving Patient Experience Committee.

Let's make support work for everyone

In 2016 we were receiving feedback from a variety of sources that there was a large variability in the quality of support provided by Support Workers to people with learning difficulties. Most Support Workers were doing an excellent job, however some were not so good.

In order to investigate this further, we worked with Sutton Mencap and Advocacy for All to set up an event for people with learning difficulties, their carers/families and their Support Workers. The event was called 'Let's make support work for everyone' and held in June last year. We were pleased that 60 people attended. At the event the people with learning difficulties, their parents and the Support Workers all worked in separate groups to give their views about support work. Sutton Mencap and Advocacy for All supported people with learning difficulties to give feedback.



Following the event, with the help of Mencap, we published an easy-read report that laid out the key findings and recommendations.

We made the following recommendations to the Commissioner of the London Borough of Sutton (LBS).

- + **Council contracts must recognise the importance of a skilled, appropriately paid workforce to provide support work**
- + **The Council must have a robust system for monitoring the quality of support work and acting promptly on concerns**
- + **People who use support and parents and carers must be involved in monitoring the quality of support**
- + **Where poor quality support has been identified, an action plan must be put in place and regularly monitored**

LBS are working on addressing these recommendations.

A follow-up event, hosted by Advocacy for All, helped us to develop some other actions to address some of the issues raised. As a result, Sutton Mencap set up the first 'Adult Support Network' meeting to help people with learning difficulties and their Support Workers get together and share ideas and socialise. Plans have also been made to:

- + hold a session hosted by Speak Up Sutton on how to make a complaint
- + to find out how people with learning difficulties can be involved in the recruitment of Support Workers

A series of recommendations were also made to provider organisations that are currently being shared with a view to action planning later this year.

We understand that there are certain communities and groups in Sutton that are less likely to engage with us. We knew that people with learning difficulties and their families and carers are one of those groups.

We were very pleased that we were able to carry out this project with the support of Sutton Mencap and Advocacy for All.

We have made a commitment that we will carry out specific projects with those groups to ensure that their voices are heard.



Caring for People with Dementia



Analysis of the general feedback showed that ‘carers’ and ‘dementia’ were both high priorities for local people. When we looked further in to the detail of the evidence we had collected we found that these two areas were interlinked with many of the carer’s comments relating to looking after someone with dementia. In light of this, we decided to look at people’s experience of ‘Caring for people with dementia’.

We agreed that the best approach to this subject would be to put together some in-depth diaries that collected the experience of people with dementia and their carers. These could then be used to form case studies.

We worked with Alzheimer’s Society and Sutton Carers Centre to find people who would be willing to work with us. We asked our volunteers if they would be willing to go to the houses of people who were taking part and speak to them for an hour or so on several occasions over a period of a few

weeks. They were very happy to do this. We also carried out some telephone interviews with carers to give us more insight in to their experience.

The findings of this work, were published in a report called ‘Exploring the experience of people with dementia and those who care for them’ in January 2017.

There are some very insightful stories included in the report that really bring the experience of the participants alive.

The report made the following recommendations:

- + **The development of a Dementia Hub**
- + **Improvement in early diagnosis**
- + **Improved support for carers**
- + **Raising more awareness of dementia**
- + **Improving support for people with dementia**

The report has been formally submitted to the London Borough of Sutton, Sutton CCG and six leaders of relevant local voluntary and community sector organisations. Responses have been received from LBS and the CCG. Meetings have also been held with staff at the Memory Clinic in Cheam, the Admiral Nurses and a local community centre who have all contacted Healthwatch in response to the report. Healthwatch Sutton staff have visited the Dementia Hub in Mitcham to see how the centre works there. We are now in the process of organising a meeting with all the relevant parties to see how we can take this work forward and we are especially keen to see if we can take the idea of a Dementia Hub for Sutton forward. Watch this space.

Outpatient Project

In our last annual report, we highlighted the work that we had carried out to look into the experience of patients using outpatient services at St Helier Hospital. Our volunteers spoke to nearly 350 people in waiting areas and asked them to complete our survey.

We found that:

- + **Over 20% of respondents stated that the hospital had changed their appointment to a later date**
- + **Nearly a third of patients stated that they were not satisfied with the amount of time they had to wait to be seen for their appointment**
- + **Of those people who had an appointment delayed by more than 15 minutes over half advised that they had not been informed of the delay**

Since our report the Trust has been working on a series of initiatives to address issues that we highlighted relating to Outpatient services. These include:

- + **Opening of the Outpatient Booking Centre where one centre can help with a wide variety of outpatient appointment bookings increasing efficiency and availability**
- + **Opening of a new £150,000 Outpatient area with 4 new consultation rooms and a further 2 rooms available soon**
- + **Improving governance by moving as many outpatient services as possible in**

to the same division. This allows the organisation to standardise practice and systems to improve efficiency and effectiveness

GP Access Project

In December 2014, we published our GP Access report that showed the findings of our GP Access survey. Over 400 people from Sutton completed the survey and we identified a number of areas where improvements would make a real difference to the patient's experience of accessing a GP appointment. These included improving appointment systems, improving the hours and days that services were available.

We still have evidence that appointment systems are not working as well as they could be at some surgeries, however, we are delighted to say that our report has been a significant driver in improvements to the hours and days that GP appointments can be accessed.

Sutton CCG has very recently commissioned a new service that allows patients in Sutton to access a GP appointment Monday to Friday from 6.30pm to 8pm and Saturday & Sunday 8am to 8pm. This is currently available in one 'hub' in the east of the Borough. Even in the early stages this new service has been very popular and a new second 'hub' will be opened in the summer of 2017.

A woman with dark hair, wearing a dark green top, is looking slightly to her right. She is holding a white card in her left hand. The card has text on it: "Have you visited CareHome? What was it like? Reli". A large, stylized graphic overlay is present on the left side of the image, consisting of overlapping green and teal shapes. The text "Commissioned Work" is written in white, italicized font across the middle of the image.

Commissioned Work

Have you
visited
CareHome?
What was it like?
Reli

Supporting Patient Engagement and Involvement

Your voice counts

As part of the Healthwatch remit, to make a real difference and ensure local people have a say in the planning, development and delivery of healthcare services, Healthwatch Sutton has been supporting Sutton patient groups. This work, previously and currently commissioned by Sutton CCG, is based around providing independent support and development to practice based Patient Participation Groups and the Sutton wide Patient Reference Group.

Patient Participation Groups

What are they?

Patient Participation Groups (PPGs) are groups of volunteer patients and practice staff who meet at regular intervals, actively working in partnership, to bring about ongoing changes and improvements to the services and healthcare provided by their practice.

PPGs offer an opportunity for patients to be involved and listened to, where patients can make positive and meaningful contributions to the services and facilities at their practice.

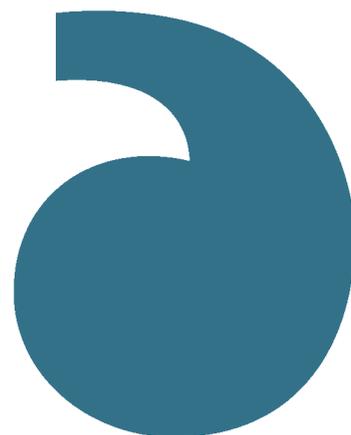
Since April 2015, all GP practices in England are required to have a Patient Participation Group. The Care Quality Commission (CQC), in line with their responsibility for the inspection of primary care services, are now placing increased importance on the role of PPGs and the feedback they can provide during inspections.

What have we been doing?

As required, all Sutton's practices have some form of PPG. Since beginning this work Healthwatch Sutton has engaged with nearly 90% of practices and their PPG and in the last year has continued to promote and support PPGs, to increase awareness and provide support for the setting up and development of PPGs as an effective voice, both for and of the patients.

We have increased awareness of PPGs by:

- + Promoting PPGs and their activities through HWS communications (website, newsletter, e bulletins, social media)
- + Informing local people about PPGs as part of HWS outreach presentations
- + Sharing individual PPG successes and good practice, with others, through a patient network e news



We have provided support in the form of:

- + Guidance and templates for governance, recruitment, ground rules and best practice, tools to support the development of well-run groups, fit for purpose
- + Meeting with individual PPGs to discuss or address any specific concerns and provide bespoke support
- + Helping PPGs and individual members in understanding their role and contribution at CQC inspections
- + Sharing and celebrating successes
- + An annual PPG Forum bringing together representatives from PPGs to share problems, ideas and achievements



Representatives from over half of Sutton's PPGs attended a forum where the theme was "Building Better Participation" Time was spent reflecting on PPGs with delegates provided with a best practice framework for carrying out a self-evaluation of their PPG, exploring how well they are set up and running, their engagement with the wider practice population and how far they are influencing services. Delegates also had the opportunity to hear from the CQC about the role of PPGs in supporting their inspections.

What we have achieved

PPG

- + Ongoing trusted engagement with the majority of Sutton's practices/PPGs
- + Increasing the awareness of PPGs and the number of people participating in their PPG
- + Promoting and supporting the involvement of local people in well run, effective PPGs ensuring patients are having a say in what GP services look like today and in the future
- + Added value to Healthwatch Sutton by increasing its reach and engagement activities
- + Developed our relationship with CQC sharing intelligence gained from working closely with PPGs and supporting patients to engage with the CQC at inspections

Delivered a successful PPG forum (where all delegates reported finding interesting and helpful) supporting and empowering PPGs to contribute to and influence the provision of healthcare at their practice.



Sutton Clinical Commissioning Group (SCCG) - Patient Reference Group (PRG)



Healthwatch Sutton provides independent support to maintain, support and develop the SCCG PRG.

What is the PRG and what do they do?

The PRG brings together volunteer patient representatives from Sutton's PPGs to provide patient input into the provision and monitoring of locally commissioned healthcare services.

The group, which is patient led, provides a forum for dialogue between patient representatives and Sutton CCG - a mechanism by which patients can raise issues about local services, be informed about the CCG's priorities, planning and commissioning activities and where the CCG can consult patients about specific and future developments including the commissioning of local services. (With the onset of 'delegated commissioning' of primary care service, the PRG remit has been extended to include primary care).

The year has seen 92% of practices represented on the group, with just 2 practices who have not engaged in the last 12 months.

Patient representatives act as a conduit, raising issues and taking back information

from the group to their PPG and the wider practice population.

What have we been doing?

Supporting the PRG members by:

- + Providing administrative support to over 40 registered members
- + Supporting the Chair and officers to deliver and report on 6 meetings of the PRG and 6 Agenda setting meetings
- + Facilitating the identification of speakers, topics for discussion and responding to Sutton CCG and members requests for information/responses
- + Identifying and communicating opportunities for PRG members to be involved as patient or PRG representatives on other Sutton CCG groups and committees
- + Providing guidance on good governance and best practice
- + Conducting an annual election of officers from the membership and introduced a members register of interests
- + Facilitating an annual commissioning workshop - providing formal written feedback, gathered from PPGs and their wider practice population, on the services local people would like to see provided and prioritised in commissioning planning



Engaging local people:

- + Throughout the year presentations have been provided, information disseminated and patient feedback captured, work has included delegated commissioning of primary care, the integration of health and social care, the Sustainability and Transformation Plan and a range of Sutton CCG Patient projects (including promoting Patient Online and Patient Education Events)
- + Providing an 'e-news' to members of the PRG /PPG Chairs and for onward circulation, sharing information and opportunities to be involved in further engagement activities

What have we achieved?

- + Supported and developed the PRG to ensure it continues to provide an effective, patient led mechanism to deliver the voice of local patients
- + Informed, engaged and involved local people on a range of issues
- + Promoted and supported the involvement of local people in the planning and provision of commissioned services, extending their involvement and influence
- + Increased the number of people engaged with the PRG
- + Used the intelligence, gathered from the PRG, to provide further insight and intelligence for Healthwatch Sutton priorities
- + Supported and empowered local people to influence decision making

Grassroots

Healthwatch Sutton was approached last year by South West London Collaborative Commissioning (SWLCC) alongside the other South West London Healthwatch organisations, to support a new programme of engagement. The SWLCC had successfully bid for a fund to support engagement with 'hard to reach' groups. They were looking for Healthwatch to go out to local voluntary and community groups and ask them to bid for up to £750 to host a fun event. Each event had to give the opportunity for SWLCC to engage with those attending to ask them questions about their views on NHS services.

We had a great response and the following events were held.

Amazing news, what a lovely way to start to the week.

Thank you so much, the funding is going to make such a significant difference.

*Elena Nicola
Service Manager
Nickel Support*

Local group / venue	Audience	Purpose/summary	Numbers attended
Sutton SCILL on behalf of Fibromyalgia Pop in Club SCILL, Sutton	Long Term Conditions Older People Mental Health	Celebratory event held to celebrate 4 years of the fibromyalgia pop in club and to also promote weekly health sessions.	40
Home start Group - Sutton Glazed All Over, Surrey	Carers	Summer Social for volunteers to say thank you and provide them the opportunity to meet each other informally. The volunteers work on a one-to-one basis with families and children under 5.	20
Clockhouse Community Hillcrest Halls, Surrey	Families Carers Children & Young People Socio-Economic Deprived	Family fun day for residents of Clockhouse Estate in Sutton. There was a live singer and other entertainment throughout the afternoon along with a hand drumming session.	100
Sutton Seniors Forum Salvation Army Hall	Older People	Sutton Senior Forum's Twentieth Birthday. Tea, Scones and Music and 'Meet the NHS'. Event helped to reduce the social isolation of older and vulnerable people in Sutton.	100
Nickel Support	Learning Disabilities Mental Health Carers	Up-cycling event where people can network over a buffet and hot drink and gave people the opportunity to get involved with some of the activities Nickel Support undertake (e.g. up-cycling).	30
No Panic North Cheam Resource Centre	Mental Health Carers	No Panic meeting The event was for people who experienced anxiety/panic attacks. A fish and chip meal was provided and individuals were able to discuss their experiences of mental health services in Sutton.	40
Sutton Old Peoples Welfare Committee 139 Brighton Rd Sutton	Older People	Open day where there were various activities throughout the day including chair based exercises, live entertainment, bingo, play your cards right, art / crafts, buffet. Information stands from other related organisations, hand massage and Hairdressing.	75

Local group / venue	Audience	Purpose/summary	Numbers attended
Macular Society - Older People and Carers Holiday Inn Sutton	Long Term Condition	Thank you event for people with age related macular degeneration (AMD). The event was part of the monthly meeting to thank service users and give them a fish and chip lunch.	40
Wallington Older People's Community Day The Centre, Wallington	Older People	Community day for the older people of Wallington. Activities included yoga, dancing, hand drumming, indoor bowls, art.	75
African Caribbean Heritage Association(AC HA)	BAME Older People	BME day - the day provided perspectives and presentations on the under representation of older people from BME communities in health and health promotion.	75
St Teresa's Church St Teresa's Field	Children & Young People Families Older People	Family Fireworks Evening included side stalls, fun activities for children, young people, older people & families, competitions, music and topped off with a spectacular fireworks display.	40
The Royal Association for Deaf People (RAD) Sutton Salvation Army	Long Term Conditions	Social drop-in event raising awareness on health & wellbeing matters. Early evening snacks and hot & cold drinks included. Communication was secured by BSL interpreters.	20
Women's Aid Sutton Women's Aid	Children & Young People Women	Christmas Party for women and children residing at the refuge and for those who have left within the past year or so. There were food and surprise activities, (e.g. Santa, a Christmas Elf). The event was a one off party with the purpose of bringing together women and children who experienced stress, anxiety and depression to a fun, stimulating but also relaxing afternoon designed to enhance the season's positive aspects.	7

A report has been put together by SWLCC that collates all the findings across South West London. They are using the information that they have collected to influence their decision-making for services across South West London, this includes decisions that are made as part of the Sustainability and Transformation Plans.

Sutton hosted 13 different events with 662 people attending and 284 spoke directly to the SWLCC team.

We are pleased to say that, due to the success of the first scheme, funding has been agreed to continue the grassroots engagement work for another year.

Funding opportunity **healthwatch Sutton**

Would you like to hold an event/activity for your local group or community?

We are offering grants up to £750 to run one-off events or activities with local people.

The NHS in south west London, and Surrey Downs, is working with Healthwatch Sutton to speak to local people about what they think of local health services. They would particularly like to speak to people who do not normally share their views about local health services (seldom heard communities).

What can the money be used for?
We would like to fund activities and events that would be enjoyable for Sutton residents. Examples could include: dinner dances; pottery classes; fun days; drop in sessions; afternoon tea etc. The local NHS would attend these events/activities and spend part of the time talking to people local health services.

Who can apply for the funding?
Local groups and voluntary sector organisations who work with or support;

- Older people
- Younger people
- People with physical and/or learning disabilities,
- Transgender people
- LGBTQ communities
- Pregnant women/new mums
- People from different races and of different religions
- Carers
- Socio-economically deprived communities
- Working population

When does the activity need to be held?
All events/activities need to be held by the end of 2016

How to apply
Please complete a short application form which explains: what activity you would like to run; who you will be inviting/reaching; when the activity is going to take place and how best you think NHS staff could engage with people at the event.

For application forms and further information please contact:
Sara Thomas sara@suttoncvs.org.uk or Pam Howe pam@suttoncvs.org.uk or call 0208 6419540

HOME-START SUTTON **Home Start**
Support and friendship for families

VOLUNTEERS' SUMMER SOCIAL
MONDAY 18th JULY
12.00—2.30 pm

Please join us for a crafty afternoon painting pottery at "Glazed all Over", Wallington.
Lunch provided

We will also be joined by NHS commissioners who want to pick your brains about local services
RSVP by Wednesday 13th July
admin@homestartsutton.org.uk
Or Telephone 020 8647 6501

AT
Glazed all Over
Stafford Road
Wallington
Surrey
SM6 5AY

Event funded by
Healthwatch
Sutton Grassroots
Engagement Fund

CLOCKHOUSE COMMUNITY ASSOCIATION

FAMILY FUN DAY

SATURDAY 23rd JULY 12-4pm
Hillcrest Halls, 42 Fryston Avenue, Coulsdon CR5 2PT

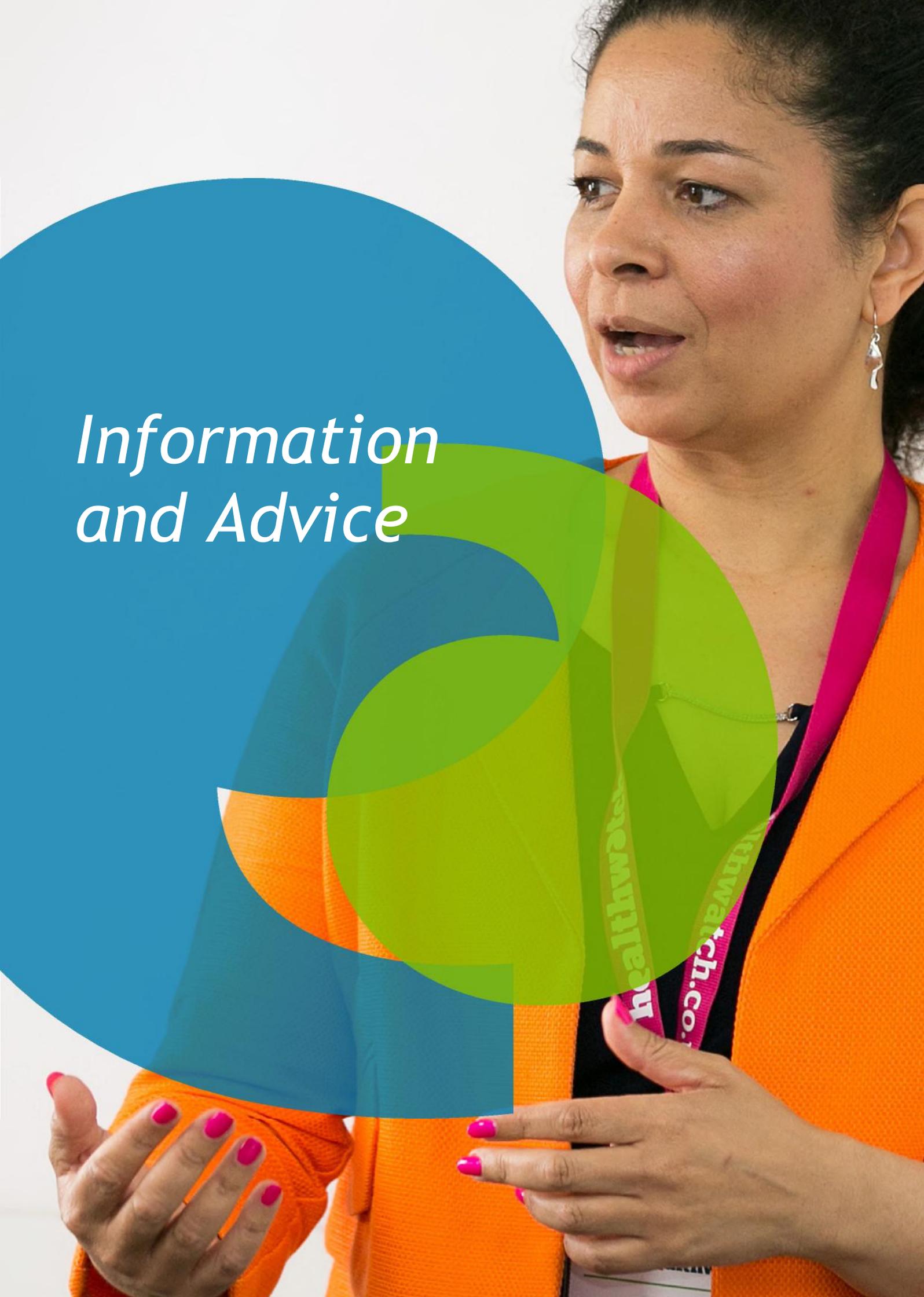
- Microchipping for dogs
- Hand drumming sessions
- Bouncy castle, games and fun
- Delicious cakes
- **All Free!**

Come and share your views about local health services with representatives from South West London NHS

- How could NHS services be improved?
- What problems have you faced?

Staff from Healthwatch Sutton will be hand to give you free information about local health and social care services. This event has been funded by the Healthwatch Sutton Grassroots fund

Clockhouse Community Association Charity no.1148357 hillcresthalls2012@gmail.com
020 8407 1543

A woman with dark hair, wearing an orange safety vest over a black top and a pink lanyard, is shown in profile, speaking. She has pink nail polish. The background is white. Overlaid on the left side of the image is a large blue circle containing the text 'Information and Advice'. To the right of this circle is a green circle, and below it is another blue circle, creating a layered graphic effect. The lanyard she is wearing has the text 'healthwatch' and 'healthwatch.co.uk' visible.

*Information
and Advice*

Information and Advice

The Healthwatch Sutton Information & Advice service (I&A) is based at Citizens Advice Sutton and operates as part of Advice Link Partnership Sutton ('ALPS'). The service is open 9am to 5pm, Monday to Friday, and residents can make contact by phone, online or face to face drop-in. The ALPS phone menu and website gives residents access to the service and also provides information and signposting resources relevant to health and social care issues.

The integrated nature of I&A services in Sutton means that clients who contact the service with a query relating to health and social care also have seamless access to other services in the Borough. The staff and volunteers who respond to enquiries are working as part of an AQS accredited body and are trained to explore each resident's issue, identify any needs they might have and then provide information and advice that is supported by reliable sources and most likely to move them forward.

Beginning operation in October 2016, the service has assisted 121 unique clients with 137 discrete issues, providing information and advice about:

- + National charities that can assist with gambling addiction and support for families who have been affected by gambling addiction
- + National and local services that support individuals who have dementia or who are caring for someone with dementia
- + Non-NHS services that provide counselling for anger management and family issues

- + Bereavement counselling and how to access mental health services through the NHS
- + Claiming an exemption for paying for NHS dental treatment on the basis of income and challenging fines relating to NHS dental fees
- + Obtaining disability equipment from local providers
- + Local support groups for residents with particular health conditions or disabilities
- + How to complain about private dental care and potential remedies that might be available where the standard of treatment was inadequate
- + How to change GP and surgery, where the client is unhappy with their doctor but does not want to make a formal complaint
- + How to apply for a care assessment from social services and information about what support is available from local organisations when making an application

The most common enquiries are about:

- + Support groups for people with disabilities or long-term health problems, or family members supporting people with the same (17%)
- + Social services (15%)
- + Counselling services (11%)
- + GPs and local surgeries (7%)
- + NHS costs and charges (5%)

Case Study

Client A is a mother who lost a child at an early age and who has experienced a long period of depression after the death. She felt that her friends and family don't understand her loss, at times making her feel guilty for still being in mourning. A member of staff discussed her situation at length and following this conversation it was decided that the best outcome would be for the client to have a supportive, neutral venue for her to talk through her feelings more extensively, but not in a therapeutic setting, as she didn't want counselling. She was directed to a local parents group organised by the charity Sands, which supports parents who have experienced stillbirth and neonatal death. The client was also given access to specialist advice about a separate topic during this call, with this issue arising partly out of disruptions to her personal life caused by her depression.



Case Study

Client B called because he was experiencing depression and anxiety after being accused of a serious crime by a close family member. After listening to him discuss the symptoms of his depression, a member of staff advised him about his options for accessing mental health treatment and it was agreed that as a first step he should speak to an Uplift Wellbeing Navigator. The client was directed to an Uplift drop-in that was convenient for him and also signposted to two organisations that offer support for people falsely accused of crimes. Standard checks for related legal, employment and housing issues were also carried out to ensure that he was protected against potential detriment that can arise from accusations of this nature. This interview was conducted in the client's first language, as there was a member of staff of the same national background present during his call.

Some details have been changed to protect the anonymity of the clients in question.



Complaints Advocacy

Complaints
Give your say on health and
social care in Slough

Complaints Advocacy

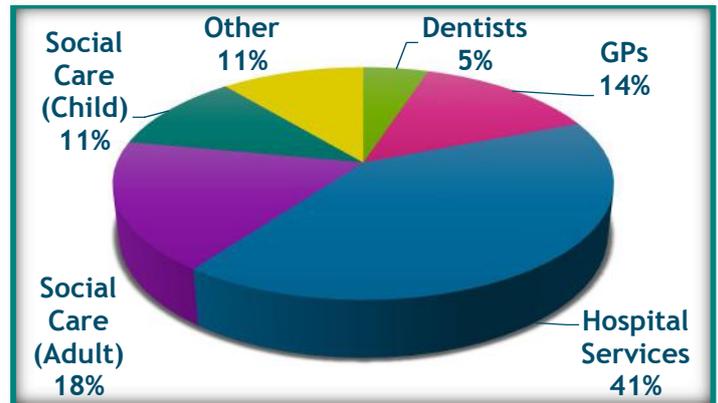
The Independent Complaints Advocacy Service ('ICAS') is based at Citizens Advice Sutton and in 2016/17 was funded by both Healthwatch Sutton and the London Borough of Sutton.

Residents using this service are assigned a specialist adviser whose role is to explore their issue, help them to clarify their desired outcomes, advise them about the procedural routes open to them and then to help them progress their complaint. This may involve the client being supported in acting for themselves or the adviser advocating on their behalf, depending on the capability and wishes of the individual person.

ICAS volunteers have the training, experience and support necessary to take a complaint all the way from the first step, raising the issue with the organisation in question, to taking the complaint to the Parliamentary Health Ombudsman or Local Government Ombudsman in order to obtain independent oversight on the matters raised. Where needed, the service also has access to solicitors who can offer pro bono legal advice about medical negligence and personal injury.

This year the service assisted 87 unique clients with 91 individual complaints. Volunteers delivered over 100 advice appointments and callbacks, and for long-running enquiries offered extensive ongoing support to help people resolve their complaints, a process which can take several months from the first point of contact to receiving a final response from an ombudsman.

Trends and Themes

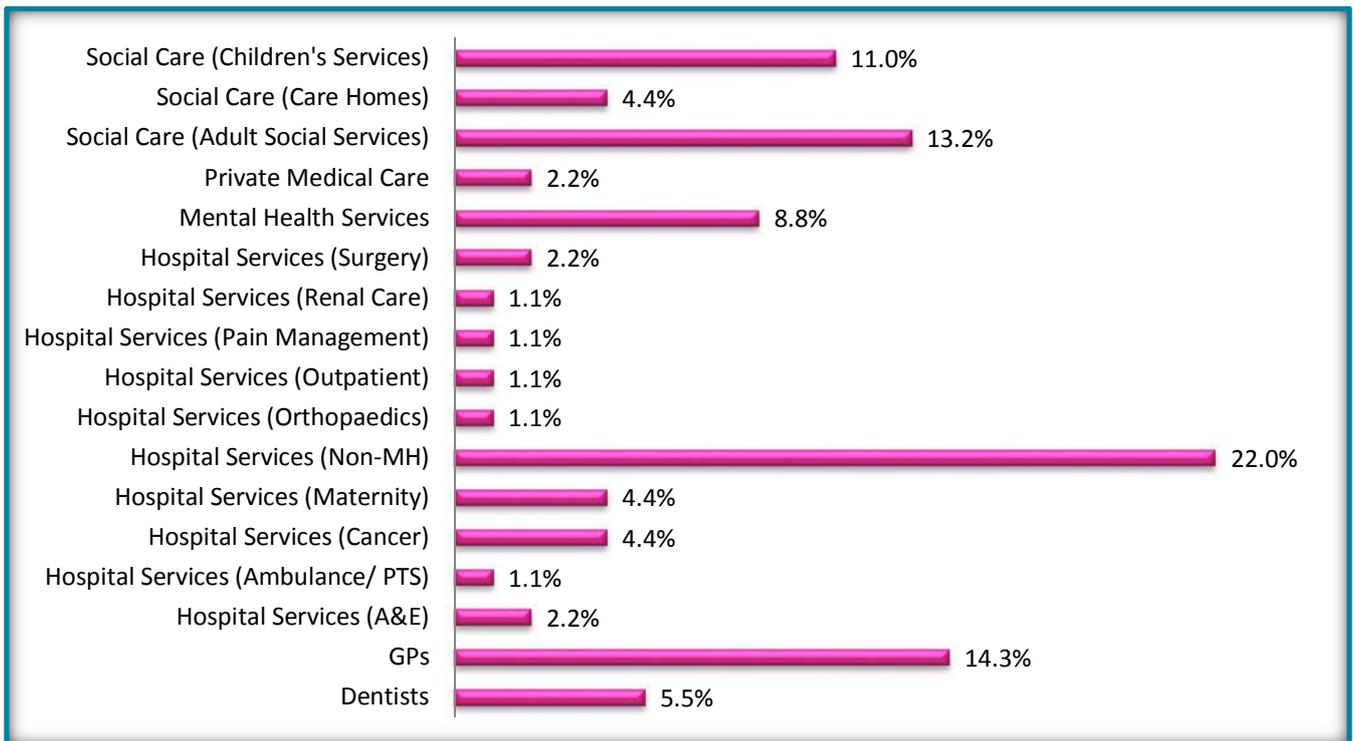


As in previous years, hospitals were the service most frequently complained about in 2016/17 and make up an average of 40% of all complaints across the last three years. We believe this is likely for structural reasons, as hospitals see a large number of residents and provide medical interventions that have greater potential to lead to complications and adverse outcomes.

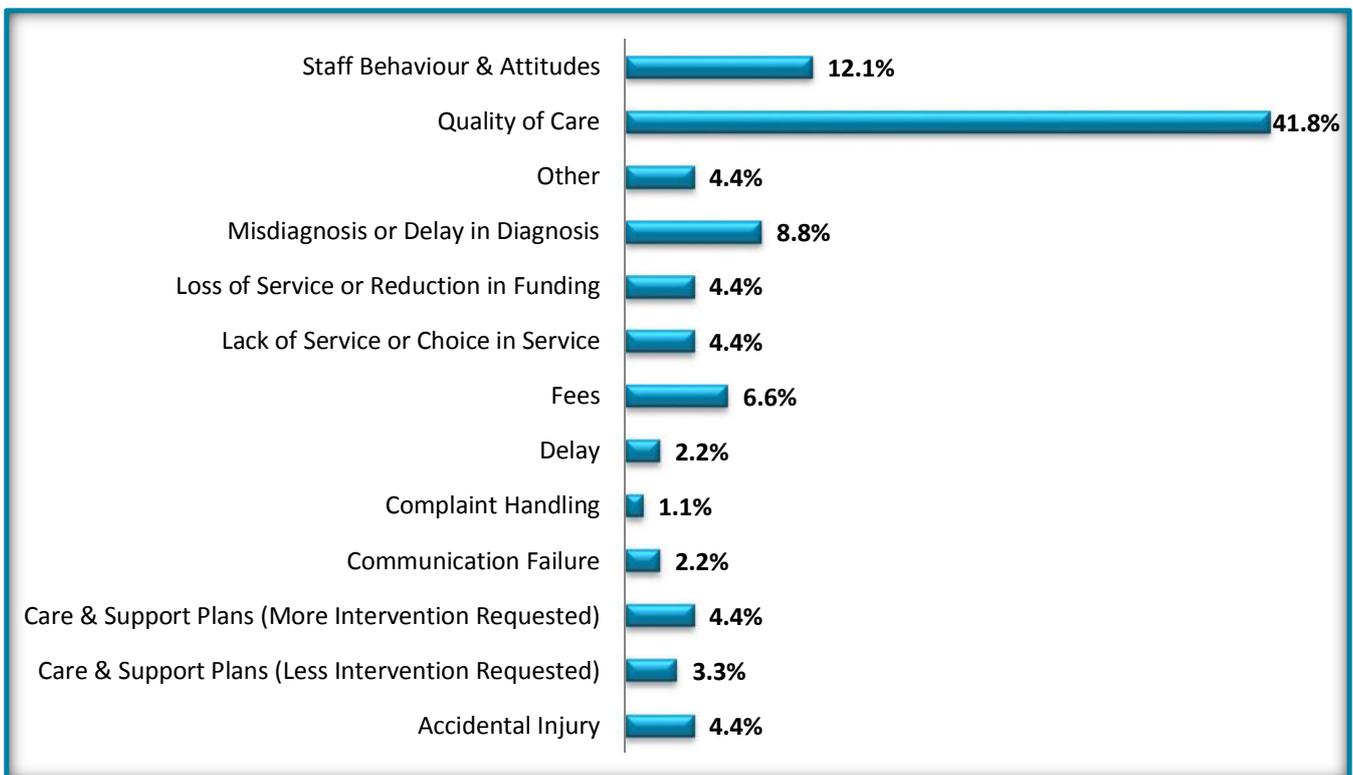
While complaints about social care services have fallen overall, from a combined total of 35% in 2015/16 to 29% in 2016/17, the number of complaints about social care for children has risen each year and the ICAS volunteers have identified some common themes in these complaints (other service types seen with similar frequency demonstrate less clustering of issues).

These concerns have been discussed with staff at Healthwatch Sutton as part of the regular intelligence gathering functions of the service.

The table below shows the figures for 2016/17 using more granular categories for service types.



In 2016/17 we began monitoring complaints by identifying primary and secondary issues. As expected, a large number of complaints (41.8%) concern the quality of care provided, where a need for treatment was identified and care was given on a reasonable timescale, but the patient experienced harm due to a failure to deliver treatment to the right standard.



A combined total of over 30% of complaints concern problems accessing services and problems with the way that residents interact with them. The 17.6% of complaints about access include issues around fees, delays, lack of service, lack of choice and services that have been reduced or lost entirely due to changes in the availability of funding. 15.4% concern interaction for example communication failures, where the patient pathway is poorly managed or treatment options are not adequately explained and the way that complaints have been handled and the attitudes and behaviour of staff. This last category is a common secondary issue and is often seen in complaints where a client with children feels that social services are being too intrusive or should intervene less in their family life.

Case Study

Client C came to us because of a problem she had experienced with private dental treatment. She has been with the same dental practice for the last 30 years and has been happy with the service received in this time. Late last year she took up a special offer on teeth whitening, which cost £200 and involved home treatment.

Two hours after using the treatment for the first time she developed a very severe headache, throbbing pain in the back of her head and blurred vision. The following day she awoke feeling very sick, with her symptoms continuing for three days. When she contacted the practice to complain, she was offered a partial refund by the practice manager, which she considered to be inadequate recompense. She was unable to move this issue forward before contacting us due to a language barrier and lack of confidence that partially stems from mental health problems.

The client spoke to an adviser about her options, which were to accept the refund as offered, request a full refund/ compensation or make a complaint to the Dental Complaints Service. The client decided that as her symptoms had passed, her primary concern was a refund, and we helped her to write to the dentist making this request. At the suggestion of the adviser, this letter also asked the practice to warn patients about possible side effects, as she had been given no information about the possibility of an adverse reaction.

The practice manager responded to this request by granting a full refund and apologising to the client. The client was very happy with this outcome and after further discussion decided that she did not want to ask for more than a full refund or to make a formal complaint, though she was invited to contact us again if she changed her mind about this.

Case Study

Client D has multiple physical disabilities, is a full-time wheelchair user and has mental health problems. He was previously receiving direct payments to cover the cost of having care workers provide close personal care on a daily basis, but after a mental health crisis his care plan was reassessed and lost both his direct payments (moving to council-arranged care) and funding for weekly social inclusion sessions. Client D was unhappy with the quality of the care provided under the new arrangements, citing delays in responding to requests for emergency care and a feeling of impersonality to the care being provided. He had requested a review of his care plan before approaching us for assistance.

During the first appointment the client discussed his issues at length with a volunteer who helped him to refine his complaints and to understand the available options. The issues identified were:

1. **Loss of direct payments.**
2. **Loss of social inclusion funding.**
3. **Lack of suitable quick response cover for emergency care.**
4. **Delay in the review of his care plan.**

When discussing options the client decided that he wanted to take action to resolve the situation but agreed that complaining about the current care agency was not the most productive avenue. Although his care plan was already in the process of being reviewed, the client felt extremely frustrated with aspects of the review process and that even with a positive outcome he wouldn't feel that the matter had been resolved without having the opportunity to express his issues in writing.

As with every client, he was given detailed advice about the complaints procedure and timescales involved so that he would understand the process going forward. Following a second appointment, we helped him to write a letter of complaint laying out his concerns about the initial decision to change the care plan, delays in the review process and the inadequacy of interim measures during the review. We also helped him to make the case for returning his direct payments and for the social inclusion funding to be reinstated.

After further delays, the review was completed and the response to the letter above was an apology for flaws in the review process and a new care plan that restored his direct payments and social inclusion funding. His new plan has allowed him to appoint personal assistants that can work with him on a flexible basis, and he reports feeling more positive about this arrangement.

While closing the enquiry the client stated that in addition to achieving his aim of restoring aspects of his old care plan, he also felt that his concerns had been voiced and heard, which has allowed him to achieve a degree of closure on a difficult period. The client remains in contact with the adviser who assisted him, with follow-up support being given by email about ongoing minor problems with his new care arrangements.

Some details have been changed to protect the anonymity of the clients in question.

Our plans for next year



Workstreams

For all of our projects that have already resulted in the publication of a report, we will continue to follow the progress of any actions that have arisen through the most appropriate groups or committees.

We have always offered any support that might be beneficial to the recipient organisations of our reports and will continue to do so.

At our May Board meeting we agreed the following priorities for 2017/18:

- + We will continue our work in response to the 'Caring for People with Dementia' report by bringing together the Local Authority, NHS and voluntary & community sector to see if we can find solutions to the issues raised and develop a plan of action
- + We will continue our previously agreed mental health project. We are in the design and delivery stage of a new project to find out more about the mental health and well-being of children and young people in Sutton. We are planning to base our work on the young people's survey that has been carried out by Healthwatch Richmond and Healthwatch Kingston
- + We will be starting a new project to look at the quality of care provided by care homes from a resident perspective with input from their friends and family
- + We will be starting a new project to look at 'Getting the best start in life' by looking at the support needed for new parents and their young children in Sutton

- + We will continue to monitor the progress of the Sustainability and Transformation Plan for South West London and will engage with local people at appropriate times in the Plan's development

We are also committed to finding other sources of revenue by developing a series of engagement products that local organisations can buy from us.

We will offer an independent assessment of services that will result in a report with commendations and recommendations for service providers. We would do this by finding out local people's views on any health or social care related subject (i.e. how active people are or people's understanding of nutrition). If you are interested in our services, please get in touch with us.



A close-up photograph of a middle-aged Black man with a friendly smile. He is wearing a black button-down shirt and has a teal stethoscope around his neck. The image is partially obscured by two large, semi-transparent circles: a red one on the left and a green one in the center. The text 'Our people' is written in white, italicized font over the red circle.

Our people

Our Board of Trustees

All of the Trustees on our Board of Directors are unpaid volunteers. The Board make the strategic decisions for the organisation.

Board meetings are held bi-monthly and are held in public. We also hold Trustee Information and Development sessions three times a year. These sessions are for Trustees to share information; we also have key speakers delivering presentations on current local issues.

Trustees:

Chairperson:

David Williams

Vice Chairperson:

Barbara McIntosh

Treasurer

Adrian Attard

Trustee: Adrian Bonner

Trustee: Annette Brown

Trustee: Derek Yeo

Trustee: Launa Watson

Trustee: Shri Mehrotra

Trustee: Tony Ward

Staff Team:

Operational Manager

Pete Flavell

Volunteer and Engagement Officer

Pam Howe

Communications and Administration Officer

Sara Thomas



David Williams



Barbara McIntosh



Adrian Attard



Adrian Bonner



Annette Brown



Derek Yeo



Launa Watson



Shri Mehrotra



Tony Ward

Influencing decision makers

A key part of the remit of Healthwatch is to influence decision-makers. In order to facilitate this, Healthwatch Sutton has a seat on the LBS Health and Wellbeing Board where key decisions are made about the commissioning and delivery of local health and social care services.

Our directors and volunteer representatives regularly attend a number of other important meetings and committees, to ensure that we are well informed about anything that may impact on people in Sutton.

Meetings & Committees include:

- + Epsom and St Helier University Hospitals NHS Trust Board
- + Epsom and St Helier University Hospitals Improving Patient Experience Committee
- + Sutton Clinical Commissioning Group Board
- + Sutton Patient Reference Group
- + Carers Forum
- + Sutton Integration and Transformation Board
- + Sutton Health and Wellbeing Board
- + Sutton Vanguard Steering Group
- + Sutton Safeguarding Adults Board
- + Sutton Primary Care Commissioning Committee
- + Sutton Integrated Digital Care Record Project Board
- + Sutton Scrutiny Committee
- + South West London Patient & Public Engagement Steering Group
- + Sutton Mental Health Commissioning Advisory Group
- + Sutton Mental Health Crisis Care Concordat Steering Group
- + Sutton Older Peoples Special Interest Group
- + Sutton Integrated Digital Care Record Governance Board
- + Sutton Health, Wellbeing and Social Care Network
- + South West London Healthwatch Partnership
- + South West London and St George's Mental Health Trust Healthwatch Liaison Group



Our finances

Healthwatch Sutton is a Company Limited by Guarantee and a Registered Charity. This requires us to comply with both company accounting and Charity Commission SORP requirements.

Healthwatch Sutton receives additional income, as commissioned by the Sutton Clinical Commissioning Group, to support the Patient Reference Group and the GP Patient Participation Groups. Healthwatch Sutton also received funding from South West London Commissioning Alliance to support the Grassroots Project.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	153,939
Additional income	49,950
Total income	203,889
Expenditure	£
Operational costs	57,944
Staffing costs	104,703
Office costs	26,191
Total expenditure	188,838
Balance brought forward	15,051



Contact us

Get in touch

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tw: @HW_Sutton

fb: facebook.com/healthwatchsutton

Address of sub-contractor:

Healthwatch Sutton Information & Advice and Complaints Advocacy Service
Sutton Citizens Advice
68 Parkgate Road
Wallington
SM6 0AH
020 8405 3552
www.suttoncabx.org.uk

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, 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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