



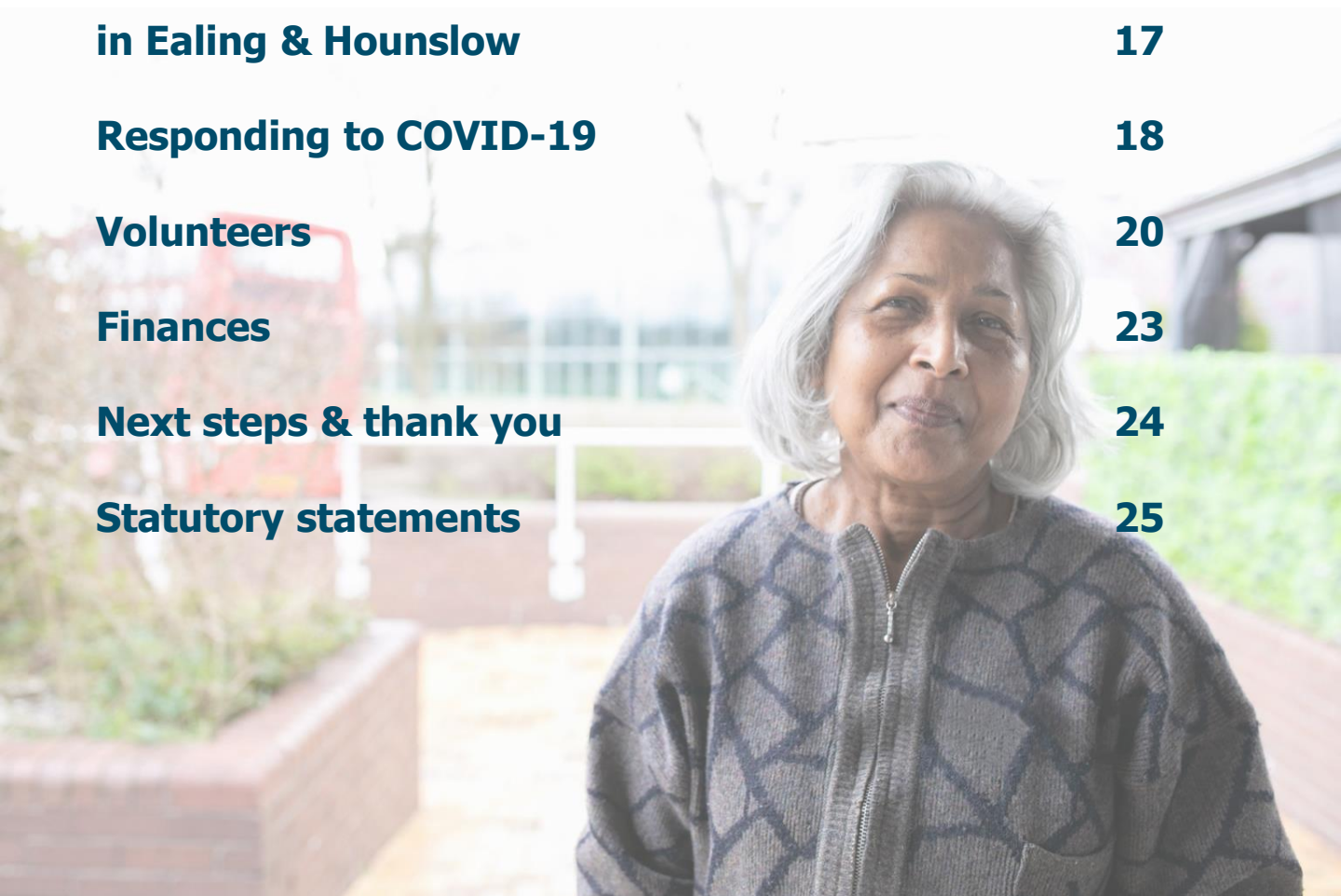
On equal terms

Then and now

Healthwatch Hounslow Annual Report 2020-21

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Message from our Chief Executive

I am delighted to have the opportunity to introduce the seventh annual report for Healthwatch Hounslow under Your Voice in Health and Social Care to reflect on what has been a hugely successful and ultimately challenging year. A year that has seen Health and Social Care services respond magnificently to extreme circumstances with the onset of COVID-19 and voluntary sector services work together to achieve the best possible outcome to support local efforts.

Healthwatch Hounslow have continued their statutory responsibility to obtain the views of people about their needs and experience of local health and social care services, make those views known to those involved in the commissioning and scrutiny of care services, provide reports and make recommendations about how those services could or should be improved and promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.

Healthwatch Hounslow received 3489 patient experiences from which services across the borough were commended for their overall quality of treatment and care, staff professionalism, attitude and professional advice.

This year Healthwatch Hounslow, working with our partners in health and social care, launched a survey to find out how the people of Hounslow were coping during the COVID-19 pandemic. The survey launched online and ran for approximately five weeks from May through to July. The response to this survey was phenomenal with 3,310 residents responding, making this survey the biggest single survey of the patient response to the Covid Pandemic across London. As a result Healthwatch Hounslow were able to produce two reports on the overall responses and on the 1,049 responses specifically from individuals identified as Black, Asian and Minority Ethnic. This represents an incredible achievement for the service and for the people of Hounslow.

Volunteers contributed 1432 hours of their time to support the service and as a result of this involvement and the staff team we have been able to produce 10 reports throughout the year on services and patient feedback in Hounslow.

As we look forward to recovery and the opportunity to meet and greet friends and family I would like to take this opportunity to thank all of the Healthwatch Hounslow staff and volunteers, who have continued to work with dedication to ensure a responsive and vital service continues to support the local community.

Tim Spilsbury
Chief Executive
Your Voice in Health and Social Care

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in **Hounslow**. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our Goals



1. Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2. Providing a high quality service

We want everyone who shares can experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3. Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

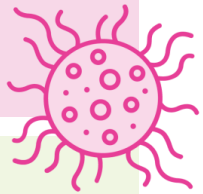
Reaching out

- We heard from **6068 people** this year about their experiences of health and social care.
- We provided advice and information to **1807 people** this year.



Responding to the pandemic

- We engaged with and supported **334 people** during the COVID-19 pandemic this year.



Making a difference to care

- We published **10 reports** about the improvements people would like to see to health and social care services.
- We attended **152** virtual engagement events/meetings.



Health and care that works for you

- We have an average of **30 active volunteers** per month who helped us to carry out our work. In total, they contributed **1432 hours**.
- We employ **3 staff members**; 1 full-time and 2 part-time.
- We received **£85,000** in funding from our local authority in 2020-21.





Patient Experience: Then and now

Prior to the pandemic, our Patient Experience Programme was carried out through daily community outreach; visiting health and social care services to hear from patients, service users, carers and relatives about their experiences of local services.

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our zoom engagement sessions, through telephone engagement and collating existing online reviews from relevant platforms, such as NHS.uk, Care Home, Google reviews and Care Opinion.

We continue to gather over 400 reviews monthly and with the hard work of our Patient Experience Officer and Patient Experience Volunteers, we have been able to hear from the wider community.

“My GP surgery has been very good throughout the pandemic, I have been able to speak to my GP on the phone.”

3,489 people shared their experiences of health and social care in 2020-21

During the year we have produced four Patient Experience Reports 2020-21:

Q4 January – March 2021

Positive Reviews: 961
Neutral Reviews: 62
Negative Reviews: 201
Total: 1224

Q3 October – December 2020

Positive Reviews: 832
Neutral Reviews: 45
Negative Reviews: 164
Total: 1041

Q2 July – September 2020

Positive Reviews: 752
Neutral Reviews: 61
Negative Reviews: 132
Total: 945

Q1 April – June 2020

Positive Reviews: 192
Negative Reviews: 87
Total: 279

Overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes in 2020-21.

“Booked myself for the vaccine via 111, it went smoothly and efficiently.”

Positive Themes/Trends

- Quality of **Treatment and Care** across the board have been positive.
- Attitude to **Staff** has been positive. Residents have been complimentary of staff across services as having to work under difficult circumstances.

Negative Themes/Trends

- **Communication** across many services have been negative. Especially at the beginning of the pandemic. There was none or very little information about service change.
- **Access to services** has been continuously identified as a negative across many services, especially GP access. Residents have said it has been difficult not getting through to anyone on the phone and not being able to attend face-to-face appointments.

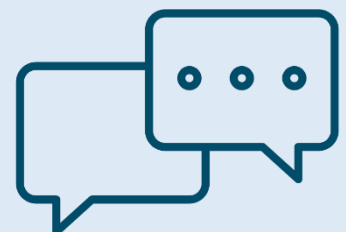
Share your views with us

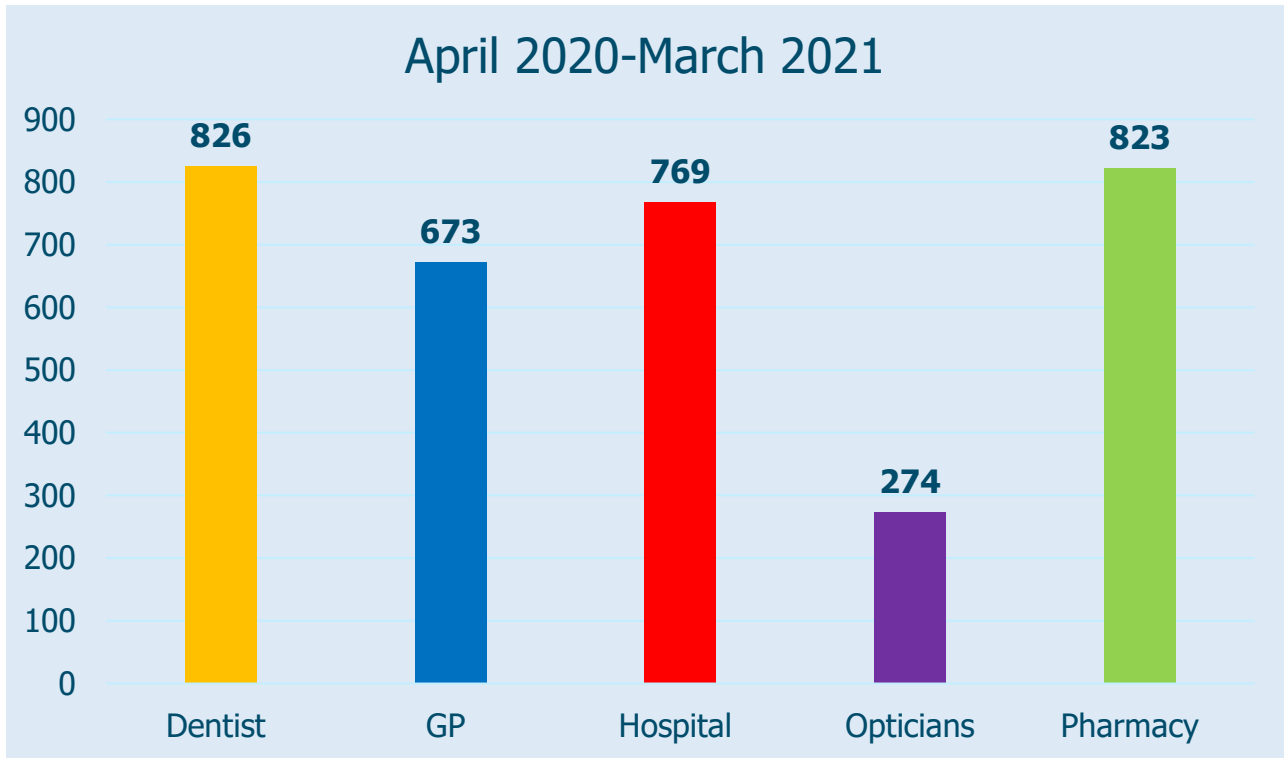
If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

 www.healthwatchhounslow.co.uk

 **020 3603 2438**

 info@healthwatchhounslow.co.uk





The chart above shows the majority of reviews we received between April 2020-March 2021 were regarding dental, GP, hospital, optician and pharmacy services.

Thanks to the fantastic efforts of staff and volunteers at Healthwatch Hounslow, we were able to successfully shift our Patient Experience Programme from our regular community outreach to a comprehensive digital model.

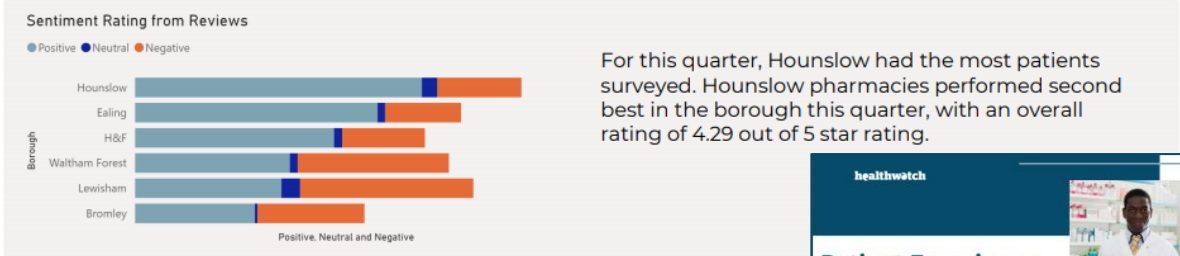
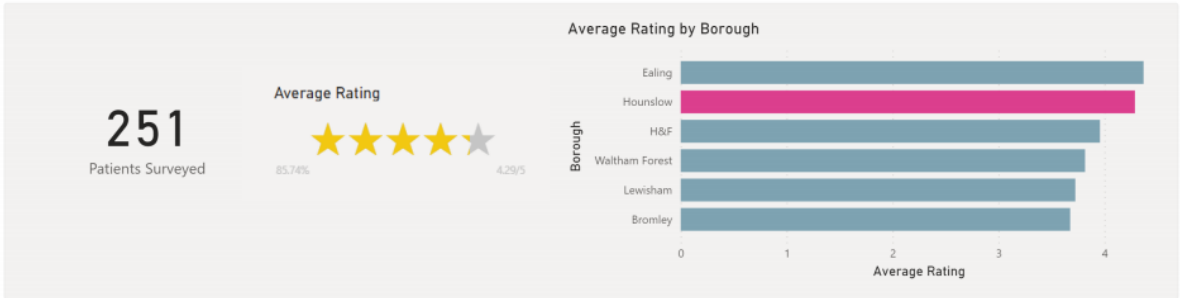
In addition to our focus on obtaining feedback via telephone engagement, our Patient Experience team orchestrated a number of innovative ways of hearing from patients and service users during the last year:

- Promoting our PE survey at our own public webinars and holding 'virtual stalls' at other community organisations digital events.
- Working with the local CVS organisations, including foodbanks, to distribute physical copies of our survey to those who did not have access to digital platforms.
- Improving our digital and social media presence to promote our survey via online channels
- Obtaining feedback from individuals who participated in our other research projects, including our COVID-19 survey.
- Collecting online feedback via our PE webpage form and other sources of online reviews.

Patient Experience: Pharmacies and Dentists

Hounslow
Oct 2020 - Dec 2020

Summary of feedback and rating for Hounslow pharmacies.



For this quarter, Hounslow had the most patients surveyed. Hounslow pharmacies performed second best in the borough this quarter, with an overall rating of 4.29 out of 5 star rating.

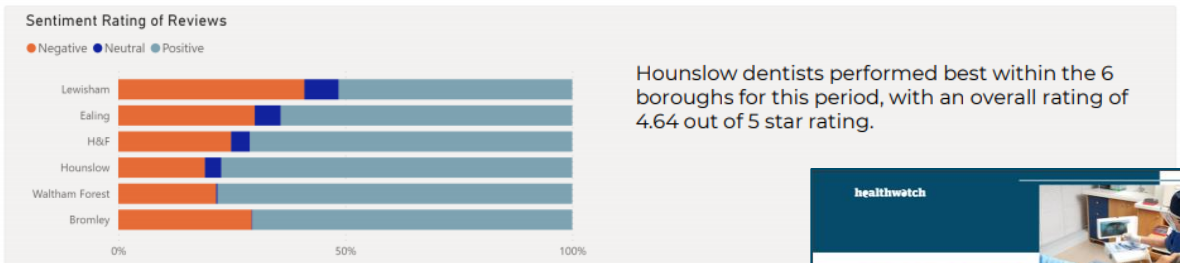
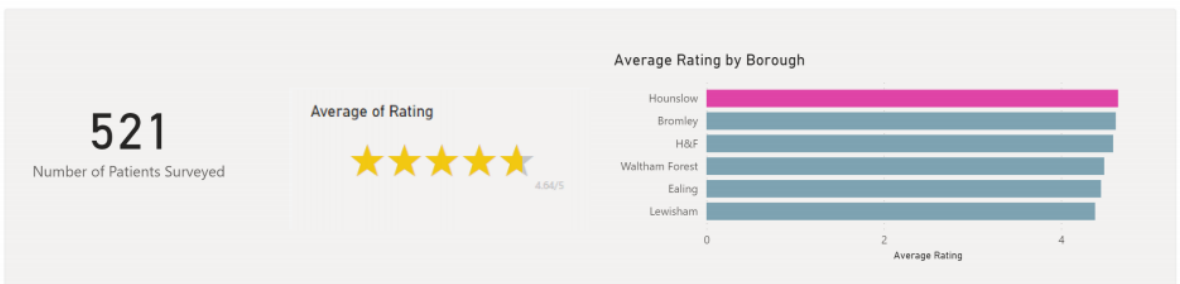


Patient Experience: Pharmacies
Oct-Dec 2020

In addition to our Patient Experience Reports, we produced two further reports looking into reviews mentioning Dental and Pharmacy services.

Hounslow
Jul 2020 - Dec 2020

Summary of feedback and rating for Hounslow dentists.



Hounslow dentists performed best within the 6 boroughs for this period, with an overall rating of 4.64 out of 5 star rating.



Patient Experience: Dentists
July-Dec 2020

Our reports can be found on our website:
<https://www.healthwatchhounslow.co.uk/reports/patient-experience-reports/>



“It has made me scared, and I feel I’m deteriorating mentally and physically. I’m struggling to cope.”

Local resident

How has Coronavirus affected you?

Then: An online survey

We wanted to hear about local people’s views about the coronavirus pandemic. We quickly created a survey in response to the pandemic, with the aim of finding out how the people of Hounslow were coping during this difficult time.

In 2020, the survey was launched on Survey Monkey on 26th May 2020 and ran until 1st July 2020. The online survey was open to all residents who lived in the London Borough of Hounslow and those who were registered with GP Practices in the borough.

3,310 residents responded to our survey. As a result, we produced two reports. Our first report focusing on all (3,310) responses and our second report focusing on 1,049 responses from individuals who have identified as Black, Asian and Minority Ethnic (BAME).

The findings were presented to health and social care partners and as a result are now working collaboratively with the NWL CCG, Local Authority, Public Health, the borough's community organisations and Hounslow residents.

Promotion of COVID-19 survey

Staff members and volunteers contributed extensively to promoting the survey through various channels.



- To make sure partners were involved, we asked their feedback before launching the survey.
- The survey was widely promoted amongst partners and we asked them to share it with their networks.
- We asked companies such as Sky who were based in the borough to share with their employees.

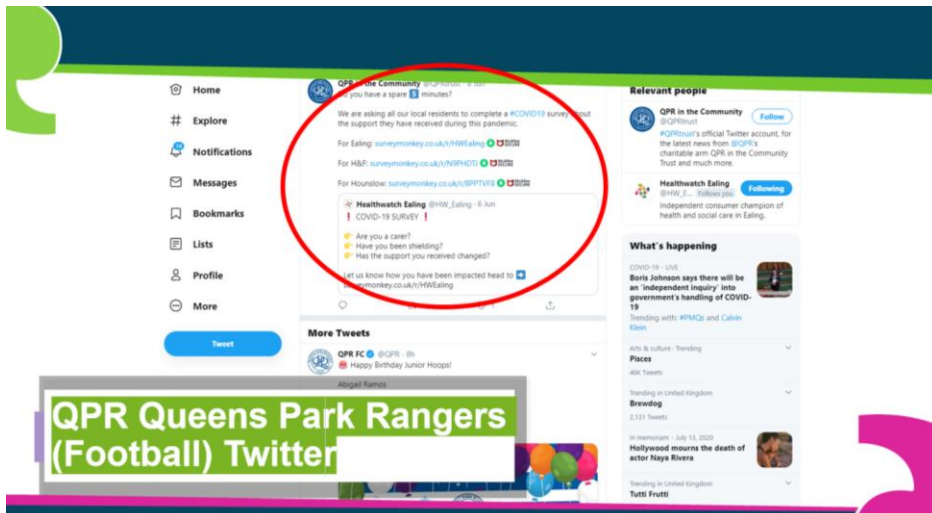


- Local volunteers shared the survey with family/friends and their faith/community groups.
- We had a regular presence on social media.

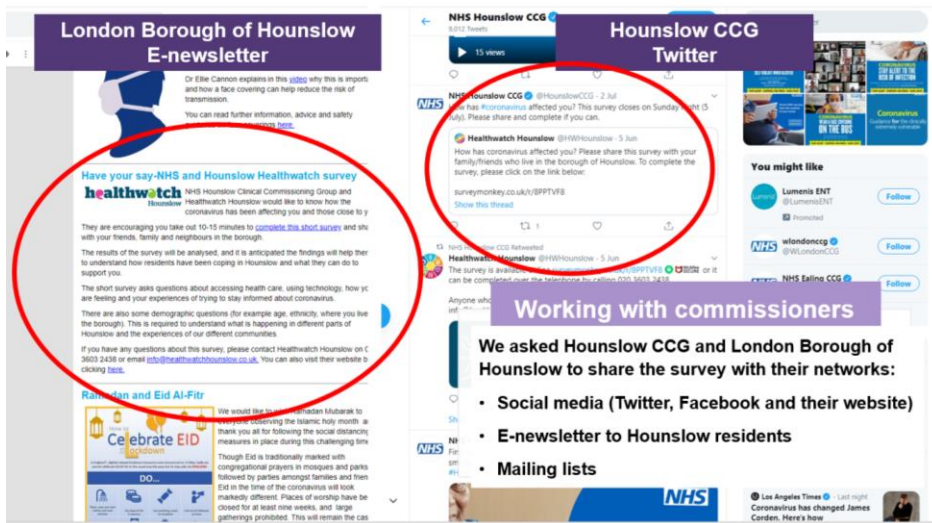
“Unprecedented impact to movement and social interactions, technology has been great. However, have had a loss in the family due to the virus which has made it very real.”

Local resident

Promotion of COVID-19 survey



- QPR (Queens Park Rangers) shared the survey on Twitter.
- Partners shared the survey via their social media and e-newsletters.



Hounslow CCG and Healthwatch Hounslow would like to know how COVID-19 has been affecting you and your loved ones. Complete our survey by clicking here <https://www.surveymonkey.co.uk/r/8PPTVF8> or calling 020 3603 2438. Email info@healthwatchhounslow.co.uk to request the survey in a different format.

- We liaised with Hounslow Clinical Commissioning Group to share the survey via the GP Text Messaging service.
- We collaborated with other Healthwatch organisations to promote the survey.

The reports can be found on our website:

<https://www.healthwatchhounslow.co.uk/reports/>



How has coronavirus affected you?
Take this survey powered by [surveymonkey.com](https://www.surveymonkey.com). Create your own www.surveymonkey.com

How has Coronavirus affected you?



The report can be found on our [website](#).

Some of the key findings identified in the report:

Infection Risk and Shielding

- A third of respondents (33%) consider themselves to be at high risk.
- The shielding system has caused much confusion – for patients and services.

Health and Care Services

- Large numbers of people have avoided services, for various reasons.
- Those with cancelled appointments have received minimal or no information.
- We hear widespread criticism of midwifery and health visiting services.

Mental Health and Wellbeing

- Those with activities and routines are more resilient than those without.
- Household relationships are more likely to become strained.
- Parents and carers are finding the additional responsibilities to be difficult.

Wider Determinants (Community, Housing, Environment, Finances)

- Social isolation is on an unprecedented scale, with many completely alone.
- Many have lost jobs, with the self-employed particularly impacted.

Recommendations

Based on the analysis of feedback we received, we made several recommendations on health and care services, mental health, and wider community services.

Now: Following up on recommendations

We will be following up on the recommendations we made. This will be to determine whether recommendations have been implemented and what has been the impact of service change and/or initiatives put in place since the reports have been published in September 2020.

“So many local friends. My road also has a WhatsApp group and we got to know each other and support each other very well during this time.”

Local resident

How has Coronavirus affected you? Black, Asian and Minority Ethnic Communities



The report can be found on our [website](#).

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Some of the key findings identified in the report:

Health

- 29% received a shielding letter, comparing with 24% and when looking closer at health determinants, we see that 44% of BAME respondents have a stated long-term health condition, comparing with 38% from W/WB backgrounds.

Anxieties on Infection

- 41% of BAME respondents are worried about their own health, comparing with 29% from W/WB backgrounds and 70% are worried about passing the virus to others, comparing with 62%.

Avoidance of Services

- Those from BAME communities are considerably more likely to avoid using services. Half of respondents (50%) are concerned about infection risk at services, comparing with 33% from W/WB backgrounds.
- 57% have concerns about using public transport, comparing with 50%.

Wider Determinants (Community, Housing, Environment, Finances)

- Social isolation is on an unprecedented scale, with many completely alone.
- Many have lost jobs, with the self-employed particularly impacted.

“Recent news about BAME communities being more at risk is very worrying – especially as we have not been told the reasons why.”

Local Resident

Webinars: COVID-19 October 2020 – March 2021

Over the course of the year (2020-2021), we held a series of free webinars on Zoom with Healthwatch Ealing and Healthwatch Hammersmith & Fulham for residents living in Ealing, Hounslow and Hammersmith & Fulham. We decided to hold the webinars as a result of our COVID-19 survey to provide information and signposting. Also, to address some of the issues mentioned by respondents.

The webinars took place from October 2020 – March 2021:

- Preparing for a COVID-19 Winter
- Accessing services during COVID-19
- Mental Health for Adults
- COVID-19: One Year On



COVID-19: One Year On

Free Live Webinar (Zoom)

March 24th 2021 Wednesday
6PM – 7.30PM

This will be an opportunity for you to reflect on the past year and tell us how the pandemic has affected you. We would also like to hear your views on the COVID-19 vaccines.

As part of the webinar, speakers from health and social care will give their views on how services have changed since the start of the pandemic.

This webinar is open to residents from all ages from the boroughs of Ealing, Hounslow and Hammersmith & Fulham.

For more information, please click on your local Healthwatch below:

- [Healthwatch Ealing](#)
- [Healthwatch Hounslow](#)
- [Healthwatch Hammersmith & Fulham](#)

To sign up, please click [here](#).

Webinar Poster – COVID-19: One Year On

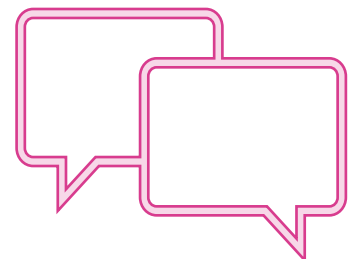
We invited several speakers to our webinars:

- IAPT (Improving Access to Psychological Therapies)
- InterAct Stroke
- Each Counselling
- Mulberry Centre
- Clinical Commissioning Group (CCG)
- Health Professionals
- West London Health Trust
- GPs and many more.

During the webinars, we used a combination of Zoom polls and Google forms to hear people's views about the vaccine and their experiences of receiving the Covid-19 vaccination.

“I found the ‘Back on Track’ IAPT talk really useful. I didn’t know they offered this service in Hounslow”

Mental Health for Adults



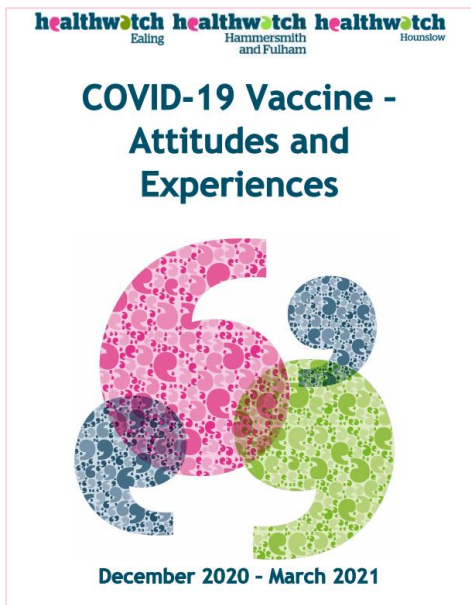
“I found the webinar really useful, I wanted to understand more about the COVID-19 vaccination. I was really concerned about the different vaccines coming out and how they worked”

COVID-19: One Year On

COVID-19 Vaccine – Attitudes and Experiences December 2020 – March 2021

Between December 2020 and March 2021, in addition to our webinars, a number of telephone interviews were also conducted between February and March 2021. In both the webinars and the telephone interviews, we asked several questions about peoples attitudes and experiences towards the COVID-19 vaccine.

A total of **160** responses to these questions were collected. We produced a report which sets out to summarise the data and the feedback from each webinar as well as provide a summary of the COVID-19 vaccination reviews from the telephone interviews. The report summarises how the public’s attitudes towards the COVID-19 vaccines have changed over the months.



The report can be found on our website:
<https://www.healthwatchhounslow.co.uk/reports/>

In response to people’s attitudes about the COVID-19 Vaccine, we set up a ‘Coronavirus’ section on our website with regular updates about the COVID-19 vaccinations.

Our partners provide regular up to date information which we disseminate.

Using social media (Twitter), we disseminated information from Public Health, Department of Health and Social Care, NHS bodies etc. about the COVID-19 vaccination.



www.healthwatchhounslow.co.uk/covid-19-vaccine/

The Experiences of Integrated Care by Women in Ealing & Hounslow (December 2020 – March 2021)

We were commissioned by NHS England to undertake a piece of research into the Integrated Care System. We partnered with Healthwatch Ealing. We looked at how women with multiple long-term health conditions, including a cardiovascular condition were currently being supported by health and social care services in both boroughs.

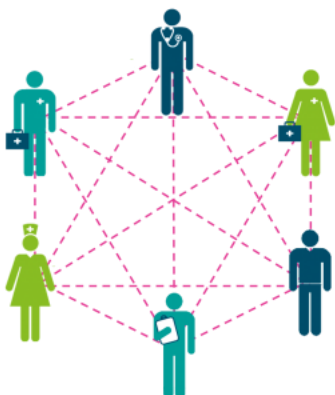
The aim of this research was to assess how well local health and care providers are delivering coordinated care and supporting key areas of the integrated system that require further development.

Patient Engagement

We reached out to committee members and volunteers who could take part or knew someone. Focus group discussions and 1:1 interviews took place. Statutory organisations were asked to promote the project and the interviews through their own networks.

“I am involved in my care – in terms of what treatment I require and enquiring about referrals. I also found out that I had a choice in the hospital I could visit but my GP did not make me aware of it.”

We held several focus groups and with the help of Hounslow COPD, we were able to speak to several residents fitting that cohort. We were also able to speak with the Lead Specialist Nurse (Cardiology) and Clinical Nurse Specialist (Rapid Access Chest Pain Services Lead) at West Middlesex University Hospital who kindly shared details of the research project with their patients.



We reached out to the following organisations to help us with the research study:

- Hounslow COPD (Chronic Obstructive Pulmonary Disease)
- West Middlesex University Hospital (WMUH)
- Hounslow and Richmond Cardiac Rehab
- Hounslow IAPT
- Age UK Hounslow
- Carers Forum and many more.

healthwatch
Hounslow

Integration Index Project

We would like to speak with women with multiple long-term health conditions, including a recent health experience with their heart. We want to find out how you are currently being supported by health and social care services in Hounslow.

If you are a woman who suffers from multiple long-term health conditions, including a **heart condition** then we would like to hear from you.

Focus Group – Zoom

Wednesday 24th February: 11am – 12pm

Friday 26th February: 11am – 12pm

To attend, please click on the date to register. If you prefer to speak to us on an **individual basis**, please contact us by emailing or calling us.

If you are a **health professional** and would like to share your views on the above, please contact us.

If you would like to take part or have any questions, please contact us by emailing info@healthwatchhounslow.co.uk or calling us on 020 3603 2438.

it starts with
YOU
healthwatch



Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

This year we helped people by:

- Providing up to date advice on the local and national COVID-19 response
- Signposting people to reliable information sources and community support
- Promoting the opening of vaccination centres and drop-ins in the borough of Hounslow
- Disseminating information on the vaccination roll-out
- Helping people to access the health and social care services they need
- Providing recommendations to key health partners prompted by our COVID-19 survey which heard feedback from over 3,310 Hounslow residents.
- Ran a series of virtual webinars and forums to provide people with a platform to voice concerns and have any queries answered by relevant Healthcare Professionals

Top four areas that people have contacted us about:



GP services



Dentistry



COVID-19 Testing



Vaccines

“I needed to book a GP appointment to discuss my referral as I hadn’t heard anything back from the hospital. When I managed to get through, the hospital said there was an issue with my referral and the GP hadn’t referred me. This was really frustrating for me and I felt like this was clearly an error from both sides but I had to deal with it. I’m already quite stressed and anxious due to COVID-19 but this didn’t help.”

Early in the pandemic, we heard from people about the lack of clear information and often inaccurate information. Our role became much more focused on providing people with clear, consistent and concise advice and information.

The key areas people were asking about included:

- Guidelines for shielding
- Access to health and social care services, especially GP services
- Accessing dental care
- COVID-19 Testing
- COVID-19 Vaccine



Volunteers

At Healthwatch Hounslow we are supported by a monthly average of **30 active volunteers** to help us find out what people think is working, and what improvements people would like to make to services.

Our volunteers have contributed **1432 hours** from April 2020 – March 2021.

Volunteer Hub

Volunteers have been recruited via YVHSC's (Your Voice in Health and Social Care) Volunteer hub. Helping us to attract volunteers locally and nationally.

Some of our volunteers have had to adjust to online activities during this difficult time. We have kept in touch with our volunteers via our WhatsApp group and have invited volunteers to our webinars, training opportunities and social events/gatherings.

Volunteer Priorities

For 2021-22, we will be prioritising the following:

- recruitment of a diverse committee reflecting the borough,
- Continue promoting equality and diversity within our volunteer recruitment,
- and expanding training opportunities for volunteers.

Volunteer Activities

Patient Experience

Patient experience volunteers have continued to support the Patient Experience Programme by helping us gather reviews through telephone/online engagement. Also, helping with uploading the reviews, data analysis and report writing.

Social Media

Social media volunteers have extensively helped us with an online presence. Using the social media schedule, volunteers have helped us keep the website updated (news items and information pages) and regularly updating our Twitter account.

Research/Projects

Our Research and Project volunteers have helped us hugely with organising and facilitating Zoom sessions, focus groups and webinars. They have also helped with promoting our work with the wider community. Research volunteers were a big part of our covid study. They helped with promoting the survey, analysing the data, presentations and report writing.

Other work volunteers have contributed to:

- Helped with dissemination of information about the vaccination roll-out.
- Interpreting on behalf of resident whose first language is not English to share their health and social care experience.
- Represented Healthwatch Hounslow at online engagement events to introduce residents of Ealing to our work.



“We would like to thank our volunteers for all their hard work and support, especially during this difficult time.”

Healthwatch Hounslow

Social Media Volunteer

"I work part-time but wanted to contribute my skills to Healthwatch. I helped with social media and uploading information about the pandemic e.g. social distancing, staying safe, access to services etc. I used a social media schedule which helped me focus on sending out messages. I've always had a really keen interest in social media and this was the perfect opportunity for me to develop my skills and use what I learned."

Project Volunteer

"I joined Healthwatch last year and have been volunteering since. Volunteering virtually has been great as I'm a student as well. I helped with the covid reports and promoting the survey. I really enjoyed that piece of work because I learnt a lot from it. I was able to develop my skills in data analysis, communication, report writing etc. This is all useful as I was working on my dissertation. I really enjoyed meeting other volunteers as well. The pandemic was a bit of a shock to me so wanted to keep my mind off it and get involved in something productive. I want to thank the team for letting me get involved."



Thank You

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

Research Volunteer

"I joined Healthwatch Hounslow late last year. I was put on furlough and didn't have anything else to do. So, I wanted to improve my skills and help out. I was part of the webinars that were carried out by Healthwatch Hounslow, Healthwatch Ealing and Healthwatch Hammersmith & Fulham. I really enjoyed working with staff and the other volunteers. I gained experience in research by putting together short surveys and speaking with people. It has been a tough year but it felt easier knowing that other people were going through the same thing. It was nice to share that experience with other staff and volunteers."



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at:

 www.healthwatchhounslow.co.uk

 **020 3603 2438**

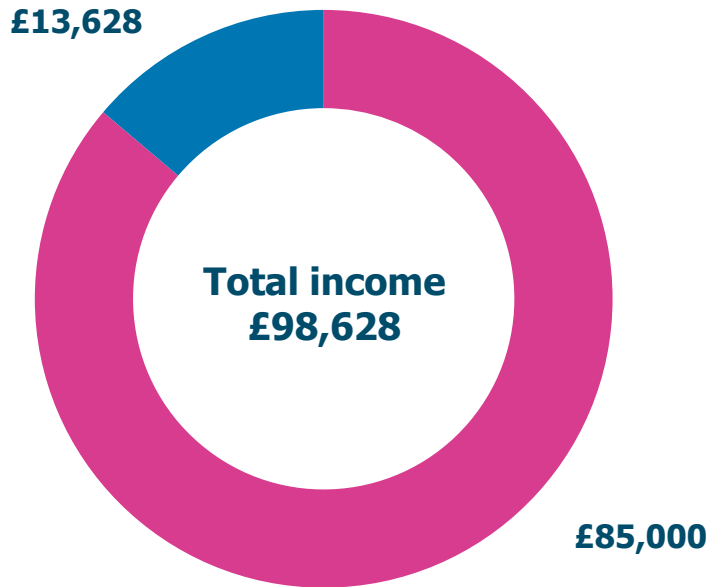
 info@healthwatchhounslow.co.uk

Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

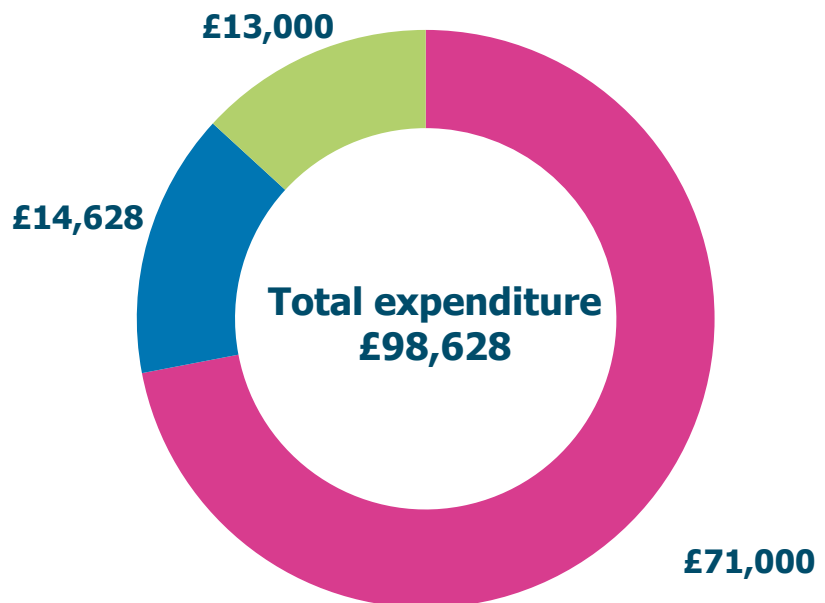
Income

- Funding received from local authority
- Additional Funding



Expenditure

- Staff costs
- Operational costs
- Support and administration



Next steps & thank you

Top three priorities for 2021-22

1. Enter and View Programme – visiting health and social care providers to ensure a high standard of care is provided to Hounslow residents.
2. Mental Health – Listening to the views of Young People and how the pandemic had impacted them.
3. Impacted Groups – Hearing from groups impacted significantly by the pandemic.

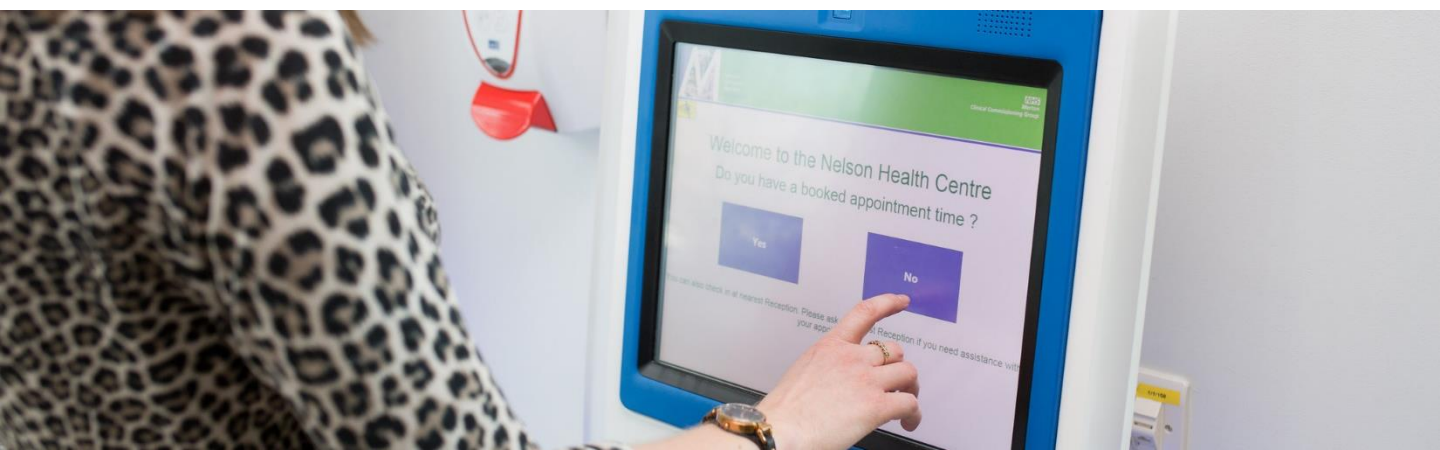
Next steps

As of May 2021, Healthwatch Hounslow is taking a steps to resume face-to-face community engagement. This remains at the core of our plans moving forward to ensure that our priorities for 2021-22 are met.

To meet these priorities, our next steps will include:

- Following up on the recommendations that we provided to services during the pandemic and support these services in their implementation.
- Use the learnings and findings from our COVID-19 research to address health inequalities in the borough.
- Further develop our own service through our newly established quality framework. Helping us in improving our influence and impact that we can have as an organisation.
- Work closely with partners and feed into developing and existing initiatives aimed at improving support for Hounslow residents.
- Promoting equality and diversity within our organisation and within the work that we carry out.

"Tackling unfair health differences will need those in power to listen. To hear the experiences of those facing inequality and understand the steps that could improve people's lives, and then to act on what has been learned."





Statutory statements

About us

Healthwatch Hounslow, 45 St. Mary's Road, Ealing, London, W5 5RG

Company holding local Healthwatch Contract

Your Voice Health and Social Care, 45 St. Mary's Road, Ealing, London W5 5RG

Healthwatch Hounslow uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Our Healthwatch committee consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Through 2020/21 the committee met several times and made decisions on matters such as, working collaboratively, gathering views from vulnerable residents, addressing vaccine hesitancy and use our COVID-19 research to explore how to reach those who are seldom heard and seeing if services have implemented our recommendations.

We ensure wider public involvement in deciding our work priorities. Our focus remains on improving service access a direct result of the experiences we hear from people through our engagement work and Patient Experience Programme.

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done some of this by offering information and signposting Zoom sessions, providing a WhatsApp service and offering interpretation services to those who needed to complete our coronavirus survey.

2020-21 priorities

Project / activity area	Future Priorities
Assessed the impact of COVID-19 on our communities	Following up on recommendations from our Covid reports.
Successfully adapted our approach to gathering patient experiences via digital and telephone.	Engagement Project with Black, Asian and Minority Ethnic groups.
Collaborative working with NWL CCG and NWL Healthwatch organisations and building on stronger partnerships with local partners.	Young People and Mental Health
Expanding our Patient Experience Programme focusing on dental and pharmacy services.	Maintain effective patient representation at a NWL level.

Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

How has Coronavirus affected you? survey: **28 recommendations**

We currently following up on the recommendations from our Covid reports. This will be to determine whether recommendations have been implemented and what has been the impact of service change and/or initiatives put in place since the reports have been published in September 2020.

Health and Wellbeing Board

Healthwatch Hounslow is represented on the Health and Wellbeing. During 2020/21, the majority of meetings were cancelled. However, our representative has effectively carried out this role by presenting reports (Covid reports, Patient Experience Reports etc.) and highlighting what residents have said about the coronavirus pandemic.



Healthwatch Hounslow
45 St. Mary's Road
Ealing
W5 5RG

Website: www.healthwatchhounslow.co.uk

Telephone: 020 3603 2438

Email: info@healthwatchhounslow.co.uk

Twitter: @HWHounslow

Facebook: [facebook.com/HWHounslow](https://www.facebook.com/HWHounslow)

LinkedIn: <https://uk.linkedin.com/in/healthwatch-hounslow-860162200>

