



# Healthwatch Sutton

Annual Report 2015/16



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# Message from our Chair



Earlier this year we celebrated our third year of delivering the Healthwatch service in Sutton. Whilst the future delivery of that Healthwatch remit is still to be determined and resolved, we are continuing our work, with a six-month extension to our contract with London Borough of Sutton.

As a result we have been able to continue with the wide-ranging projects we have been working on during the reporting year and delivering 'a better experience' for the people of Sutton, with regard to their needs for health and social care.

The detail of what we have been doing is clearly evidenced in the body of this report highlighting the work of all involved in delivering the Healthwatch remit.

I would like to take this opportunity to convey my very sincere thanks to our partners, Sutton Centre for the Voluntary Sector, Sutton Citizens' Advice Bureaux and

the Sutton Centre for Independent Living and Learning.

I also wish to extend a heart-felt 'thank you' to our volunteers. Ever-willing, un-stinting with their time, without their wealth and variety of experience, we just could not deliver the quality, or quantity, of projects that we do.

Finally, and certainly by no means least, my Board and I appreciate beyond mere words the unselfish dedication of our Staff team....Pete, Pam and Sara. In a very challenging year, their commitment has remained total, and their work continues to enhance our reputation with our local stakeholders.

I would also like to express my sincere appreciation for the faith shown by the local people in Healthwatch Sutton, in all that we do - I sincerely hope that we will be continuing with our work for you, into the future.

A handwritten signature in black ink, which appears to read 'David Williams'. The signature is stylized and written in a cursive-like font.

David Williams  
Chair  
Healthwatch Sutton

# The year at a glance

## Membership

**485**  
Individual Members

**282**  
Member Organisations



**20**  
Volunteers  
(Avg. age 73 years)



## Communication & Engagement



**476**  
(new) Followers

**384**  
Tweets

**191**  
Views (Body Image film)

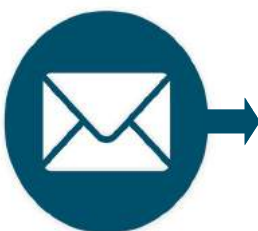


**31**  
(new) Likes

**482**  
Posts



**5,123**  
Unique visitors - Website



**44**  
E-bulletins sent  
open rate **38%**  
(Ind. avg 23%)

## Complaints



**60**  
New Clients



**153**  
Appointments

**476**  
Individual types of issues

## Information & Outreach

**52** Events

**150** Enquiries

# 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 by the London Borough of Sutton and we work with three local organisations to deliver the Healthwatch Sutton contract.

- **SCVS** provides support to the Healthwatch Sutton board along with managing the projects, communications and marketing, membership and any commissioned work.

- **SCILL** provides the information and signposting Healthwatch service

The team are based at 3 Robin Hood Lane, Sutton, SM1 2SW

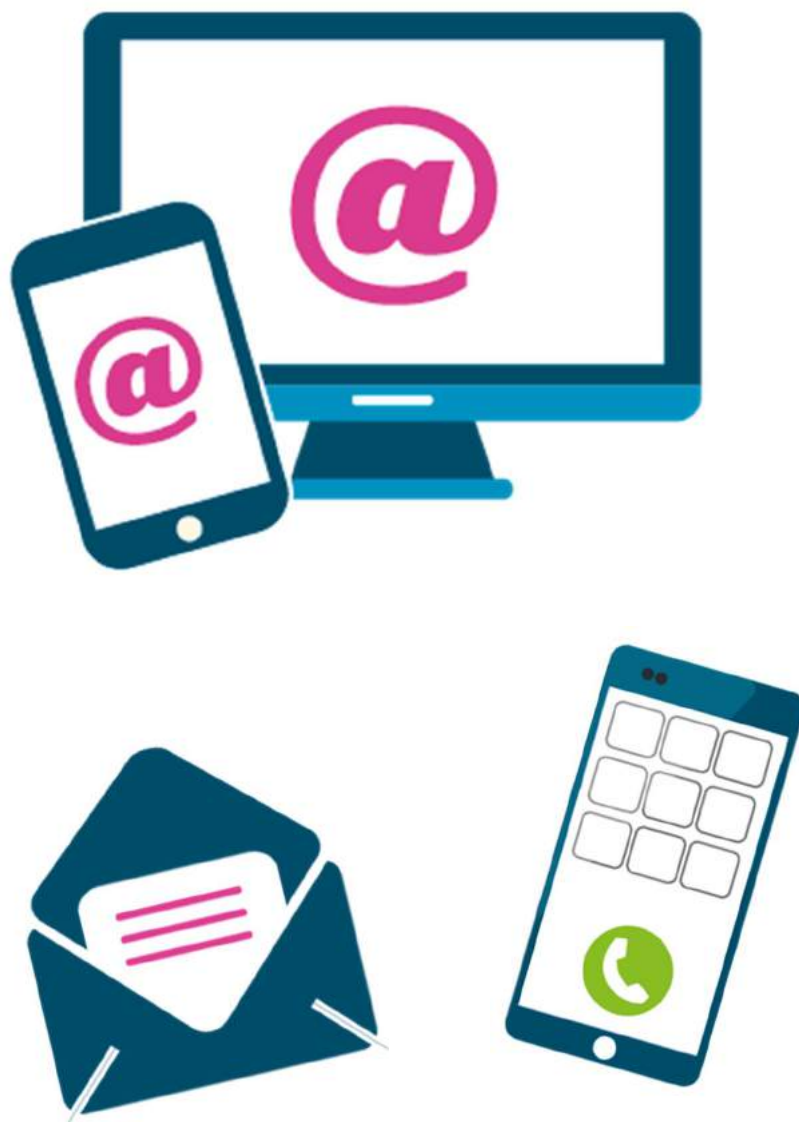
- **Sutton CAB** provides the Complaints Advocacy Service  
The team are based at 68 Parkgate Road, Wallington, SM6 0AH

### What we do

- **Listen** to local people and build a picture of services to see where things are working well and where things need improvements.
- **Influence** decision makers in the planning and delivery of local health and social care services.
- **Provide** information to local people to help them make informed choices and decisions about health and social care services.
- **Provide** support to local people when they wish to make a complaint about NHS or social care services.
- **Represent** the views of local people

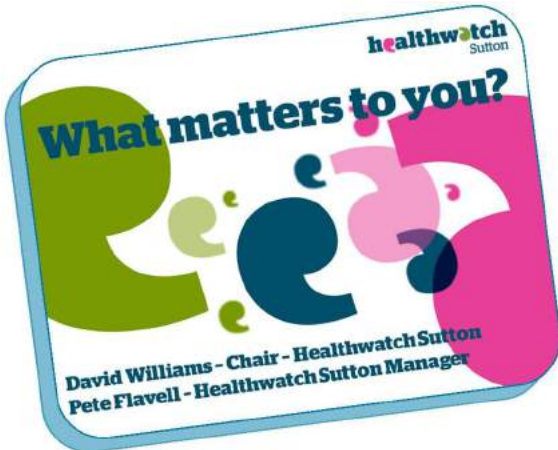
**Your voice counts**

# Communication & Engagement



## Collecting the views of local people

We continue to gather the views of local people using our “What matter you you?” data collection system. In May 2015 we held an information and engagement event themed around “what matters to you?”



Local people were given the opportunity to share their concerns and let us know what they felt we should be working on in the coming year. Key themes from the event included; outpatient care, inpatient care, GP services and mental health.



The information received from the “What matters to you?” event helped to inform our priorities for 2015-16.

87% said they felt able to have their say at the “What matters to you?” Event

## Information and Engagement Events



In September 2015 Epsom and St Helier University Hospitals NHS Trust wanted to consult with local people as they need to spend a considerable amount of money on their buildings. We held an Information and Engagement Event inviting members of the public to find out more and have their say on the future of their local hospital buildings. The feedback received has been used by the Trust.

Since our event we continue to work closely with Epsom and St Helier University Hospitals NHS Trust and ensure we update local people with any new developments regarding the future of the hospital buildings.



## Listening to young people

In 2015 we held the premiere of our short film about Body Image this was well received by all attendees and provoked some interesting discussions. The film showed interviews with young people from Sutton talking about how issues that relate to their 'body image' have affected them and their friends and family.

The film was shown to groups of young people in various locations across Sutton and used a tool to start conversations about the topic. We were keen to show the film to a wider audience as we hoped it would capture a variety of young people's views with the intention of using their feedback to develop recommendations to make improvements locally.

A 'facilitation tool' was created and used by Healthwatch staff, volunteers or local youth leaders/teachers to help enable discussion.

The film was shown to a group of around 20 young people at a special 'Youth' local committee meeting held in central Sutton. Healthwatch volunteers facilitated the event and produced a report showing the responses from the young people involved.

The film was also shown in a Personal Development class at Carshalton High School for Girls.

*70 participants produced 405 individual statements in response to the 11 questions that they were all asked about the subject.*

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There are a few other engagement activities planned to help build on the responses that have been already collected. We will be publishing our report on body image in summer 2016.



## Listening to the Patient voice



Sutton Council and Sutton Clinical Commissioning Group were successful, in a joint bid, for funds to develop innovative technology to support the integration of health and social care. As part of the implementation there was a drive for Sutton Clinical Commissioning Group to communicate information to local people (flyers, leaflets and web text)

Healthwatch Sutton held a workshop for patient representatives to review the draft material, prepared by SCCG, to inform local people about the proposed records.

Recommended changes, to avoid jargon, ensure clarity and 'patient friendly' were taken into account for the final publication.

*“The Comments on the documents were very helpful”*

Sutton Clinical Commissioning Group Communications Team

## Listening to local people through project groups

Another way in which we listen to local people is through our project groups.

When we work on each of our priorities a project group is set up. This gives local people the opportunity to have their say about the issue and get involved in how we plan and deliver different projects. This year the outpatient project group was set up and participants discussed and agreed the different areas that could be focused on.

Talk to us...

Have your say



# Our Work

**What matters to you?** 

**Invitation**

Come along to our 'What matters to you?' information and engagement event

**Tuesday 12th May 2015**  
**10am (9.30 registration) to 1pm (Inc. lunch)**  
**Salvation Army, 45 Benhill Avenue, Sutton SM1 4DD**

Have your say about what you think we should be working on during 2015-16. Your views will help us shape and prioritise our work plan.

Are there any health or social care services that you feel need improving in Sutton? We want to hear about what matters to you - what it means to health and social care for you and your family, what do you feel is most important.

**Guest speakers** (speaking about what matters to their organisations)

- Daniel Eklund, Chief Executive, Egson and St Helier NHS Trust
- Dr Chris Elliott, Chief Clinical Officer, Sutton Clinical Commissioning Group (CCG)
- Cllr Colin Stears, Executive Councillor for Adult Social Services and Housing, London Borough of Sutton (LBS)
- Adrian Davey, LBS & Sutton CCG, Joint Commissioning Manager for Mental Health

Booking is essential, please contact  
 Sara Thomas - [sarathomas@cwss.org.uk](mailto:sarathomas@cwss.org.uk)  
 020 8641 9540



**INVITATION**

You are invited to the Healthwatch Sutton film premiere of **Body Image: The views of young people in Sutton**. Following the viewing you will be given the opportunity to share your views about the film.

**Body Image  
The views of  
young people in  
Sutton**

29th September 2015  
 venue  
 2-3pm  
 Refreshments  
 available

Tickets are FREE. All bookings must be made in advance by contacting Healthwatch Sutton on 020 8641 9540 or email [sara@suttoncvs.org.uk](mailto:sara@suttoncvs.org.uk)



**Newsletter**

July 2016

**Happy 3rd Birthday**  
 Healthwatch Sutton



Healthwatch Sutton  
 Community Centre  
 73-75 Dalmeida Road, Sutton, SM1 3AA  
 020 8641 9540  
[www.healthwatch-sutton.org.uk](http://www.healthwatch-sutton.org.uk)  
[www.healthwatch-sutton.org.uk](http://www.healthwatch-sutton.org.uk)

St Helier Hospital  
 Outpatient Report  
 March 2016

healthwatch Sutton  
 @HW\_Sutton



## Our Volunteers

Healthwatch Sutton is a volunteer led organisation supported by a team of dedicated and committed volunteers. Our team of 20 volunteers have been with the organisation from the outset (and as a LINK before) providing us with support from an experienced, trained and knowledgeable groups of individuals with a range of skills.

Healthwatch Sutton has a volunteer management plan which provides the organisation with clear objectives and strategies to support all aspects of volunteering in the organisation. The plan recognises that supporting, valuing and rewarding volunteers is vital for the ongoing viability of the organisation. This management plan is designed to assist the organisation in achieving an effective structure and good management practices for volunteering.

Regular volunteer support meetings are held, an annual “thank you” Christmas lunch celebration and last year volunteers also took part in Sutton Volunteer Centre’s annual Big Breakfast’ celebration for volunteers in Sutton.



This year HWS volunteers have;

- Supported and helped with our events
- Contributed towards ‘day to day’ administration
- Carried out 1 to 1 interviews with people with dementia and their carers
- Carried out an enter and view visit to the Jubilee Health Centre
- Undertaken a review of communication materials for SCCG IDCR
- Provided patient feedback on Sutton CCG’s Annual Report Summary
- Supported our research- to help us investigate health and social care issues by carrying out surveys: supporting people to distribute or complete surveys and inputting data for the outpatient project
- Championed the work of Healthwatch Sutton in their personal networks
- Undertook a visit and provided feedback on the new Eye Unit at St Helier hospital.



## Outpatient Project



One of our biggest pieces of work this year has been investigating the outpatient clinics at St Helier hospital.

An Outpatient Project Group was set up to oversee the project. The project group met in September 2015 and agreed the areas that we should focus on. These were:

- Receiving the right information before your appointment
- Waiting times in clinics
- Being informed about delays
- Quality of information provided by the clinician during the appointment

The group agreed the best way to engage with patients would be to speak to them while they were waiting for their appointments. A questionnaire was developed and during October and November 2015 Volunteers visited various outpatient departments and collected over 300 surveys.

Analysis of these surveys showed that the Trust had performed very well in a number of areas. We also identified a number of areas that we felt could be improved.



**52%**



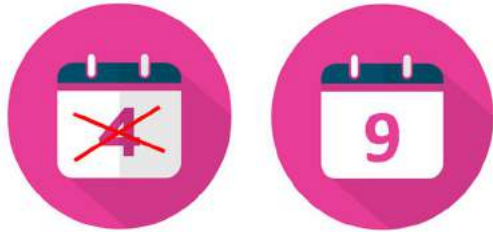
completely satisfied with the time between referral to first appointment

**Over 80%**



found it easy to change their appointment.

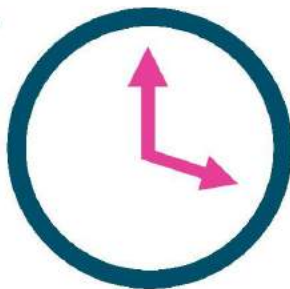
# 1 in 5



said the hospital changed their appointment to a later date

# Over 50%

waited longer than 15 minutes beyond their appointment time



There were no questions relating to pharmacy in the questionnaire, however, respondents made several comments expressing their frustration with the Pharmacy at St Helier Hospital.

We were very pleased to receive a full and positive response to our recommendations from Epsom and St Helier University Hospitals NHS Trust. The Trust has developed a series of proposed actions to seek to find the causes of the issues and therefore find ways to improve the experience of patients.

Actions include the following:

- To audit 'reason for clinic cancellation' codes to identify actions to address avoidable cancellations
- Set up 'Data quality leads' to report back regularly on cancellations.
- To be a regular agenda item at Governance/Quality meetings
- Improvement of patient cancellation levels to be monitored at the Trust's new 'Outpatient Steering Group' (launch May 2016)
- Nominated person in each Division to be responsible for monitoring booking policy
- Investigate the purchase of a new module for the automated 'self check-in' already been used in some areas
- Receptionists to be asked to proactively manage delay expectations and inform patients accurately when they arrive.
- Delay Boards to be regularly updates in main outpatient waiting area

We look forward to seeing how these actions progress and we have offered our help and support.

## Caring for people with Dementia

During an event incorporating a Healthwatch Sutton prioritisation exercise, local people identified carers and dementia as 2 of their top areas of concern.

Over 2000 people in Sutton have a diagnosis of dementia, with the illness impacting on many more, friends, family and carers.

In order to gather evidence of the issues that arise, for people with dementia and their carers, shortly after receiving a diagnosis we held a targeted event for carers of people with dementia. During feedback sessions participants were asked to identify, what works for them, what doesn't and where improvements or changes were needed. For those carers who were unable to attend the event an online and paper questionnaire were available to capture their feedback.

In order to take the work forward a project group was set up to look at the feedback received following the Carers for people with Dementia event and follow up questionnaires. The group discussed and agreed an action plan to gather more information on the key themes from the feedback to strengthen the evidence to enable Healthwatch Sutton to recommend and influence changes (if needed).

In view of the target group the decision was made to undertake a small project that would provide mostly qualitative information using weekly interviews with people with a recent diagnosis of dementia and their carers and telephone interviews with carers of people with dementia.

We worked in partnership with Sutton Alzheimer's Society and Sutton Carers Centre to identify and support participants for the project and provide training to the volunteers who undertook the interviews.

Currently the feedback is being collated and case studies written that will aim to capture the reality of what it is like to live with or care for someone with dementia, identify the issues they face and what could be done to improve people's experiences.



## Jubilee Health Centre

The Jubilee Health Centre, in Wallington is a local care centre which provides a range of clinical facilities, including community mental health, physiotherapy, diagnostic and outpatient services and 2 GP surgeries.

Shortly after the Jubilee Health Centre was opened, Sutton LINK carried out a monitoring visit to gauge people's first impressions of the Centre. In 2013 - 2014 Healthwatch Sutton collated the findings of the LINK visit, the views of staff, patients and a practice patient group about the patient experience of using the centre and carried out an 'enter and view visit'. Our report and recommendations followed, identifying a number of key issues, mostly relating to the building.

London Borough of Sutton Scrutiny Committee, having taken a keen interest in the Jubilee Health Centre agreed to escalate our recommendations alongside their own concerns regarding the overall management oversight of the building. This resulted in a roundtable discussion, bringing together Sutton Scrutiny Committee, Healthwatch Sutton and

representatives from the owners of the building and those involved in building and managing the Centre, an action plan was drawn up in February 2015.

A further enter and view visit was carried out, 1 year on from the agreement of the action plan to assess progress on all the recommendations made.

The last 12 months has seen progress on the action plan and many of the recommendations have been implemented or significant improvements have been made. Key actions have included an improvement in signage, development of the garden area ensuring a 'one door access' to all services in the Jubilee Health Centre and the complex introduction of regular outreach sessions from voluntary and community groups and a Citizens Advice Bureau debt advice line.

We are also pleased to report that many of the earlier recommendations have now also been implemented including a line at the GP reception area improving privacy, the installation of a heating curtain in an otherwise cold waiting area and a barrier in the car park improving access for people requiring 'drop off' spaces.





# Commissioned work

At the beginning of 2015 HWS was recommissioned, by Sutton Clinical Commissioning Group (SCCG), to continue to provide ongoing independent support and to further develop practice based Patient Participation Groups (PPGs) and the borough wide Patient Reference Group (PRG).

Throughout the year we have been promoting and developing the opportunities that these patient groups offer for local people to provide constructive feedback to improve services.

## Patient Participation Groups (PPGs)

Patient Participation Groups, where patients actively work, in partnership, with their practice can bring about ongoing changes and improvements to services and to the quality of the health care provided. Consulting with their patients allows GPs and their staff to plan services with patients' needs in mind in order to increase their effectiveness and efficiency and achieve high quality responsive care.

In 2013 Sutton LINK identified that 69% of Sutton SCCG had some practice based patient engagement. By 2014 this had increased to 92%, with only 2 practices known to have no engagement. Following the introduction of the requirement that practices have a patient group, the remaining 2 practices have been supported to set up groups.

The majority of Sutton's GP practices now have an active and effective patient group where patients have a voice and are influencing the planning, delivery and monitoring of services at their practice and supporting the practice to make changes and improvements.

Members of PPGs have been providing input to practice surveys, carrying out their own surveys on specific aspects of patient experience, working with the practice to run health information events, supporting CQC inspections, promoting initiatives, providing the patient perspective in staff recruitment, and in practice merger and communicating with the wider practice population through 'virtual groups', newsletters, social media and open meetings.

Over half of Sutton practices have been supported, by HWS, with the development of their patient groups and

representation at the PRG. Support has included training in dementia awareness and chairing skills for PPG, supporting recruitment through Healthwatch Sutton networks, promoting further opportunities for patient engagement, guidance to PPGs regarding their role in CQC inspections and support with governance; good practice, terms of reference and codes of conduct for meetings.

**50% of PPGs are now patient led and PPG chairs provide a point of contact for further engagement.**

**90% of Sutton's practices are now represented on the patient led Patient Reference Group.**

PPG members were offered the opportunity to attend a HWS annual PPG Forum and this year representatives from 13 different practices came together to meet and hear from others, share ideas, concerns and good practice.

- 100% of respondents found it interesting
- 100% of respondents found it useful
- 93% of respondents would recommend the Forum to others in their PPG.

In feeding back on their experience of working with Healthwatch Sutton one PPG member said;

**“Our new group was provided with invaluable guidance and a framework enabling us to move forward with more confidence”**



## Patient Reference Group (PRG)

NHS Sutton Clinical Commissioning Group have a borough wide Patient Reference Group (PRG) which provides a forum for dialogue between patient representatives, from PPGs and the CCG.

HWS was re commissioned to continue to support and develop the group to ensure the CCG has meaningful engagement with patients and to deliver an effective patient voice around locally commissioned services.

Over 90% of Suttons practices are now represented on the patient led Patient Reference Group which provides a patient perspective on the planning, delivery and monitoring of the services they commission. Representatives are able to raise issues about services with the CCG and take feedback, updates and opportunities for wider public consultation back to their PPG and the wider practice population.

Topics have included

- *NHS 111*
- *SCCG Investment planning*
- *Consultation on mental health inpatient beds*
- *Introduction of the IDCR*
- *SCCG Vanguard status*
- *Sutton Uplift/Primary Care co commissioning*
- *Patient Engagement Projects*
- *SWL Issues Paper*

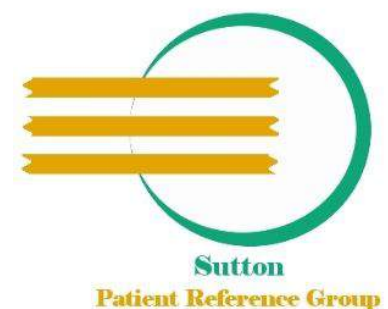
The group held its annual commissioning workshop at its September meeting, where feedback, gathered by members of patient groups, on the health services which local people would like to see prioritised in future planning, was collated by HWS and forwarded to Sutton CCG.

15 GP Practices were represented at the workshop and 190 bullet point comments noted. Re occurring themes, across most or all topics were highlighted and will be used to inform the PRG work plan for 2016 - 2017.

Feedback from PPG and PRG further informs the work of HWS.

This year's workplan included gathering feedback from practices on the NHS 111 service, a 'task and finish' group visit to the local NHS111 call centre and feedback to members and the CCG.

Next year will see the SCCG take on delegated commissioning for primary care services; this will see the remit of the PRG grow as it takes on issues from primary as well as secondary care services.





# Giving people Information



## The Healthwatch Sutton Information and Signposting (I&S) team are based at SCILL.

This year the team have continued to work hard promoting and raising awareness of the Healthwatch Sutton information and signposting service.

2015/16 saw an increase in the number of enquiries received from local people about health and/or social care. The total number of enquiries directly relating to health and social care for the year is 150.

The team have also attended and promoted Healthwatch at 48 different events across the Borough.

The outreach and events that were Healthwatch specific include the Pulmonary and Cardiac Rehab groups. These sessions run regularly and the team are invited along to speak to patients and give advice on the support that is available for them following diagnosis. This kind of work then leads to the patients coming back to our service time and again for various enquiries.

Other outreach includes an information stand at St Helier Hospital. The work done in the hospital often leads to access to other hospital departments such as The Discharge Lounge, Eye Clinic and Transport. The team are then able to display Healthwatch leaflets and posters this often leads to an increase in patient and staff engagement.

SCILL were delighted to be approached by Sutton Clinical Commissioning Group to attend 12 Patient Education Sessions. The Patient Education Sessions provide an excellent opportunity for different organisations and services to come together under one roof and provide information for people with various medical conditions.

The team were pleased to be asked to host the first Patient Education Session at SCILL. This session was a huge success with over 100 people, aged over 75, attending. The attendees were delighted with the range of support and information on offer on the day. This event was a perfect opportunity to encourage people to join Healthwatch and local people were encouraged to have their say on the Healthwatch priorities via the “What matters to you” survey.

Live well Sutton and Merton also used the SCILL centre to carry out free health checks for eligible Sutton residents. The team also used this opportunity to promote Healthwatch.

Many local groups use the SCILL Centre including The Stroke Club drop in, Fibromyalgia group The MS Society, Sutton Uplift, National Autistic Society and National Childbirth Trust. All groups receive information about Healthwatch and the information officer on site is available to answer any enquiries.

The team have all undertaken and enjoyed the Dementia Friends training. As a result of this SCILL signed up to the Dementia Action Alliance.

The majority of Pharmacists in the Borough have Healthwatch leaflets on display and the team continue to receive calls from people who have been directed to them via their Community Nurse, Occupational Therapist or Health Care Professional.

The team have engaged with the new Sutton Uplift Service a team member also attends the Sutton Uplift Service User Panel Group which is a great way to network with other organisations in regards to Mental Health.

# Supporting people to make a complaint

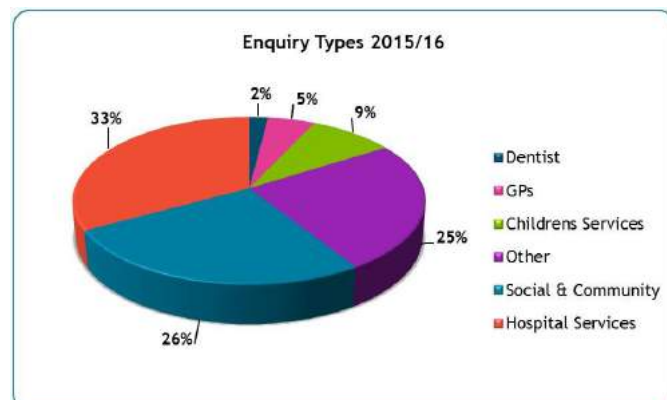
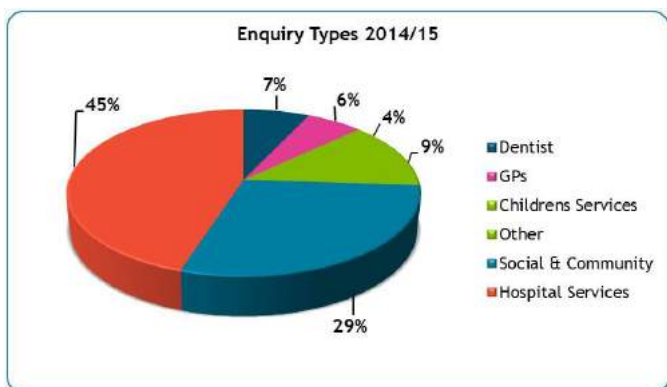


**The complaints advocacy team is comprised of three advisers and a project manager, all based at Citizens Advice Sutton**

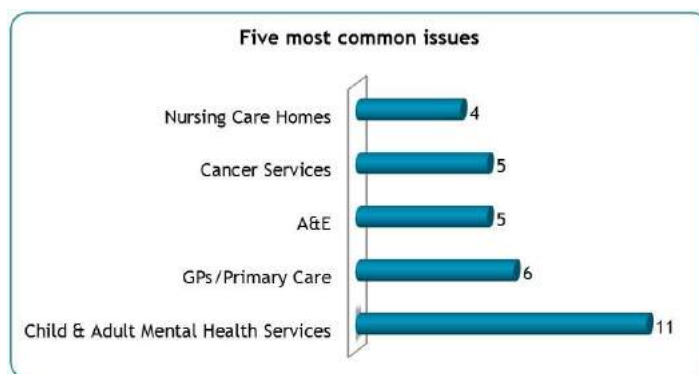
Clients who use this service meet with a specialist adviser whose role it is to inform them about their potential options and offer assistance in progressing their complaint. This can involve the client being supported in acting for themselves, or the adviser advocating directly on their behalf. The advisers have the training and experience necessary to take a complaint

all the way from the first step, raising a potential issue with the body in question, to receiving a final response from the Parliamentary Health Ombudsman or Local Government Ombudsman. Advisers also work with and make referrals to solicitors who can offer pro bono legal advice about medical negligence and personal injury claims. These enquiries can take several months to resolve, can progress through multiple stages as the complaint moves from a complaints team to an ombudsman and will often require numerous, in-depth contacts with clients.

2015/16 saw a drop in the number of enquiries about hospital services (which made up 45% of issues raised by clients in the last financial year), and other enquiry types remaining at comparable levels to 2014/15.



Within the categories above the complaints advocacy team discussed 49 individual types of issues with clients, ranging from complaints about specific hospital departments (orthopaedics, cancer services, cardiology, etc.) to procedural problems with complaints management, access to patient information and assessment of need (in relation to social services).





# Case studies



# Focus on Social Services

2015/16 saw the resolution of a long-running enquiry involving a complaint about social services from a client who was originally referred to the complaints advocacy team by the staff at Healthwatch Sutton. The client in question was dissatisfied with the support that she had received from social services after becoming homeless due to her fleeing domestic violence. After the initial referral there were a number of delays in the client being assessed for support, as well as issues with the social worker assigned to her failing to maintain contact. These delays meant that the client was not able to obtain assistance from social services at the time that she was in most need, which was particularly harmful due to the presence of a young child in her household.

The client made a formal complaint to the local authority with our assistance and was not satisfied with the stage one response. The local authority declined to carry out an independent investigation at stage two of the complaint, partly on the basis that necessary services were at that point being provided (despite any delays or failures in the past). An adviser helped the client take the complaint to the Local Government Ombudsman and six months later, after extensive correspondence

between the LGO and the adviser, a final report was issued. The LGO Investigator's report stated that the local authority had improperly delayed assessing the client for several weeks, had failed to communicate with her and failed to offer support to an individual who was in crisis. The LGO also stated that they disagreed that an independent stage two investigation was not necessary and that the responses given by the local authority at this time had not properly considered the issues that had been raised by the complaint.

Ultimately the local authority agreed to pay the client compensation and agreed to the LGO's directions about improvements to relevant procedures within social services, these directions being designed to protect individuals who find themselves in similar circumstances to our client. The complaint is now at a terminal point, with our intervention assisting the client in achieving closure on this issue.

# Focus on Mental Health

In 2015/16 we resolved an enquiry that began late last year when we were contacted by a client who was having difficulty accessing community mental health services. The client has a history of mental health problems and after a suicide attempt had been taken under the care of a local NHS trust, with home visits given by a duty psychiatrist and other members of the home treatment team. Over the next few weeks the contact provided by the trust was reduced in preparation for the patient to be handed over to another team, but this transfer was not handled effectively and the client was left without support for a number of months. Before speaking to the complaints advocacy team the client had attempted access the services that she needed, but the NHS body in question repeatedly failed to make contact when requested and cancelled several appointments once contact was established. The client experienced a deterioration in her mental health during this period and decided to see a private psychiatrist in the absence of support from the NHS. The private psychiatrist prescribed medication that improved the client's condition, a treatment option that had been refused by the NHS psychiatrist she had seen previously.

The client contacted us because she was unhappy with how she had been treated by elements of the local NHS and because she could no longer afford to pay for private treatment. With our assistance the client raised her issues with the complaints department of the relevant trust, providing a detailed summary of the events that had occurred to that point and representations about the desired outcome of the complaint. The adviser followed-up on the complaint to ensure that action was taken by the complaints team and maintained contact with the client to provide additional moral support over the course of the complaint.

In due course the client was given a response that acknowledged the validity of the failings that had been identified. The client was also given an apology and the option of a phone or face to face discussion of the issues raised, as well as access to the services that she needed. The adviser discussed the response with the client, who agreed that it adequately acknowledged the various issues and gave a full and satisfactory apology.

The client now has the support of a named psychiatrist and has been given a short wait time for other therapies. The client did not wish to take her complaint to the Parliamentary & Health Service Ombudsman, but the adviser outlined the process, time limits and potential outcomes so that the client fully understood this option.

At the end of the enquiry the client stated that she felt able to address future issues with her medical treatment because she had the option of coming back to the service and that any outstanding issues with wait times for mental health services are a result of funding shortfalls in the NHS rather than failings that can be addressed through complaints procedures.



# Our plans for next year



## Plans for the future

We have only recently received a response from Epsom and St Helier University Hospitals NHS Trust to our Outpatient Report. Over the next year we will monitor the progress of the actions that were proposed in this response and we have offered to help in any way that we can to achieve the changes needed to improve patients' experience of Outpatient services.

We are also currently working with the hospital Trust on another project to find out patients' views on the service provided at a variety of wards at both Epsom and St Helier hospitals. A report will be published soon and we will again be looking to see what action can be taken to address any issues, alongside any commendations for great service.



Plans are also in full swing to hold an event to find out about the experience of people who have a learning disability who are supported by a Support Worker. This event will allow people with a learning disability to tell us about their experience of support work and also the Support Workers themselves to share their views on their work. Parents will also be invited to share their experience. An easy-read report will be published shortly after the event has been held.



Mental health has also been highlighted as an area of concern for local people and we are in the preliminary stages of establishing where the priorities are in mental health. We will then launch a new project to look in to a specific area of mental health.

Finally, we are aware that plans are currently in development that could have an impact on the delivery of a wide variety of services across the whole of South West London. We will be monitoring this closely and responding to any reaction in public opinion to any proposals that emerge.

# Our governance



## 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.

Chairperson: David Williams  
Vice Chairperson Annette Brown (resigned 18/05/2015)  
Vice Chairperson: Barbara McIntosh (from 13/07/2015)

Director and Trustees  
Adrian Attard  
Adrian Bonner (from 07/10/2015)  
Annette Brown  
Barbara McIntosh (from 13/07/2015)  
David Williams  
Derek Yeo  
Shri Mehrotra  
Sylvia Aslangul (resigned 13/07/2015)  
Tony Ward (from 13/07/2015)

Staff Team:  
Pete Flavell - Operational Manager  
Pam Howe - Outreach and Engagement Officer  
Sara Thomas - Communications and Administration Officer

## 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 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
- Better Care Fund Sub-committees
- 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
- South West London Healthwatch Partnership



# Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		197,987
Additional income		35,000
<b>Total income</b>		<b>232,987</b>
EXPENDITURE		
Direct delivery costs		111,499
Staffing costs		113,871
Governance costs		4,388
<b>Total expenditure</b>		<b>229,757</b>
Balance brought forward at 31 <sup>st</sup> March 2014		13,554
Funds carried forward 31 <sup>st</sup> March 2015		16,784

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.

Funding is divided between the 3 contracted organisations that deliver the different services for Healthwatch Sutton. SCILL for information and advice, CABx for the complaints

advocacy and Sutton Centre for the Voluntary Sector (SCVS) for the community engagement and project work.

Healthwatch Sutton receives additional income, as commissioned by the Sutton Clinical Commissioning Group, to support the Patient Reference Group and the development of GP Patient Participation Groups.

# Contact us



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[www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)

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Healthwatch Sutton Information & Signposting Service

SCILL

3 Robin Hood Lane

Sutton

SM1 2SW

020 8770 4065

[|healthwatch@scill.org.uk](mailto:|healthwatch@scill.org.uk)

Healthwatch Sutton Complaints Advocacy Service

Sutton CAB

68 Parkgate Road

Wallington

SM6 0AH

020 8405 3552

[www.suttoncabx.org.uk/healthwatchreferral.html](http://www.suttoncabx.org.uk/healthwatchreferral.html)

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, Care Quality Commission, NHS England, Sutton Clinical Commissioning Group, London Borough of Sutton Overview and Scrutiny Committee, and the London Borough of Sutton.

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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