



healthwatch
Haringey

Annual Report 2017/18





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Public Voice through the Haringey Healthwatch team carried out Haringey Council's statutory Healthwatch functions in accordance with the Health and Social Care Act 2012 and any subsequent relevant legislation.



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Message from our Chair



The challenges of providing health and social care services for the future have attracted national attention this year, and the strains on services are nowhere felt more acutely than in boroughs such as Haringey.

In this situation it is more important than ever that the actual users of those services are heard as loudly and clearly as is possible.

That makes Healthwatch Haringey an essential partner on the scene, as the Council and the local NHS do their utmost to reconfigure services to achieve efficiencies necessitated by rising demand and tighter budgets. In this report you will see many examples of where we have ensured consultation with patients and service users, and drawn attention to situations where redesigned services were not meeting people's needs - for example the underuse of the new GP Hub evening and weekend appointments in the borough.

As I think will be more and more the case in the future, our focus this year has been very much on social care in the community for the elderly and other vulnerable groups - as well as upon the needs of the army of carers who look after them in their own homes. The voice of the carers as well as the cared for so desperately needs to be heard, and I am pleased that we have been able to facilitate that voice in a number of ways during the year.



In supporting the Adult Social Care Partnership Board, with its various reference groups for physical disabilities, learning disabilities, severe and complex learning disabilities, mental health, carers, etc, we have established the foundations of a genuine system of co-design, by which those groups really can influence the provision of their services.

I hope that in the coming year it will grow and become more confident. Looking at the projections for the growing number of over 65's and others expected to require social care support into the next five years in the borough, we will certainly need to build this system if we are to be the caring borough we would all want to live in the years ahead.

Once again, I want to thank the many superb volunteers that help us. They are growing both in numbers and quality I must say, and their commitment to Healthwatch Haringey is quite astonishing. Without them our reach could not be as broad and effective as it continues to be.

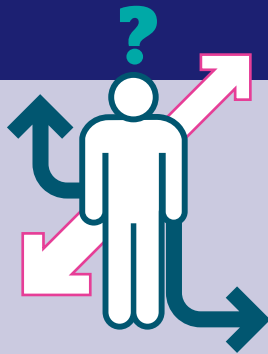
Sharon Grant OBE
Chair, Healthwatch Haringey

In this report you will see many examples of where we have ensured consultation with patients and service users, and drawn attention to situations where redesigned services were not meeting people's needs.

Sharon Grant OBE
Chair, Healthwatch Haringey

The year at a glance

Enquiries and signposting



350
enquiries

250
signpostings

Engagement



856
people

25
stalls

Volunteers



30
volunteers

544
hours




E-Newsletter




608 subscribers	6,188 views
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Website



6,258 views	4,040 visitors
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Twitter



1,102 followers	65,702 tweet impressions
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Who we are



You need health and care 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.

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.

We also provide an information service for anyone living or working in Haringey. Through this service local people can find out about health and social care services, such as finding a new GP or NHS dentist, and can also find out how to complain if they are unhappy with the care or treatment they received.

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 objectives are clearly stated in the contract with the Council, “Healthwatch Haringey will help improve the experience of residents using local health and social care services by” :



- Providing information;
- Offering signposting;
- Engaging and influencing;
- Being the local consumer champion;
- Employing the ‘enter and view’ power to observe and assess the quality of publicly funded health and social care services;
- Providing evidence based data analysis and intelligence feedback to providers and commissioners of health and social care services to inform their continuous improvement of services;
- Being the voice of the user, patient and the community on the Health and Wellbeing Board and actively taking part in the preparation of the statutory Joint Strategic Needs Assessment;
- Building strong and effective working relationships, both strategically and operationally, with Healthwatch England and across Haringey, including Haringey Council as commissioner of Healthwatch, the Adults and Health Scrutiny Committee, local people, local health and social care commissioners service providers, and regulators;
- Carrying out regular self-assessments of its performance in partnership working, service provision, value for money, workforce effectiveness and human resource management.

Meet the team



Mike Wilson
Director



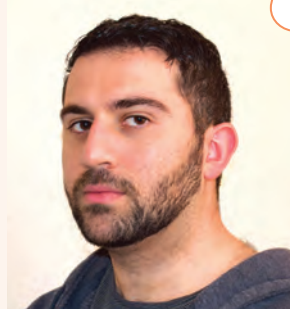
Val Chaggar
Business
Manager



Eamonn England
Communications
Manager



Jo Salter
Research and
Engagement Manager



Sedeek Ameer
Research Manager
(until August 2017)



Mary Blake
Volunteer
Co-ordinator

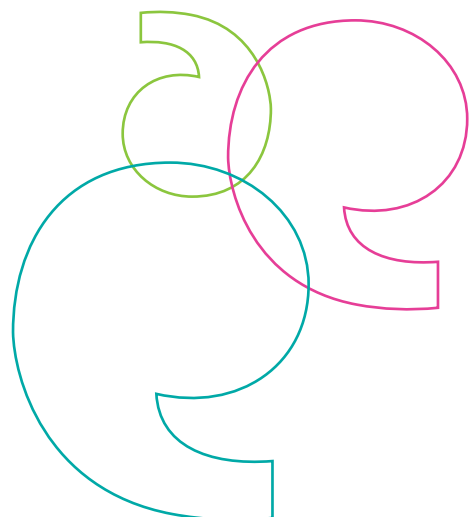


Public Voice

Public Voice CIC, a community interest company, limited by guarantee, runs and manages Healthwatch Haringey. It was established in April 2014 but did not start trading until April 2015. The Healthwatch Haringey contract (2013-2015) required an independent organisation or company to be set up by the end of year two to deliver the Healthwatch service.

Public Voice has a mission to improve services and neighbourhoods through user engagement. This is done through community engagement, individual user engagement and community intervention. Through its various projects, including Healthwatch, Public Voice collects the combined voices of citizens, gathering evidence and ultimately taking action to bring about positive change, now and in the future.

www.publicvoice.london





Your views
on health
and care



Listening to local people's views

This year we have communicated with over 1056 local people and held 25 community engagement stalls across the borough to find out if health and care services are working well in Haringey.

We heard people's views at public meetings and events, through focus groups and surveys, on the telephone and via email.

In particular we have engaged with a diverse range of groups and communities in Haringey including:

- Carers
- Older people (over 65)
- Young people (under 21)
- Disabled people

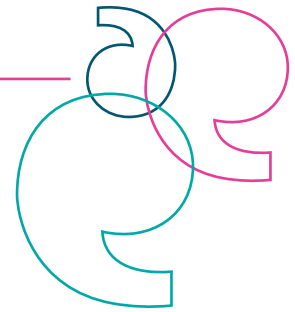
We continue to form new relationships with local voluntary and community services, with a particular focus on those working with diverse ethnic and cultural groups and those where we have not engaged previously. Examples of these include:

- Haringey Irish Centre
- Migrant Resource Centre
- Opening Doors London
- Shared Lives Haringey
- North London Vision
- Haringey Phoenix
- Two local branches of the National Childbirth Trust (NCT)

At stalls we have increased staff use of iPads/tablets both to look up information online but also to guide people through key websites such as Healthwatch Haringey, NHS Choices and GP Patient Survey, where they can find information themselves.

Some examples of our work on stalls:

- Signing people up to receive our e-newsletter which contains a range of information about Healthwatch Haringey activity and other local events, projects and opportunities for people to have their say on services.
- Promoting focus groups to improve speech, language & communications support services in Haringey.
- Promoting the new GP 'hubs' offering additional evening and weekend appointments to local people.



How well do you think BEHMHT delivers on equalities for our community?

In November 2017 we hosted an equalities event for Barnet, Enfield and Haringey Mental Health Trust at the Winkfield Resource Centre. We were asked to involve local service users, carers and community organisations to help 'grade' the Trust. The workshop event gave over 40 participants the opportunity to check how well the Trust was meeting its equality requirements, award it a grade and help it to make improvements.

This process involved listening to the views of various equality groups including:

- Deaf people
- Blind and partially sighted people
- Black and Minority Ethnic (BME) people
- Older people
- Carers

Stay Well This Winter

We promoted the NHS Stay Well This Winter campaign in Haringey. The aim of the campaign was to encourage people to take simple steps to avoid being admitted to hospital during the winter months. This involved:

- Distributing 950 campaign booklets at stalls.
- Running an online campaign via our website, e-newsletter and Twitter.
- Promoting and hosting a high profile Stay Well this Winter information and awareness event at Tottenham Community Sports Centre.



More than 120 people attended the event, which included stalls, free health checks, HIV and sexual health testing and a range of talks from health professionals.



Hospital Transport

An issue that we frequently hear about when we're out in the community is inadequate hospital transport for elderly and disabled people.

A public meeting was organised in partnership with Haringey Advice Partnership and Haringey Over 50s Forum on the theme of Age UK's 'Painful Journeys' campaign to gather experiences of local people about this issue. The meeting was attended by over 40 older people, with presentations from Healthwatch Haringey, Age UK, Haringey Over 50s Forum and one of Haringey's MPs. Many of the attendees spoke about their experiences, some harrowing and tragic, while using non-emergency hospital transport. This feedback was collated by Age UK as part of their national campaign to bring about positive change.

North Central London Urgent and Emergency Care Programme - Local engagement

In November 2017, we held two separate focus groups with mainly older Haringey residents to gather feedback around their experience of urgent and emergency care. The focus groups looked at:

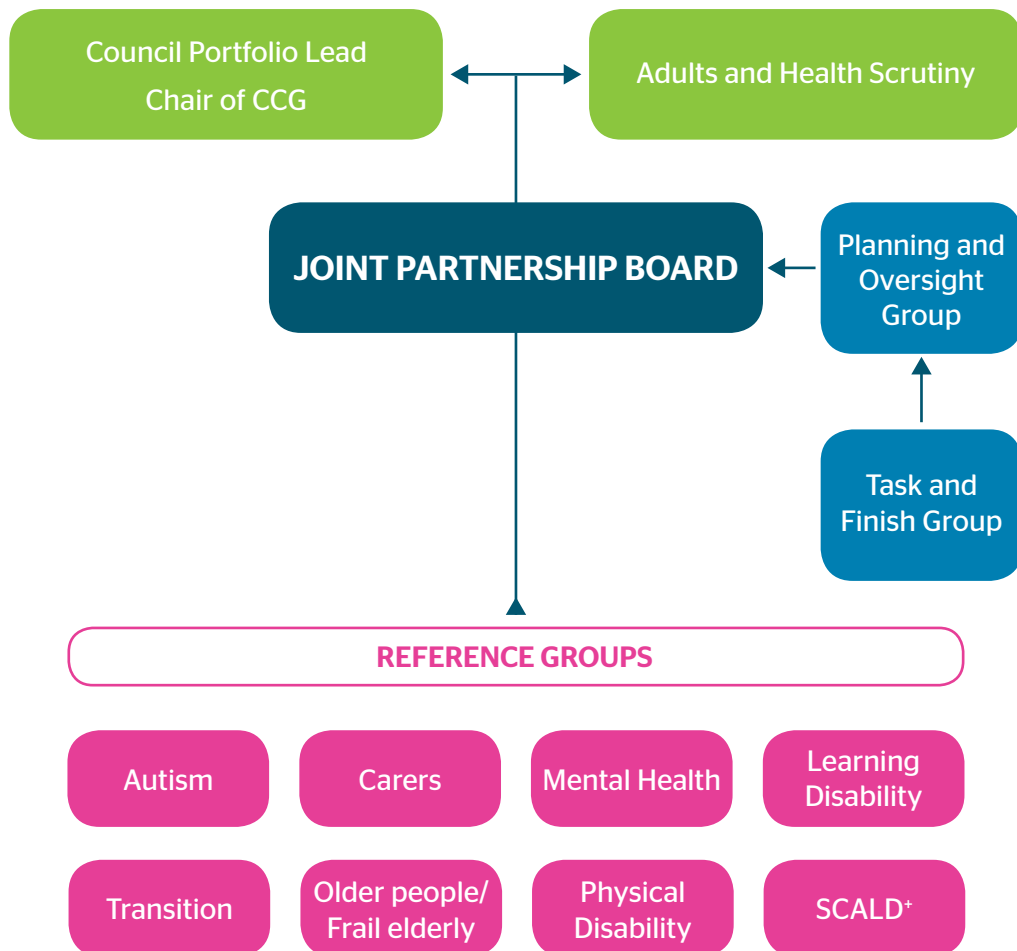
- Admissions avoidance – how best to keep people out of hospital.
- Simpler discharge – how to improve the process of discharging people from hospital.

Key findings included concerns about the lack of care and support in the community, both to keep people out of hospital and to help them recover after discharge – particularly for people with dementia. People needed more emotional support when being discharged from hospital and complained about waiting for hours for hospital transport to take them home.

We shared this with other north London Healthwatch and with the North London Partners STP Urgent and Emergency Care work stream, for consideration when planning future services.

Partnership Boards

We support the Adult Social Care Joint Partnership Board which represents service users and carers from the wide range of social care services. We also support eight Reference Groups which represent the interests of specific groups of service users and nominate representatives to the Partnership Board. Healthwatch also chairs the Adult Social Care Planning and Oversight Group which facilitates the co-design of new services and service pathways in partnership with the Council and Clinical Commissioning Group (CCG). Through these arrangements we ensure that service users and carers have their voices heard and can influence service planning and delivery.



*Serious and Complex Autism and Learning Disabilities



Young People – Insight Platform

In February 2018, we carried out engagement and research for Public Health with service users, other young people and wider stakeholders to evaluate the young people's drug and alcohol service for Haringey, Insight Platform.

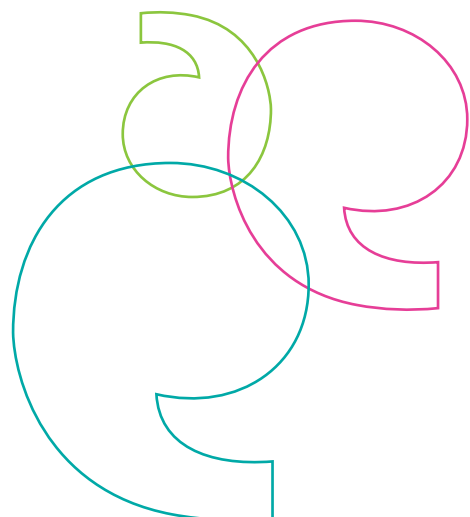
People we spoke to were universally positive about the service, particularly the relationship with their key worker, wider help with things like benefits and housing, and the flexibility and positivity of the support offered. The only areas for improvement were more family activities during the shorter school holidays, and more one-to-one time instead of group sessions for young people.

Equalities at NMUH

During January to March 2018 we surveyed 39 patients at the North Middlesex University Hospital about equalities and barriers to accessing services and buildings. We heard that there was areas for improvement including:

- Staff training around LGBT+ awareness
- Patients who do not understand English
- Better signage to help people with difficulty walking find the quickest route around the hospital
- More space to manoeuvre wheelchairs in waiting areas.

We are waiting for a response from the hospital.



What we've learnt from visiting services

Improving Access to GP appointments in Haringey

In January 2018 Healthwatch Haringey looked at patient access to the new improved GP appointment systems introduced by Haringey CCG over the last year. This included:

- Booking GP appointments online
- The three new GP 'Hubs' offering appointments in the evenings and at weekends (for patients registered at any Haringey GP practice)

What we did

- Held stalls on a Saturday at each of the three Hub practices to gather feedback from patients about their experience that day, as well as how they had found out about and booked a Saturday appointment.
- Recruited eight Haringey residents (mixture of staff, volunteers and Board members) to register for online services with their GP (if they were not already) and complete a survey about how easy they found the process. We then asked them to check how many GP appointments were available for them to book in the following two weeks.
- Called 35 Haringey GP practices outside of their opening hours to see what information was included in their recorded answer phone messages.
- Checked all 35 Haringey GP practice websites to see whether they had any information about the GP out of hours Hubs service, and how visible this was on the website.

Key findings

- Online booking does not appear to be making it easier for patients to book an appointment in around half of cases, due to low availability of GP appointments to book online at many practices.
- The process for booking a GP appointment online is clunky, confusing and still requires some 'offline' activity.
- The GP Hubs service is making it much easier for some Haringey residents to book a GP appointment.
- Part of the problem seems to be a lack of knowledge and understanding among GPs, practice staff and other professionals about the Hubs.



- This means that not all Haringey patients are benefitting equally from the new Hubs service.

We published our report, with recommendations, in April 2018. Read it here: <https://tinyurl.com/yd78x3jp>

What do patients think about A&E at the North Middlesex Hospital (NMUH)?

The North Middlesex University Hospital Trust was keen to know how it could improve patients' experience, and asked Healthwatch Haringey to carry out a survey of patients. The whole Emergency Department at NMUH receives very poor feedback through the Friends and Family Test (a test used by NHS services to ask whether people would recommend the service to friends and family). Only 59% of people would recommend A&E at NMUH. This is far below the national average for all A&E departments, which is 87%.

We visited the Emergency Department (made up of Accident and Emergency, The Urgent Care Centre, and Children's A&E) at NMUH three times in October 2017 and a final time in December 2017. We asked patients about their experience of the department on that day. We heard from 54 people in total about their experience.

In January 2018, we produced a report entitled 'What do patients think about A&E at the North Mid Hospital?', which outlines ten recommendations. Read it here: <https://tinyurl.com/y8v67e2f>

Response from NMUH

In response to the Healthwatch Haringey report, the Trust produced a detailed action plan in February 2018 which both implements and monitors the recommendations made. Key changes included:

- An extra volunteer in A&E.
- New translations of the registration form into eight different languages.
- A new layout for the reception area.
- Fixing display screens so that patients can see how long they have to wait.
- A new system for parking where patients pay on exit rather than in advance.

We will continue to meet with NMUH staff to check on progress.



Helping
you find the
answers



How people's experiences of health and care services have improved because of our work



With all the changes to health and care services, it is not always clear where to find further information or make a complaint if you need to. We provide a signposting service for anyone living in Haringey. Through this service you can:

- Find out information about local health and care services.
- Receive guidance on how to provide feedback to service providers and how to complain if you are unhappy with your care or treatment or that of a family member.

You can contact us directly by phone or email, complete an anonymous form on our website <http://www.healthwatchharingey.org.uk> or talk to us at events and meetings.

The majority of the signposting calls we receive relate to complaints and the top three organisations that we signpost people to were:

- POHWER - Independent Health Complaints Advocacy Service
- NHS England
- Citizens Advice Haringey

How we helped

- An elderly man with mobility issues was finding it difficult to get out of the house to appointments.

We helped him to apply for a taxi card from Haringey Council and continued to follow up on his behalf until he had received this.

- A caller contacted us because her father, who was in his 90s, had been discharged from North Middlesex Hospital to a care home without his family's knowledge or involvement.

We signposted the caller to the NNUH Patient Advice and Liaison Service (PALS) and also contacted the hospital's Director of Nursing, who advised that the team would contact the caller.

- We received a call from a vulnerable housing association tenant who was being abused by her neighbours.

We encouraged her to write to the housing association's Chief Executive and also contacted them ourselves to let them know that she needed support for her mental health, advising them to make a safeguarding referral.

- A patient complained that her GP practice had stopped prescribing some medical equipment, as they were no longer able to pay for it.

We liaised with both the Practice Manager and Haringey CCG, and the patient was able to get this prescribed through the hospital.

Carers

Our outreach and engagement activity identified some of the services and support that carers in Haringey struggle to access and has highlighted issues that stop carers from seeking help for themselves.

Over 100 new carers were referred to Haringey's Carers Support Service to help them improve their knowledge by accessing training, and improve their wellbeing through the wellbeing voucher scheme run by Haringey Association for Independent Living (HAIL).

The main barriers stopping carers from seeking support were identified as:

- Not thinking of oneself as a carer.
- Not thinking of oneself as having a need for support (guilt was also an issue).
- Informal support already being provided within the carers own religious or cultural community.
- Perception that no support is available.
- Language barriers.
- Lack of time.
- Lack of respite support available to the carer.



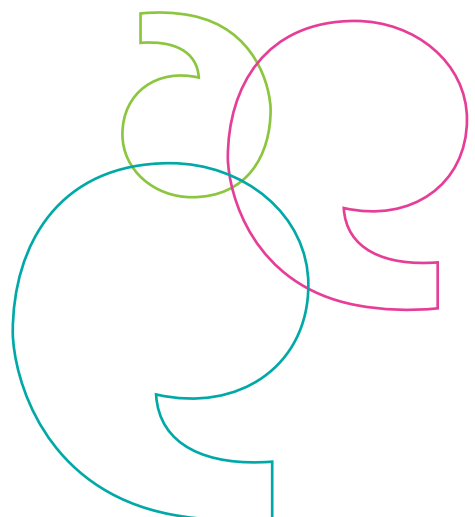
Our engagement activity involved working with housing associations, pharmacists, employers and local community groups, supermarkets and shopping centres, with a focus on identifying hard to reach carers including male carers, younger carers, carers in employment, Muslim carers, and carers with disabilities.

Haringey Council has now commissioned Carers FIRST to provide support to people who care for a relative or friend who could not manage without support.



Once again I want to thank you for your tireless work on my behalf. This would never have happened if Healthwatch hadn't become involved.

Local patient





Making a
difference
together



How your experiences are helping influence change

How your experiences are helping to influence change

We have a positive relationship with our local CQC representative and can share intelligence and forward plans to the benefit of both organisations. We have been involved in working with the CQC prior to their NHS Trust inspections, highlighting feedback we have received from patients and the public.



North Middlesex University Hospital (NMUH) has been under particular pressure in their A&E and Urgent Care Centre (UCC) with large numbers of attendances, long waiting times and very poor Friends and Family Test scores. NMUH asked us to survey patients when they left A&E and the UCC to ask them about their experience and how it could be improved. The survey results were submitted to their management team and an action plan was produced to address all the issues that were highlighted in the survey. We are pleased to say that many of these actions have been addressed and are making a difference to the patient experience.

Our Chair attends both the Haringey and Haringey / Islington Health and Wellbeing Boards and the CCG Governing Body meetings. Issues relating to patient experience are raised at these meetings and followed up through an action tracker. The Chair is also a member of the North London Partners (STP) Joint Commissioning Committee which is responsible for commissioning acute services in North London.

Facilitating contact with Councillors and Haringey CCG through partnership boards

We held meetings in April and May 2017 to discuss new arrangements for Partnership Boards in Haringey, and how to move forward with this. It was agreed to form a single Joint Partnership Board, independently chaired by Healthwatch Haringey, with a number of reference groups for different service users reporting to it.

The Adult Social Care Partnership Board reports through to the Lead Portfolio Member for health and social care and the Chair of Haringey CCG. The Partnership Board also has a reporting relationship with Haringey's Adults and Health Scrutiny Committee. Through these reporting mechanisms we ensure that issues of concern including gaps in services are brought to the attention of local decision makers with responsibility for policy making and planning and buying local health and care services (commissioning).

Raising awareness of Healthwatch among London GPs

In March 2017, our Director was invited to attend and present at a General Medical Council training programme for London based GPs who were rated as 'requires improvement' by the CQC. The presentation was well received and the emerging issue that arose was that none of the 20 GPs present had any communication with their local Healthwatch and some had never heard of Healthwatch. They all committed to make contact with their local Healthwatch following the training programme.

Healthwatch England

We continue to work closely with Healthwatch England including attending the Healthwatch London Network Meetings, Healthwatch Communications Group and undertaking Healthwatch training and webinars. This includes six sessions on the Healthwatch Customer Relationship Management database and GDPR compliance.

Examples of influence and change

These are examples of issues we have raised with providers and commissioners to help services improve where they were not meeting expected standards:

- Several patients complained that the letters they received when their GP practice was closing or merging with another one were confusing.

We reviewed these letters with Haringey CCG to make them more patient friendly, and new versions have now been drafted.

- We were contacted by a resident who was receiving weekly treatment at NMUH. They had received three car parking tickets because they had parked in a disabled parking space, despite being a blue badge holder. Hospital policy now requires blue badge holders to register their car before they can park, but neither the notices in the car park nor the hospital website mention this.

We wrote to the hospital, who agreed to cancel the parking fines for this resident and also suspend all other fines for blue badge holders until the end of January 2018. They are also improving signage to make blue badge holders aware of the new policy.



- We heard several accounts of patients being barred from GP practices due to their 'behaviour' but with no explanation, and no alternative provision available in Haringey.

We have contacted NHS England for further information on the number of these cases, and the procedure GPs should follow, and are awaiting a response. **Update:** We have since received a response that clarified the process GPs should use in these cases.

Working with other organisations

North Central London (NCL) Sustainability and Transformation Plan (STP) Experts by Experience Board

We support the Experts by Experience board of service users and carers who input into the mental health work of the North London Partners STP. The Board has 12 members and meets on a monthly basis. The Board provided input on topics including primary care mental health, integrated medical records, digital mental health services, mental health training for NHS staff and out of hour's services.

NCL STP Urgent and Emergency Care Engagement

Along with the other four Healthwatch services in North Central London, we began to develop an engagement programme for the urgent and emergency care work stream of the NCL STP, including helping to recruit members for a 'Citizens Reference Group' and planning a range of engagement activities to take place over six months.

The programme aims to capture community feedback on one of three topics – alternatives to admission, hospital discharge or end of life care. Healthwatch Haringey committed to look at alternatives to admission and hospital discharge.

North London Partners STP Orthopaedic Review

In March 2018, we successfully recruited two patient representatives to join a group reviewing orthopaedic services across the five north London boroughs. The group met for the first time in April 2018 and will continue to meet until 2019 with support from Healthwatch Haringey. (copy of recruitment poster).

Working with other organisations

Joint North Central
London (NCL)
Adult Health and
Social Care Scrutiny
Committee
(attendee)

Sustainability and Transformation Plan:

- Joint Commissioning Committee (member)
- Advisory board (member)

The Adults
Safeguarding
Board (Member)

Adult Social Care
Co-Design Steering
Group (Chairing
and servicing)

North Central
London (NCL)
Healthwatch Chief
Executive
(five local
Healthwatch)

- Haringey and Islington Health and Wellbeing Board
- Haringey and Islington Wellbeing Partnership Delivery board

Whittington NHS
Trust Patient
Experience
Group (Member)

Social Care
Providers Forum
(Attendee)



North Middlesex University Hospital (NMUH):

- Patient Experience Group (Member)
- Clinical Quality Review Group (CQRG) (Observer)

North Central London (NCL) Sustainability and Transformation Plan (STP) Mental Health workstream

Adult Health and Social Care Scrutiny Committee (Attendee)

Adult Social Care Planning and Oversight Group (chairing and servicing)

Adults Partnership Board (Chair):

- Co-ordinator of eight Reference Groups

Haringey Clinical Commissioning Group's (CCG):

- CCG Engagement Network (member)
- Communications and Engagement Sub Committee (member)
- Governing Body (member)
- Insight and Learning Sub Group (member)

NCL Quality Surveillance Group (Member)

CAMHS Transformation Executive Board (Member)

How we've worked with our community

Haringey CCG Community Health Services Review

Haringey CCG who commission urology, ophthalmology and ear, nose and throat (ENT) services, wanted feedback from local people on the retender of these community services.

We ran a focus group to hear about the patient experiences of three community health services and gave a copy of the findings to the CCG to feed into the redesign of the contract specification.

We were also asked to recruit patient representatives who undertook training to be involved in the procurement (the buying, leasing, renting of goods, services and works required by an organisation) panel for these services and to score the providers.

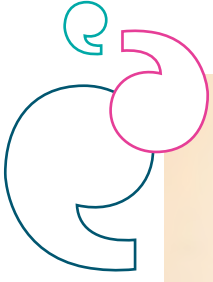
Osborne Grove Nursing Home

The Director and one of our Board members attended a meeting for residents and families to inform them about plans to close Osborne Grove. This was to check that residents/families were being fully informed and consulted about the closure and supported to make choices about their future care.

Health and Wellbeing Board

The Health and Wellbeing Board brings together Haringey Council and Haringey CCG to focus on joint priorities related to health and social care priorities in the borough. In particular it encourages shared approaches to dealing with some of the great public health challenges we face locally, such as obesity and stroke prevention.

It also oversees the production of the Joint Strategic Needs Assessment (JSNA), an essential document outlining the upcoming needs for local health and social care. By sitting on this body Healthwatch Haringey is able to bring valuable insights from service users to influence policy and provision, as well as challenging decision making.



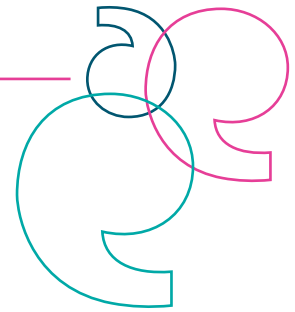


It starts
with you



Share your stories and ideas with us

The majority of our work at Healthwatch Haringey is only possible when local people talk to us about their experiences of using health and care services, good and bad. By understanding your issues we are able to help make a difference to local services.



We use your stories, ideas and experiences to encourage those who run services to act on what matters to you. We can only do this if you tell us about your experiences of health and care services in Haringey. A few minutes of your time could make a big difference for everyone.



Your voice has the power to change health and care services for the better.

Thanks to comments you shared with us there are now more GP appointments available in Haringey.

Share your story with us...

healthwatchharingey.org.uk

020 8888 0579

 [@hwharingey](https://twitter.com/hwharingey)

Healthwatch Haringey is an independent health and care watchdog. Your views and ideas help us to get the best out of local services.

it starts with
YOU

healthwatch
Haringey

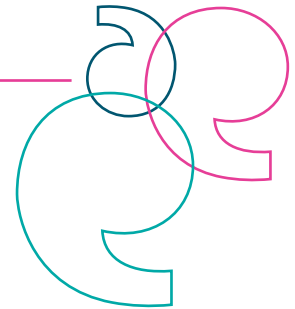


Our plans for next year



What next?

Much of our work will continue from 2017/18 into the next financial year with priorities broadly remaining the same. Last year there was an increasing demand for volunteers to sit on commissioning panels and work with colleagues to co-design new services and this trend will continue.



The move towards commissioning services at the STP level and through the Haringey / Islington Wellbeing Partnership is a continuing direction of travel and more of our work will reflect this.

Our new priorities for 2018/19 are to:

1. Deliver an 'Enter and View' programme for Care Homes to evaluate their approaches to promoting physical activity amongst the residents. We will be using a toolkit developed for the CQC in Scotland where physical activity is include in their Key Lines of Enquiry (KLOE).
2. Evaluate the provision of aids and adaptations by Haringey Council and the satisfaction of residents who receive them.
3. Follow up on the new 'day opportunities' available for those with learning disabilities and evaluate the level of satisfaction with the new services through interviews with small groups of service users and carers.
4. Promote equalities and look at diversity issues in health and social care services, and in particular to work with the new LGBT+ Network, and host an event to review the JSNA evidence base on ethnicity and health.



Our people

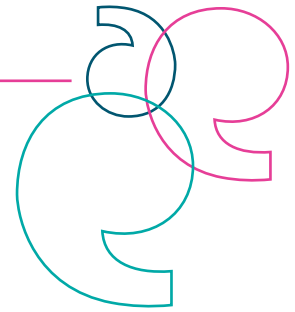




Decision making

Governance

Healthwatch is currently delivered in Haringey by Public Voice CIC (following a competitive tender process). As a Community Interest Company (CIC), Public Voice is regulated by Companies House and has to produce an annual statement of Community Impact to accompany the Annual Accounts.



All board members sign a code of conduct which amongst other things includes guidance on conflicts of interest and the 'Nolan Principles'*.

The board meets bi-monthly and is supported by the following:

- Finance and Audit Committee which reports to each board meeting on the financial position of Public Voice, including Healthwatch Haringey.
- Research Advisory Committee which advises on research, survey and evaluation methodology.

Healthwatch 360 evaluation

We have completed the 360 evaluation of the Healthwatch Haringey service, receiving feedback from 28 stakeholders in total – 14 internal stakeholders (staff, volunteers and Board members) and 14 external stakeholders (local health and care commissioners, providers and voluntary sector partners).

The evaluation report informed our work plan for next year.

*The 'Nolan principles' are the basis of the ethical standards expected of public office holders. www.gov.uk/government/publications/the-7-principles-of-public-life

Our Board

Our Board comprises seven members whose interests and experience cover a wide range of relevant areas including, health, engagement and research, mental health, older people, and planning for health and finance.



Sharon Grant OBE, Chair

Sharon has lived in Haringey for over 38 years and her career has focused on both health and social care and consumer representation. A former university senior lecturer in social policy, she was appointed Chair of Commission for Patient and Public Involvement in Health in 2002-2008 and then Chair of London Travelwatch 2008-2012. Sharon also chaired the Haringey Citizen's Advice Bureaux from 2007 to 2015. She is a trustee of the Bernie Grant Arts Centre in Tottenham, where she ran the office of the late Bernie Grant MP from 1987-2000, and was also an elected councillor. She is currently a parliamentary adviser on health care, and was this year elected to the Council of the Consumers Association, 'Which?'.



Debbie Lee Chan

Debbie has lived in Haringey for over 20 years. She has worked in a variety of sectors as a research and consultation specialist including a tenure as the Research Manager in the Chief Executive's Office at Camden Council, a fellow in stakeholder engagement at the not-for-profit Office for Public Management (OPM), and as a Research Director at Ipsos MORI. Debbie is currently the Policy Research Manager at the consumer body 'Which?'. She is an active member of the Social Research Association events committee and a doting mother of two young children.



6



Nuala Kiely

Nuala has had a career in health for over 25 years, qualifying as a doctor at the Royal Free Hospital in 1990, and working for 12 years as a paediatrician in London. Nuala then worked for five years as a Service User Engagement Coordinator at Haringey Association for Independent Living. She worked closely with Barnet, Enfield and Haringey Mental Health Trust and Haringey CCG to ensure that mental health service users and carers were aware of changes in services and that they had a voice in those changes, developments and challenges.

Nuala co-wrote and delivered (with Middlesex University colleagues), an employability course for service users using Secondary Care services. This highly successful 'First Steps to Work' course ran over two years at The Clarendon Recovery College.

6



Bülent Mehmet

Bülent is a qualified accountant and experienced in financial management. Before completing a degree in Economics at the London school of Economics he worked in the private, public and voluntary sectors in Hackney and Islington.

Bülent has worked in areas ranging from housing and economic regeneration to public health and social services. He has had responsibility for financial strategy and management for a number of local organisations and services including, Alexandra Palace Trading Company and charity, Bernie Grant Arts Centre, building schools in Haringey, and the integration of Public Health services from the NHS into Haringey Council.



Vernon Herbert

Vernon is a highly experienced Director with wide ranging professional and managerial experience in both the public and private sectors. He has a multi-disciplinary background with extensive experience of infrastructure planning and delivery as well as the broader aspects of urban planning and development, the environment, regeneration and management.

Much of his career has been spent working in local government and more recently, the NHS. Previous roles have included Deputy Director of Environment and Planning at the City of Westminster, Director of Growth and Regeneration at Harlow and senior positions with the Amey Group, Interserve and Tribal Group. He began his career as a planning and transportation graduate trainee at the Greater London Council and is qualified as a town planner.



Laura Guest

Laura is a Masters qualified former Chief Executive who has worked across complex organisations from NHS commissioning and hospital Trusts to the Department of Health and also in the commercial sector, within London and nationally. Her experience includes leveraging in-depth commissioning expertise and strategic insights into legislative and government health and social policy trends to innovate solutions.

She has expertise in constructing and validating high-level business cases that source and attract additional external funding, and creating long-term strategic relationships based on trust with partners and policy-makers to drive collaboration and growth. Laura is a regular speaker at national conferences and has collaborated on various publications.



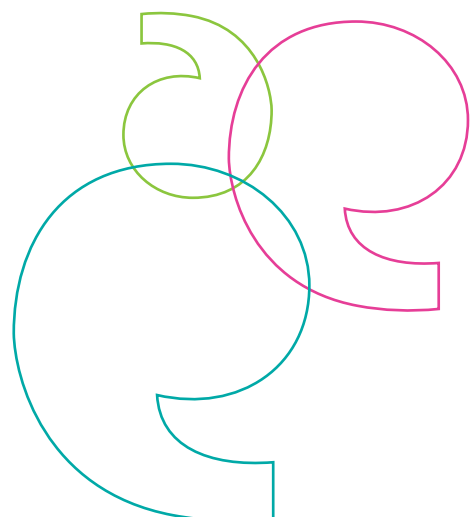
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Gordon Peters

Gordon has had a career in health and social care over 43 years. He has lived in London, mostly in Haringey since the late 1960s. Gordon was a social worker, then taught social work and social policy, before being Director of Social Services in Hackney during the 1980s. He later worked for the Kings Fund on new policies of community care before spending some years as a health and social development consultant.

Gordon has always been motivated by finding ways for the most vulnerable people to be actively engaged in both the policies and practice of health and social care and in getting authorities to put patients or users of their services at the centre of what they do. He is particularly interested in how older people in Haringey can improve their health and wellbeing and maintain contact with the younger generations. Gordon currently chairs the Older Peoples Reference Group and Haringey Over 50's Forum.



How we involve the public and volunteers

We drafted a policy statement in partnership with patients and carers representatives on 'The Principles of Co-Design'. This was adopted by Haringey Council's Cabinet and has underpinned the work of the Adult Social Care Planning and Oversight Group (POG) which Haringey Healthwatch Chairs and supports. Through a regularly updated forward plan the POG ensures that patients and carers are involved in all new service design and service pathway development.

The STP Mental Health Expert by Experience (E by E) Board meets monthly and is supported by Healthwatch staff. The Board provided input on topics including primary care mental health, integrated medical records, digital mental health services, mental health training for NHS staff and out of hours services.

We also support patient / public involvement at the STP level and successfully recruited two representatives to sit on the Adults Orthopaedic Review Group

Volunteers

Volunteers continue to be essential to helping us deliver our work. Our 30 well trained volunteers come from diverse backgrounds including teaching, health and social care, drug and alcohol advice, adult psychotherapy, law, psychiatric nursing, special educational needs and nutrition.





Volunteers are essential to helping us deliver our work

Volunteers are recruited through advertising, community events, engagement work, focus groups and through our newsletter and website. Volunteers receive:

- Support and training
- Invitations to regular social events
- SPICE time credit vouchers
- Invitations to quarterly volunteer meeting

Over the past year our volunteers played a key role in all our work. This has included:

- Distribution of publicity materials across Haringey, raising our profile and encouraging local people to feedback their experiences of local health and social care services.
- Participating in the Haringey's Adult Social Care Planning and Oversight Group and E by E.
- Helping us to run stalls to capture young people's views of health and care in Haringey, and to promote Healthwatch.
- Undertaking training and participating as patient and service user representatives.
- Attending meetings on our behalf.
- Assisting at local community events.

We will be training some of our volunteers as 'information navigators' to help improve the capacity of local people, enabling them to find relevant information on health and care services.



Our finances



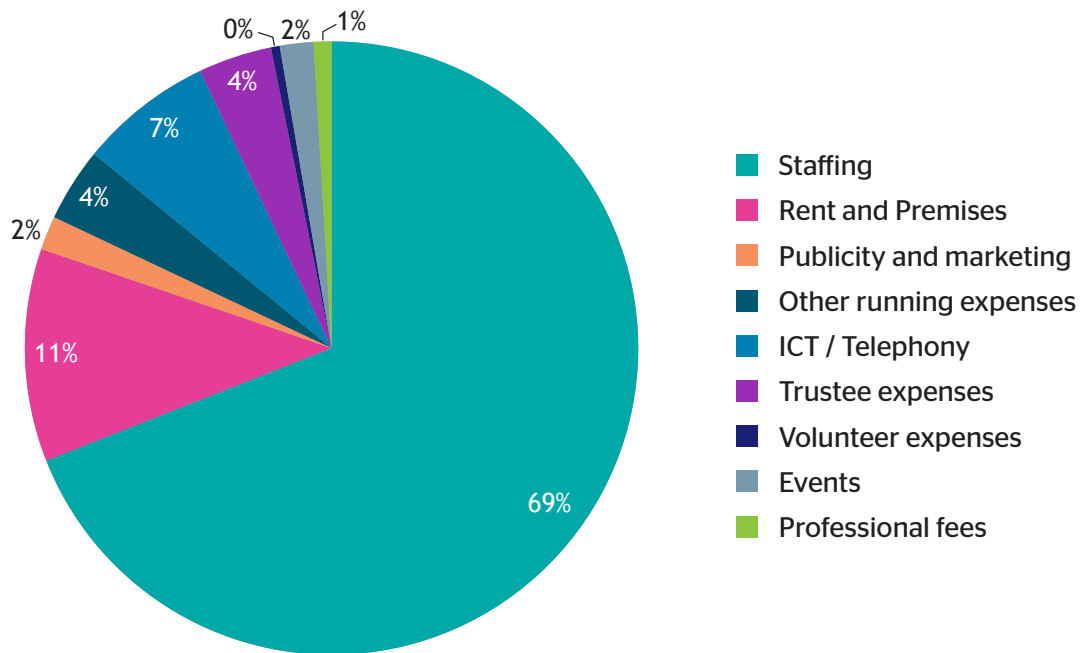


Income

The Healthwatch Haringey contract value for 2017/18 was £160,000.

Expenditure

Total expenditure was £160,000, which was allocated to the activities detailed in the table and pie chart. Significant costs included staffing, rent and premises.



Healthwatch Haringey Expenditure

* Staffing	110,430.99
Rent and Premises	17,941.46
Publicity and marketing	2,855.62
Other running expenses	6,218.15
ICT /Telephony	11,278.58
Trustee expenses	6,201.62
Volunteer expenses	743.15
Events	2,830.65
Professional fees	1,499.78
Total	160,000.00

*Subject to audit.

Help us to
make health
and care
services in
Haringey
better.

Share your
story with us
and make a
difference for
everyone.

it starts with

YOU

healthwatch
Haringey



Do you have an idea that could help improve health and care services in Haringey?

Share your idea with us and make a difference for everyone.



it starts with **YOU**

healthwatch
Haringey

 **contact**
us 



Telephone: **020 8888 0579**



Email: **info@healthwatchharingey.org.uk**



Visit us: **www.healthwatchharingey.org.uk**



Follow us: **@HWHaringey**



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