



**Making  
your  
voice  
count  
2019**



**Award  
winning  
stories**



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## We are Healthwatch

We are the independent champion for people who use health and social care services. We're here to find out what matters to people, and help make sure their views shape the support they need.

There is a local Healthwatch in every area of England. We listen to what people like about services, and what could be improved, and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to make sure that those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

**Our sole purpose is to help make care better for people.**



**Sir Robert Francis, QC**  
Healthwatch England Chair

**Every day thousands of people, like you, share their stories with us. We use these experiences to understand health and social care, enabling national and regional improvements which matter most to you.**

I'm pleased to present a collection of our very best stories from the Healthwatch Network Awards 2019. These examples highlight how Healthwatch use your views to make a real difference. From helping homeless people get the care they need in West Berkshire, to creating an online directory of local community services in Wirral.

Healthwatch have also been working together to ensure future NHS services are set up with you and your loved ones in mind. We've already shared 85,000 views to influence the NHS Long Term Plan, and following this another 30,000 people have spoken up to shape how this will work locally.

I would also like to thank each and every one of our thousands of dedicated volunteers. Without their time and enthusiasm we could not have achieved our successes. In particular, congratulations to the volunteers from Healthwatch Brent for their outstanding work making people in sheltered housing feel safe.

Finally, a special and heartfelt mention to Mike Chapman, who volunteered for Healthwatch Essex, and went out of his way to use his own experience to help improve cancer care for others before he sadly passed away in May 2019.

## Our work in numbers

### Last year:

We served  
**152** areas  
across  
England



Over **4,000**  
amazing  
volunteers gave up their  
time to make care better

We supported over  
**450,000** people to  
share their experiences  
and access advice and  
information



We published nearly  
**1,900** reports about  
the improvements  
people would like to  
see with their health  
and social care



## Healthwatch Network Awards 2019

# Championing diversity and inclusion

Find out how Healthwatch have made a difference to the experience of diverse communities using health and social care services.



## Helping vulnerable people get the support they need

**Healthwatch East Sussex helped vulnerable residents living in emergency and temporary accommodation in Newhaven to get better support after hearing about the problems they were having.**

Many residents struggled with alcohol, substance abuse and mental health issues and were long-term users of a complex mix of health and social care services in addition to charity and community support services.

Working with Brighton and Hove City Council, Healthwatch East Sussex spoke to residents to find out what needed to change.

Residents told Healthwatch that they struggled to access the support they needed, and that they had issues building trust and relationships with people working for public organisations. Some people also found that the temporary accommodation they'd been given to meet their need for emergency housing made them feel isolated and caused their mental health to deteriorate, increasing their need for more complex support.

Thanks to this work, several changes have been made to ensure people get the support they need, including:

- Increased investment in more support staff and improved response times for residents when they are in crisis.
- Access to basic services that were previously absent, such as laundry facilities and the allocation of bedding on arrival.
- A greater shared understanding of the problems faced by people living in temporary accommodation across local authority, health and care service borders, enabling services to work together in an integrated way.

### Highly commended

- Healthwatch Bexley
- Healthwatch Kent
- Healthwatch Lincolnshire
- Healthwatch Wolverhampton





## Healthwatch Network Awards 2019

# Giving people the advice and information they need

How do I find a care home? How do I change which GP practice I go to? Can I choose the treatment I get? Last year, thousands contacted our network with questions like this about health and social care services. Find out how Healthwatch are helping people get the right advice and information.



**healthwatch**  
Wirral

## Giving a helping hand to healthcare professionals

**When a member of the public asks their GP or pharmacist for information about local services, health professionals need a quick way to find the answer. After spotting this need, Healthwatch Wirral created an online directory called Infobank, available to everyone 24/7, full of information about local services.**

Public feedback highlighted that not all health and social care professionals were aware of the wide variety of community support available. In particular, GP surgeries were keen to train reception and administrative staff to feel more empowered to give people advice and information.

Healthwatch Wirral developed an accredited training course, in partnership with a GP Federation, which covered 29 surgeries and over 200,000 patients in the area. The training explained the value of good signposting and has already given more than 200 staff the confidence to answer people's questions.

Feedback about the training and online directory has been positive. For example, a GP receptionist who undertook the training said she was better able to support a mum who was worried about her child's ADHD diagnosis. As the receptionist

could signpost the mum to Infobank, she was able to find a support group for parents to discuss concerns.

Healthwatch Wirral continues to provide training in the area and works with local organisations to ensure that information on Infobank is up-to-date.

### Highly commended

- Healthwatch Blackburn with Darwen, Healthwatch Blackpool, Healthwatch Cumbria and Healthwatch Lancashire
- Healthwatch Devon
- Healthwatch Hillingdon
- Healthwatch Lewisham
- Healthwatch Liverpool
- Healthwatch Wirral





## Healthwatch Network Awards 2019

# Helping more people to have their say

Find out how Healthwatch have made a difference by reaching out to more people to understand their experiences of using health and social care services.



**Winner**

**healthwatch**  
Luton

## Over 400 young people share their experiences of health and social care

**Children and young people make up one fifth of the UK's population and yet we only receive a small amount of feedback from them. It's important that they get the opportunity to speak out about the changes they'd like to see.**

Young people in Luton wanted a place where they could have access to health and care information, so Healthwatch Luton worked with their local Clinical Commissioning Group to make this happen.

Over 400 people attended a special conference to share their experiences of NHS and social care services and to find out more about the support available to them.

Drawing on people's experiences, Healthwatch Luton was able to tell services that:

- More information and advice needs to be made available on platforms relevant to young people in Luton, as well as creating a space for them to talk.
- More support needs to be made available to young people in Luton, particularly around linking education and health information.

- They need to include young people in discussions about their rights and the care available.
- Organisations should work alongside young people to develop materials and better communication.

These views were sent to all local statutory organisations, as well as some voluntary organisations. Their local Clinical Commissioning Group also took the recommendations to NHS England.

### Highly commended

- Healthwatch Leeds
- Healthwatch Northamptonshire
- Healthwatch Southampton
- Healthwatch Sutton

## Healthwatch Network Awards 2019

# Improving health and social care

This award recognises how Healthwatch have used the views of the public to make health and social care services better.



## Creating change for homeless people

**In West Berkshire, health services were struggling to understand the unique needs of people who do not have a home, making it harder for them to access support. Healthwatch spoke to 14 homeless people, as well as the charities and bodies that support them, to build a picture of the challenges.**

Healthwatch West Berkshire used the experiences shared with them to create a media campaign aimed at ending rough sleeping by 2020, seven years ahead of the Government target.

This has fundamentally changed how homeless people are supported locally and following Healthwatch West Berkshire's work:

- A new NHS health and dental outreach team has been created.
- West Berkshire Council has received £212,000 of extra government funding to help homeless people with complex needs.
- 14 of Healthwatch Berkshire's recommendations have been taken forward including a multi-agency plan to support people who were rough sleeping during winter.

- A new subgroup of the Health and Wellbeing Board has brought together homelessness charities, the police, housing and health.
- A new 'My Right to Healthcare' card has been launched in the area to help homeless people understand their healthcare rights.

### Highly commended

- Healthwatch Manchester
- Healthwatch North Tyneside
- Healthwatch Suffolk
- Healthwatch Wakefield



## Healthwatch Network Awards 2019

# Outstanding achievement: NHS Long Term Plan

Over 30,000 people shared their views on how to improve their local NHS. From picnics in the park to campervans in the countryside, Healthwatch across the country have been using innovative ways to find out how people would improve future health and social care.



**healthwatch**  
Barnsley

**healthwatch**  
Doncaster

**healthwatch**  
Nottinghamshire

**healthwatch**  
Rotherham

**healthwatch**  
Sheffield

**Healthwatch across the country were asked to find out what people want from health and support services for the next decade. Five Healthwatch in South Yorkshire and Bassetlaw joined forces, encouraging over 1,300 people to share their views, through targeted campaigns and media coverage.**

The group of Healthwatch also engaged various parts of the community to ensure as many people as possible got a chance to have their say. This included refugees and asylum seekers, young people, veterans, prisoners, mental health support groups and the Deaf community.

Healthwatch published a report to highlight the main areas of focus where people wanted to see improvement. For example, better use of technology to help people access healthcare services, more focus on preventing illness, and increased community support. The findings also showed:

- **93%** of people wanted to see mental health commitment and investment.

- **88%** said they agreed the NHS should focus on prevention, choice and control, promoting independence and self-care.
- **85%** agreed that physical and mental health should be treated equally at the same time.

The group of Healthwatch have continued to involve local people in discussions about future support. They've also shared findings with the local NHS, councils and other community partners to ensure changes to health and social care are in line with what the public expect.

### Highly commended

- Greater Manchester, which includes **Healthwatch Bolton, Healthwatch Bury, Healthwatch Manchester, Healthwatch Oldham, Healthwatch Rochdale, Healthwatch Salford, Healthwatch Stockport, Healthwatch Tameside, Healthwatch Trafford and Healthwatch Wigan and Leigh.**
- **Healthwatch Birmingham and Healthwatch Solihull**



## Healthwatch Network Awards 2019

# Outstanding individuals who've made a difference

More than 4,000 people across the country volunteer their time with Healthwatch to help make sure people have a say in how health and social care services are run. We celebrate those who have gone above and beyond to put people at the heart of care.



## Healthwatch Brent volunteers Mary Evans and Margaret Oyemade - Helping people in sheltered housing feel safe

**Sheltered housing schemes are designed to make life easier for older people by providing access to a range of services.**

A core part of Healthwatch's work involves visiting different services to see how well they're meeting people's needs.

When it comes to sheltered housing, this means speaking to residents about their wellbeing, care planning, complaints, their experiences of staff, what's working and what could be improved.

Healthwatch Brent volunteers Mary Evans and Margaret Oyemade visited a local scheme and discovered that residents were feeling unsafe because of antisocial behaviour happening in the area and intruders coming into properties, some of whom had been under the influence of drugs.

Feeling unsafe has a significant impact on people's wellbeing, so the team spoke to the Housing Officer about the changes residents wanted to see.

As a result, several changes have been made, including:

- Installing CCTV with remote monitoring, which should tackle a fly tipping issue happening in the area.
- Doorways will be monitored and any suspicious activity reported to the police.
- Security lights have been installed and the potential to have security gates put in place will be explored.

This visit showed what an important role Healthwatch plays in supporting people's wellbeing. Thanks to Mary and Margaret, the lives of people living in this sheltered housing scheme are being dramatically improved. Residents now feel safer and more confident speaking to their Housing Officer and the police.

Highly  
commended

healthwatch  
Essex

## Healthwatch Essex volunteer, Mike Chapman - How one man helped make cancer care better by sharing his experience

**Before he sadly passed away in May 2019, Mike Chapman went out of his way to use his experience to help make care better for people affected by cancer.**

A former NHS Trust Director, Mike got in touch with Healthwatch Essex because he wanted to 'give something back' and help improve cancer care. Although too unwell to work, Mike wanted to volunteer with Healthwatch's Cancer Patient Partner project, to help inform the design of new local services.

Mike was particularly passionate about the need for greater support during treatment and improvements in communication. He also advocated strongly for patients to be treated as people, often saying "Cancer is just one part of my life, not all of it!"

By being open and honest about his own diagnosis, Mike encouraged others to speak up about how services could better meet people's needs. The last contribution he made to the project before he died was to participate in a panel event during 'Dying Matters' week. He and

his wife talked about the difficulty of preparing for end of life and the importance of being 'ready'. This was shared across Essex to encourage more conversations about what people and their families need from end of life care.

In his final weeks, Mike told Healthwatch that he wants the team to use everything he shared to try and create change for other people affected by cancer. A truly inspirational man, the Healthwatch community is incredibly grateful to Mike and his family for everything they did to try and improve other people's cancer journeys.

### Highly commended

- Volunteer **Mike Etkind**, nominated by **Healthwatch Bucks**
- Volunteer **Pam Wakelam**, nominated by **Healthwatch East Riding of Yorkshire**
- Volunteer **Liz Sawyer**, nominated by **Healthwatch Surrey**



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