

Annual report 2017/18



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Message from our Chair

It is again with pride and pleasure that I welcome you to our latest Annual Report.

I feel so proud of what we have become, what we have achieved, especially over the last year - and with all the very worthwhile projects that will occupy us over the coming months.

I must praise our exceptional staff - all three of them - our very loyal band of volunteers, along with our talented Board of Directors who bring a wealth of experience to our ever-growing reputation. All have collectively delivered another year of outstanding achievement, as you will now read in the following pages.

And I also believe we have further enhanced our reputation amongst our health and social care partners in Sutton. We work even more collaboratively than ever before, and it is a pleasure to be doing so, with so many like-minded organisations. Together, we will continue to provide the residents of Sutton with the better experience that they deserve.

If you feel that you would like to help, in whatever way you can, we look forward to hearing from you !



David Williams
Chair, Healthwatch Sutton

“Together, we will continue to provide the residents of Sutton with the better experience they deserve“

Highlights from our year



Social Media

This year we've reached 83,000 people on twitter & 20,000 on Facebook



Our **12** volunteers help us with everything from hospital visits to Data Entry



8500 visits to our website this last year



We've visited local community groups to share what we do including Sutton Alzheimers Society



We've spoken to **200** local people on Sutton services changes

We've awarded funding of £ **7000** to organisations as part of Grassroots funding



Who we are



Healthwatch Sutton is the people's champion for health and social care in the London Borough of Sutton.

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need. People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Our staff & board

Our Staff

Pete Flavell

Healthwatch Sutton Manager

Pam Howe

Patient & Public Engagement Officer

Sara Thomas (to April 2017) Ishmael Evans (from July 2017)

Communications & Engagement Officer

Our Board

David Williams

Chairperson

Barbara McIntosh

Vice Chairperson

Adrian Attard

Treasurer

Adrian Bonner

Trustee

Annette Brown

Trustee

Derek Yeo

Trustee

Launa Watson

Trustee

Shri Mehrotra

Trustee

Tony Ward (to August 2017)

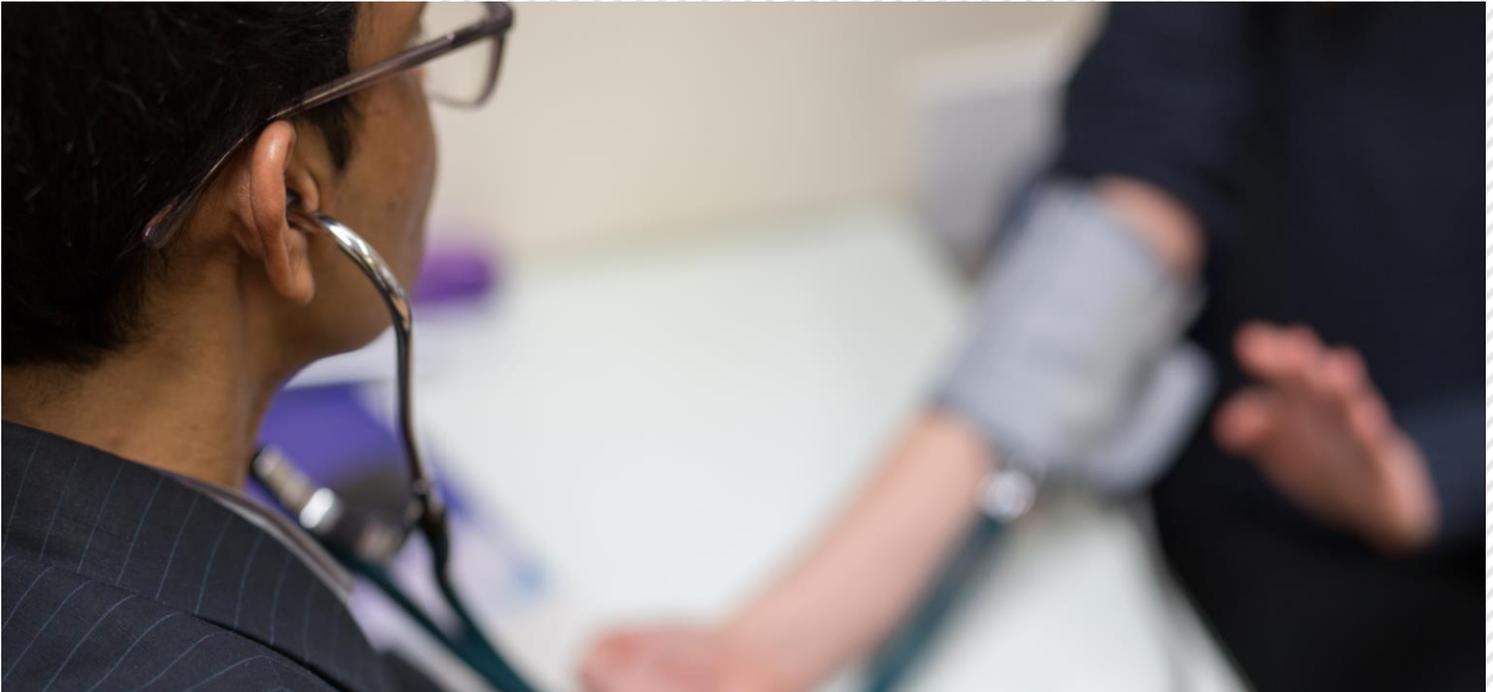
Trustee

Last year we were pleased to say hello to a new member of staff, Ishmael. Ishmael is our new Communications and Engagement Officer. The role is very varied and Ishmael brings a wealth of experience in communications, specifically around social media, websites and technology. One of the first pieces of work that Ishmael undertook was the development of a new Communications and Engagement Strategy to guide our plans in this area of the next 3 to 5 years.

We also said goodbye to Sara and Tony. We want to say a massive thank you for all of their hard work whilst at Healthwatch Sutton and wish them good luck in their future endeavours.

Your views on health and care





Listening to people's views

There has been a large amount of planning and implementing of change in health and social care over the last year locally. We have been involved in committees and groups that have been set up to manage these changes. However, we were unsure how much awareness there was amongst Sutton residents about these initiatives.

We also wanted to collect some general views about how people viewed NHS and Social Care services so we put together a series of statements and asked people to tell us how much they agreed with them.

These questions were used to form a questionnaire called 'Take 5'. This questionnaire was sent out to all our members with our newsletter in December 2017. We received a good number of responses through the post so we decided to boost the responses but promoting our online response option. We advertised on Facebook, Nextdoor and other social media and managed to collect over 200 responses by the end of January.

The data was used to create a report called 'Snapshot 1' that has been published and is available to download in full from our website.

Here are the key findings of the report:

1. Despite respondents agreeing relatively strongly

that their GP surgery provides a good service, there is still a theme emerging from the comments that making a convenient/ timely appointment can be difficult.

2. Over half the respondents (56%) are now aware that GP appointments are available from 8am to 8pm 7 days a week.

3. On average local people who completed the survey agree/strongly agree that they are able to access pharmacy services easily where they live.

4. Nearly three quarters (64%) of local people who responded are aware that Epsom and St Helier hospitals are consulting on changes to hospital services in Sutton.

5. There was not a strong level of agreement with the statement 'I know where to go if I need help with my mental health'. This is backed up by a good number of comments relating to difficulties accessing mental health services especially services for younger people.

6. Approximately 30% of the respondents are aware of the Sutton Health and Care programme.

Listening to people's views cont.

7. When asked about planned changes to the NHS in South West London, 39% stated that they were unaware that any changes were planned. Of the remainder, when asked which statement most accurately reflects their views, the following responses were received (in order of percentage of responses):

- i. Something else (please specify) - 17%
- ii. I understand the financial need to change services locally - 16%
- iii. These changes are wrong and the NHS should do something different - 11%
- iv. The proposed changes will improve the services locally - 8%

8. For both health and social care, respondents agree more that 'services are well run' in comparison to 'money is spent wisely'. Responses for health services are marginally higher rated than social care.



Over half the respondents (56%) are now aware that GP appointments are available from 8am to 8pm 7 days a week



Daniel Elkeles, Epsom and St Helier Hospital Chief Executive, at the Healthwatch Sutton 2017 AGM

Changes to Hospital Services

Last year, Epsom and St Helier University Hospitals NHS Trust launched an engagement programme around its plans for 2020-2030. This document outlines potential changes to hospital services and the site that they may be delivered at to address local problems around service delivery. As part of the process, we combined our Annual General Meeting with an event that allowed local people to share their views.

Attendees worked in groups to discuss different aspects of the proposal. All the information gathered has been fed in to their engagement processes and features in their engagement report published in 2017.

Understanding young people's mental health in Sutton

2017 saw the launch of an exciting project to investigate the state of young people's mental wellbeing in the Borough.

Early last year, we pulled together a group of professionals from a variety of organisations including school teachers, mental health service providers and commissioners, voluntary and community sector representatives (including those that provide support services). We all met to discuss how we might go about collecting the views of young people about their mental health and wellbeing. There had been some serious incidents recently that had come about due to issues relating to the mental health of young people locally. As such, the group felt that this was the right time to collect this information.

The group agreed that engaging through schools and colleges would be the most effective approach. Using a survey, we could gain an understanding of the themes and issues that are facing young people. The group looked at examples of surveys that had been used by other Healthwatch organisations nationally and worked together to develop a survey that could be specifically designed for Sutton.

The survey's first question used a wellbeing evaluation system called the Edinburgh-Warwick scale. Subsequent questions asked students to

identify experiences that may have affected them, whether they have accessed support (if so, was it good), how they would like to access support, what support is provided by their school and then several questions about their background.

In December we attended the Secondary Head Teacher's meeting to describe our project and to see if schools would be willing to support us. The proposal was met with a mixed reception, so additional time was given for schools to give further feedback. We made an offer to schools to produce individual reports for each school if more than fifty percent of students completed the survey.

In January, the project was launched in schools. In total 7 secondary schools have taken part so far with a majority of students at each school completing the survey. We have received several thousand responses and are in the process of entering and analysing the responses we have received.

We will produce a Sutton-wide report that will identify all the key areas that local commissioners and providers of mental health services can focus on to improve the lives of young people. We hope that the findings will also help schools to find ways that they can support their students.

Keep up to date with developments by signing up to receive our ebulletins/newsletters or checking out our website.



Our projects making a difference

You may remember that we published a report last year looking at the experience of patients who had stayed on wards at Epsom and St Helier hospitals. One year later, we asked the Trust for an update on the actions that they had agreed to take in response to our recommendations. They have produced a paper giving a very thorough update. Actions include:

- The Trust has set the standard for lights to be dimmed earlier and for staff not to talk in loud tones. We have instigated night visits to monitor this and feedback indicates improvement in this area.
- Comfort packs continue to be made available on all wards, which now include availability of earplugs for patients. The availability of earplugs has been welcomed, particularly since the start of the building work happening across the Trust.
- Ward managers are expected to work ad hoc nights to find out what happens at night on their wards and to assure themselves of the calibre of care.
- Bedside entertainment units were relocated and installed in Mary Moore Ward, the most recent ward upgrade project at the time of writing this report.
- The Trust has received consistently positive feedback about the staff group lanyards introduced through the Patient First programme and, following additional feedback from nursing staff regarding the 'Nurse in charge' badges, we have now introduced a 'Nurse in charge' lanyard.
- The Trust has embarked on a series of 'Quality of Interactions Schedule' Observational audits (QUIS). The Quality of Interactions Schedule methodology has been used in over 100 care settings and gives powerful insight into the lived experience of people with dementia who are spending time - or the rest of their lives - in a care setting.



Helping you find the answers



How we have helped the community get the information they need

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.

Case Study

Client A is a young woman who has recently found out that she is pregnant. At the time that she called she had been to see her GP and had her first scan, but had not been given any information about the support services available to her. She was anxious about how she was going to cope with the arrival of her baby, which is likely to be disruptive due to personal circumstances meaning she will need to relocate. A volunteer gave her the

contact details for the Sutton and Merton Family Nurse Partnership, who provide advice and support about sexual health and pregnancy, as well as access to nursing services intended to support the emotional health and wellbeing of parents-to-be. The volunteer discussed the national services available to pregnant women, reassuring the client that she would have access to specialist support about pregnancy options; her healthcare needs during and after pregnancy; and housing after the birth. The client was also provided with information from NHS Choices, with the volunteer explaining how she could get help with childcare costs after the birth through the Care to Learn scheme.

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

In 2017, Sutton Council awarded the Healthwatch Advocacy contract to Advocacy for All. To find out advocacy information from the last year please see their annual report.



Making a difference together



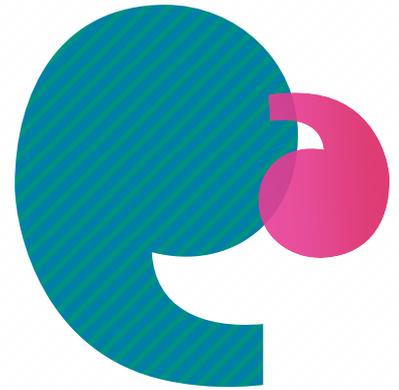
Grassroots Scheme

After the success of last year, the grassroots scheme was renewed for another year. Throughout this year we've seen the NHS engage with a wide range of the Sutton demographic. The Grassroots scheme offered funding of up to £750 to local groups in Sutton who do not regularly engage with the NHS to run one off event that members of the community would enjoy. Colleagues from the NHS would then attend to speak to attendees.

A report titled 'you said, we did and are doing' was released by the south west London NHS to show the impact that the events have had in improving services. One example of the impact of the scheme was discharge times. Concerns were raised about patients that were discharged late at night without care at home. Several schemes have been created in order to improve local discharge practice.

- The Sutton Homes of Care Vanguard

This is also known as the red bag scheme, which involves a multidisciplinary team working together. A patient is given a red bag with their personal belongings, health information and medicine. This travels with the patient if they require hospital admission and ensures that there is clear communication between care homes and hospitals. The result of this has been reduced length of stay in hospital by 4 days.



Sutton & Surrey Senior Citizens Club Christmas celebration event

Working with other organisations

Healthwatch Sutton undertakes a piece of work which is commissioned by Sutton Clinical Commissioning Group (Sutton CCG) working, in collaboration, to support the CCG in ensuring that patients and local people are at the heart of their decision making whilst also delivering the Healthwatch commitment to ensure local people are able to participate in and influence decision making.

Healthwatch Sutton is ideally placed to offer independent support and development, working directly with practice based Patient Participation Groups and the Sutton wide Patient Reference Group.

Healthwatch Sutton has been working in partnership with Community Action Sutton (formerly Sutton Centre for the Voluntary Sector) and Sutton CCG to set up and deliver a programme of Community Health Champions. The project will bring together and involve local people in reaching out to individuals and communities to connect them to the health and wellbeing services (statutory and voluntary) that can support them to live healthier, happier lives.

Current champions are undertaking a programme of training and identifying the communities where they can disseminate relevant health information and support local people to access the services that best meet their needs.

Dementia Hubs

In 2017 several local organisations came together to create dementia hubs. The idea for the project came from a recommendation from the Healthwatch Sutton report 'Exploring the experience of people with dementia and those who care for them in 2017' which found there was not enough support for those living with dementia and a dementia hub in Sutton would address a lot of the issues identified.

The hubs will provide an open and accessible space for local people to come and meet other people. Representatives from several organisations will be available at each pop up to provide information and advice. There will also be presentations at midday at each site on dementia related themes such as power of attorney. The hubs will launch in the summer of 2018.



Dementia hub stakeholder group meeting to discuss venue accessibility

Patient Participation Group

The majority of Sutton's practices now have well set up, active and effective Patient Participation Groups (PPGs) where patients are working in partnership with practice staff to influence and bring about ongoing changes and improvements to the quality of services provided to their patients and carers.

Practices and patient groups have been provided with best practice guidance, help to recruit members, template leaflets and governance guidance and ongoing promotion of engagement opportunities and PPG activities through Healthwatch networks and outreach.

What have PPGs achieved?

Examples of PPG activity this year include Providing patient feedback and input into ;

- Practice websites
- Practice mergers
- Practice redevelopment proposals (Belmont & Central Sutton)
- Practice surveys

PPG volunteer activities;

- Supporting flu vaccination clinics
- Running a walking group
- Contributing items to practice newsletters
- Hosting a Facebook page
- Promoting Patient Online in surgery waiting areas
- Supporting a practice stand at a local community fair
- Health information talks and events

Patient Reference Group

This patient led group is now firmly embedded in the CCG infrastructure, bringing together volunteer patient representatives from over 90% of Sutton's PPGs to provide patient input into the planning, provision and monitoring of locally commissioned healthcare services.

We have been supporting the Patient Reference Group (PRG), working with volunteer officers to deliver bi monthly meetings to provide the forum for dialogue between patient representatives and Sutton CCG. This is an effective 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.

Throughout the year presentations have been provided and patient feedback captured including the SW London Sustainability and Transformation Plan and the Primary Care Commissioning Strategy.

Information presented at the PRG is regularly disseminated to PPGs for discussion and action at practices this year this has included

- Speak Up Sutton's 'Top tips' for GPs from people with Learning Disabilities
- Engaging patients around the key messages about cost effective prescribing (medicines optimisation)
- Promoting Sutton's GP Federation Extended hours service
- The South West London Grassroots engagement project

Sutton Health & Care

Breaking down the barriers between organisations that can often cause issues for patients and service users, has been a key objective for health and social care for many years. For example, if a patient is ready to go home from hospital but the social care services to keep them safe and well are not yet in place, then the patient can stay longer than needed in hospital.

Sutton Health and Care is a new organisation that has been set up to improve the integration of services. Its first objective has been to reduce the number of people admitted to hospital and to reduce the length of time they stay there if they are admitted. They are doing this by creating one team from 7 existing services provided by 4 different organisations.

Healthwatch has been invited to participate in the development of this organisation. Some service user involvement had been put in to the development of this model, however, we felt that there should be more engagement with the people in the design of the service and the ongoing monitoring of the quality of the service.

We sent a proposal to the Sutton Local Transformation Board offering to deliver a programme of engagement to ensure that there was a high quality and quantity of feedback being received by the new service. The proposal was well received and endorsed by representatives from the organisations involved.

Before working on the proposal, we were asked to carry out a baseline audit using all the service user feedback information that was already collected

by the services going in to the new organisation.

Here are a few of themes that emerged from the audit:

- Although individual staff are really appreciated, the service offer is not always geared to meet individual needs.
- Some patients had received services that they felt they didn't need while others have stated that they would have liked to receive the service for longer.
- In most cases service users have built up positive relationships with staff and have stated that they will miss the individual staff members when they finish using a service with some users feeling let down at this point.
- In a small number of cases, transition or communication between services has been poor and the impact for the people affected has been large.
- Current service feedback systems collect very little information about how well different services work together (i.e. service integration), though some feedback does indirectly point to well or poorly integrated services.

We are now working with Sutton Health and Care to develop an ongoing system to collect the views of their service users. Our current proposal is to offer users three different ways to feedback. Either through a more in-depth telephone survey later, through a shorter paper survey and alternatively an online version of the same survey. We will be collating the information monthly or bimonthly so that it can be included in their quality monitoring systems.

Our plans for next year

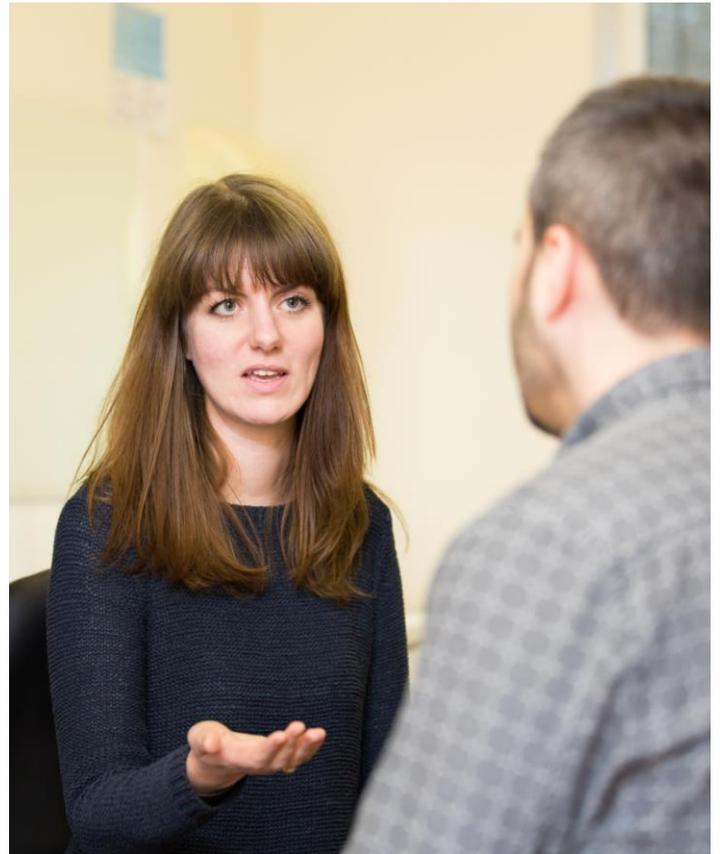


What next?

We will be continuing to support and develop patient involvement and influence through Patient Participation Groups and the Patient Reference Group.

We will be developing the Community Health Champion Programme with ongoing recruitment and specific training for practice based champions. We will be working on a specific project to support and engage patients and PPGs in reviewing the patient information on their websites with a view to improving access and standardising across Sutton.

We will continue to promote and support patient participation and representation to ensure the voice of local people is included in decision making about our local health services.



Care Homes

This year will see the launch of new project to look at the experience and views of people living in care homes in the Borough. The quality of care provided in care home consistently shows up in our intelligence gathering as a high priority for local people. Whilst a major of care homes provide a good service, we know from reports from the Care Quality Commission that a minority are providing services that fall short of quality needed to provide a safe and comfortable environment for residents. We envisage that this project will involve our volunteers going to homes to speak to residents and their family and friends. We will be putting together a steering group to initiate this project in the late summer. If you are interested in being part of this project, please get in touch.

Children and Young People's Mental Health and Wellbeing – Parts 2 & 3

When we developed the plans for this project, we started by focussing on secondary school students. We did however, also make a commitment to carry out two further survey. One would focus on pupils in primary education (Years 5 & 6) and another version would be used for students with learning disabilities. We will be taking both these areas forward this year.



Our people



Decision making

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 staff and directors 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:

- Sutton Health and Wellbeing Board
- Safeguarding Adults Board
- Sutton Scrutiny Committee
- Sutton Local Transformation Board (LTB)
- Sutton LTB Communication and Engagement
- Sutton Clinical Commissioning Group Board
- Epsom and St Helier Board
- Epsom and St Helier Improving Patient Experience Committee
- South West London Health & Care Partnership Patient & Public Engagement Steering Group
- Patient Advisory Group
- Primary Care Commissioning Committee
- Sutton Patient Reference Group
- Sutton Mental Health Commissioning Advisory Group
- Acute Sustainability Programme Stakeholder Reference Group
- Homelessness project meeting
- CCQ Quality Committee
- Primary Care at Scale
- South West London Healthwatch Partnership
- Sutton Health, Wellbeing and Social Care Network



Our volunteers

All of the work that we do wouldn't be possible without the contribution our fantastic volunteers make. Some of the work that our volunteers have been involved with includes visiting St Helier Hospital as part of our A&E project and speaking with patients and people waiting to be assessed, helping out with data entry for our projects as large amounts of information needs to be entered and processed.

As part of celebrating the great work that our volunteers do, we held a volunteer forum in August 2017 where we updated the volunteers on upcoming work and also had a lunch.

For the first time in nearly 4 years, we opened our doors to new volunteers this year. Our existing dedicated volunteers have been instrumental in the delivery of our projects. This year, the amount of volunteer activity is likely to rise as we have a variety of projects on the horizon that will need a significant amount of help from volunteers.

As such, we are recruiting to two roles. These are 'Enter and View Volunteer' and 'Outreach Volunteer'.

If you are interested please visit our website to see the full role description. If supporting our work appeals to you, please fill out our online application form and we will get back in touch with you.



Healthwatch Sutton volunteers at the Christmas meal to celebrate the year of work.

Thank You

To all our amazing volunteers who help make a difference to health and care.

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	109,962
Additional income	54,941
Total income	168,903
Expenditure	£
Operational costs	36,263.16
Staffing costs	89,415.60
Office costs	20,885.83
Total expenditure	146,564.59
Balance brought forward	22,338.41

The figures listed above are subject to audit. Once completed the figures will be updated.



**The views and stories
you share with us are
helping to make care
better for our local
community**

It starts with you.



Contact us

Get in touch

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Our annual report will be publicly available on our website by 30 June 2018. We will also be 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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