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Welcome to the quarterly newsletter of Healthwatch Wandsworth - the consumer champion for health and social care services in Wandsworth, helping you to have use your voice in shape your local services.

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### Hello!

Welcome to our quarterly newsletter. It's been a busy few months for the office, managing to fit in the Assembly Meeting, the Healthwatch Wandsworth Voluntary Sector Forum, not to mention completing our first Annual Report for year 2013/2014! You can read up on all of these and more below.

### Healthwatch Wandsworth Update

#### Annual Report

We have now completed the Annual Report of our first year of operation covering the period 2013/2014. The report highlights our achievements to date and the hard work put in by our volunteers to support the vision and work of Healthwatch Wandsworth. The report is a great way to get an overview of what Healthwatch Wandsworth has managed to achieve in the relatively short period of time. You can access the report on our website by visiting

<http://www.healthwatchwandsworth.co.uk/news/healthwatch-wandsworths-annual-report>.

Alternatively, if you would like a hardcopy sent to you, please call the office on 020 8516 7767.

#### End of year Survey

Back in March this year, Healthwatch Wandsworth conducted a short End of Year survey of its members, stakeholders and members of the public. The survey asked people to share their views on Healthwatch Wandsworth, its effectiveness, understanding of its functions and its visibility within the local community, amongst many other things. Positive feedback was received across the board from both individual and organisation members as well as key stakeholders. Across these three groups 75% believed that Healthwatch Wandsworth is a credible organisation. In our Individual and organisation members almost 60% said they were satisfied with the work we have done. Key stakeholders were the

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most satisfied group and gave us a satisfaction rating of almost 95%. Overall the response we received for the first year of operation was very encouraging, with areas such as more signposting and website awareness and use identified as areas that need work. If you would like to read the complete report visit

<http://www.healthwatchwandsworth.co.uk/news/healthwatch-wandsworth-end-year-survey-analysis>

### **The Seldom Heard Groups Grant**

The grant, which is administered by Wandsworth Care Alliance and Healthwatch Wandsworth, which will also support and monitor the grant, has now been awarded to 15 local voluntary sector organisations and community groups. The funding, made available by the Wandsworth Clinical Commissioning Group, awarded up to £2,000 to help and support local community and seldom heard groups to participate and engage in the local health care decision making process. Healthwatch Wandsworth, as part of the monitoring, will be meeting these groups to support and encourage the group to have a voice in how health care services are delivered. We will keep you informed about what groups get up to via our newsletters and website so make sure you keep in touch with us by becoming a member.

### **New Healthwatch Wandsworth Training**

Healthwatch Wandsworth is now offering information sessions in the community to help you and your family get the best out of your local health and social care services.

Training and Information sessions are available on:

- how to comment, complain or feedback on your experience of health or social care services
- How to make the most of your time with your GP
- Race Equality Cultural Capability Training
- Mental Health Awareness Training

For information on these and how you or your group/organisation can access them, please contact Ashraf Hussain on 020 8516 7767 or email

[ashraf@healthwatchwandsworth.co.uk](mailto:ashraf@healthwatchwandsworth.co.uk)

### **Healthwatch General Assembly Meeting**

The Assembly meeting was held on the 23rd June at the Earlsfield Library. Lauren Ashley Boyall, the new Healthwatch Wandsworth Interim Manager, in post for the year, was introduced to the members and presented the Annual Report. Roger James from the CQC was there at the meeting to present the results of the recent CQC inspection of the St George's Healthcare Trust, as well as explaining the revised inspection methodology and grading system.

Following a revamp of the way that the CQC carries out its inspections and the way health care service providers are rated, CQC has been tasked with rating all acute trusts by December 2015 as:

- Outstanding
- Good
- Requires Improvement
- Inadequate



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The ratings are based on the answer to five key questions; is a service:

- Safe?
- Effective?
- Caring?
- Responsive to patients' needs?
- Well-led?

The new grading system is designed to make it easier for patients, the public and other stakeholders to judge services and make informed choices about their health care.

St George's Hospital Trust was given an overall rating of 'Good' although each service provided by St George's received its own individual rating. The majority of St George's services received a 'Good' rating, the Intensive Care Unit received an 'Outstanding' rating, while the End of Life Care services was graded as 'Requires Improvements'.

Peter Jenkins, from St George's Healthcare Trust was also present on the day to talk about the Trust's reflections on the CQC's inspection, the trust's actions following the findings and to present their Quality Improvement Strategy to take them up to 2017. The presentations for both sessions are available on our website and provide a useful insight into both the CQC and St George's Trust.

### **Healthwatch Wandsworth Voluntary Sector Forum**

This meeting was also held on the 23<sup>rd</sup> June and discussed the papers going to the Health and Wellbeing Board (HWBB) on the 24th June. Three of the papers going to the board were discussed. Constructive and in-depth

discussions were held on the three papers which covered: the Joint Commissioning Plan for Mental Health, the Clinical Commissioning Group Operating Plan and the paper on plans for health provision in Nine Elms Vauxhall. Our Healthwatch Wandsworth Representative for the board Donald Roy, and Richard Wiles from the Health and Wellbeing Board (HWBB) were present on the day to capture comments and issues to be taken back.

Previous meetings had raised the issue of how we are going to make sure that the HWBB is going to take the views of Healthwatch Voluntary Forum into account. It had been suggested and agreed that the Voluntary Sector Forum ask the HWBB to put a regular item on the agenda for the comments raised at this meeting.

As the HWBB is very keen for the comments of this forum to be considered as part of the decision making process of the board, rather than separately, it was agreed that the HWBB members that attend the Forum be invited to open the board discussions on those papers we discuss, by giving feedback from the meeting.

This is a very positive step forward for the Forum and will ensure that what is discussed at the Forum will always be heard and taken into consideration as key decisions are being made.

**Enter & View Team Care Home Visits**  
The team has now started visiting care homes without nursing care to observe and talk to the residents, relatives and carers that work there.



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They have so far visited three homes. The first home visited was Lyle House Care Home, where the team found that care provided was generally of a good standard with largely positive feedback from both residents and relatives and from their observations. As a result of the publication of the report, Lyle House has now produced an action plan to address the areas for improvements and the recommendations made in the teams report. If you would like to read the report and the action plan from the Lyle House Care Home Inspection and future planned visits to other homes they plan to visit , please check out their page on our at: <http://www.healthwatchwandsworth.co.uk/enter-view> or alternatively, contact the office on 020 8516 7767.

#### **Information and Signposting Service**

The Healthwatch Wandsworth Information & Signposting is a service that aims to provide independent information and signposting to help people access local health and social care services. The programme has been running for just over a year now and following a review of the type of requests for information that we get, our information and signposting is now offering information sessions on how to complain and feedback about healthcare services. If you have a group or organisation that may benefit from this session please contact the Information and Signposting Officer Hiliwona Solomon at [information@healthwatchwandsworth.co.uk](mailto:information@healthwatchwandsworth.co.uk) or telephone 020 8516 7767

If you require help to access information about health or care

services, or signposting to local services, you can:

**Call:** 020 8516 7767 Monday to Thursday between 9am-5pm, or Friday between 10am-2pm

**Email:**

[information@healthwatchwandsworth.co.uk](mailto:information@healthwatchwandsworth.co.uk)

**Visit:** [www.care4me.org.uk](http://www.care4me.org.uk) - an online based community directory of voluntary and community organisations that provide services, information and activities in Wandsworth.

#### **London Quality Standards**

We've been conducting a quick poll these past few weeks, asking the public if they have heard about the London Quality Standards (LQS). Our polls, conducted at outreach events and via our website and social media, showed that the majority of people were not aware of these Standards. We think it's important that the public in Wandsworth are aware of these important guidelines.

The London Quality Standards were developed by both patients and professionals to determine what good quality, safe services would look like. Currently not one hospital across the whole of London meets these standards. The LQS seeks to create consistency in the quality of healthcare delivery and have since 2013 been adopted by all Clinical Commissioning Groups across London. However, it remains that many people and groups still don't know about this important guideline and how it is shaping healthcare services. For example in Wandsworth, the LQS is one of the main drivers of the South West London Collaborative Commissioning Programme and has influenced its five year strategy to



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tackle the health challenges in south west London.

We want to make sure as many people as possible are aware of what they can expect from their healthcare services. If you belong to a group or organisation and want to learn more about the LQS, Healthwatch Wandsworth can arrange for the Wandsworth Clinical Group to come and speak to your local group.

Contact Lauren on [lauren@wandcareall.org.uk](mailto:lauren@wandcareall.org.uk) or call 020 8516 7767.

### **South West London Collaborative Commissioning Programme**

Carol Varlaam, Healthwatch representative and Wandsworth CCG lay member of the Collaborative Commissioning Patient and Public Engagement (PPE) group was present at the Assembly meeting to give an update on the South West London Collaborative Commissioning Programme. The six local clinical commissioning groups (CCGs) have now published their draft five-year strategy setting out the new standards expected of local health care providers such as hospitals, GPs, and community and mental health services.

We regularly publish updates on the work of the Collaborative Commissioning programme on our website and the latest full update can be found by visiting:

<http://www.healthwatchwandsworth.co.uk/news/south-west-london-collaborative-commissioning-programme-%E2%80%93-update>.

Alternatively, you can contact the office for more information.

### **Wandsworth Self-Management Programme**

This programme, offered by the Wandsworth Clinical Commissioning Group offers a range of courses, free, for carers and people living with a long term condition. The courses cover a range of issues including healthy eating, pain and fatigue management, dealing with difficult emotions, communication skills, medication management, problem solving and much more. Delivered by qualified tutors who have a long term health condition, the courses run for two and a half hours, once a week, for 6 weeks. The course is available to anyone 18 years of age and older, living or working or registered with a GP in Wandsworth and suffering from a long term health condition or is a carer. If you would like to find out more about these free self-help courses then contact the Wandsworth CCG on 020 8871 5163 or email [expertpatients@wandsworth.nhs.uk](mailto:expertpatients@wandsworth.nhs.uk)

### **Get Involved, Get Active**

#### **Participation Opportunities within the NHS**

NHS England London Region is inviting members of the public to be a part of shaping the way they commission and design health services across London. There are a number of opportunities to get involved in various focus groups to help inform improvements to GP's services and to sit on the London Immunisation Board. For more information or if you would like to be get involved please contact:

[s.frater@nhs.net](mailto:s.frater@nhs.net) about the GP focus groups and email [immunisation-](mailto:immunisation-)



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[submissions.london@nhs.net](mailto:submissions.london@nhs.net) or telephone Kenny Gibson on: 07787 105457 regarding being a member of the London Immunisation Board.

### **Volunteers Wanted for the Enter and View Team**

Healthwatch Wandsworth Enter and View Team are looking for volunteers to join their ranks. Are you a good listener, enjoy talking to people, can be objective and respect confidentiality? To find out what is involved and if you would be suitable

please contact Alana on 020 8516 7767 or email [enquiries@healthwatchwandsworth.co.uk](mailto:enquiries@healthwatchwandsworth.co.uk) or visit our webpage at <http://www.healthwatchwandsworth.co.uk/enter-view>

## **Events Coming Near You**

**Annual Get Fit Wandsworth Festival**  
Wandsworth Council will be holding its 5<sup>th</sup> annual festival in King Georges Park, SW18 4AZ, this Saturday the **12th of July, 12pm-5pm.**

The day promises activities for the whole family, with taster sessions and interactive events. Entry is free and visitors will receive a map detailing the activities taking place. Activities to participate in include:

- Street dance
- Rugby
- Tennis
- BMX
- Bouncy castle
- Athletics
- Advice on eating well
- Advice on stopping smoking

Healthwatch Wandsworth will have its own stall at the event with free information and signposting service. Don't miss out!

### **Wandsworth Diabetes Patient Group**

If you live in Wandsworth and have diabetes and are looking for help, advice and support to cope with your condition then you should come along to the meeting of the Wandsworth Diabetes Patient Group. They will be meeting on **Tuesday 12th Aug and Tuesday 14th Oct** at St John's Therapy Centre at 2.30pm. Contact Trevor Cruz at [trevordcruz@talktalk.net](mailto:trevordcruz@talktalk.net) for more details.

### **Voluntary Sector Meeting**

SAVE THE DATE!

**Wednesday September 3, 12:30pm - 2:30pm** at Earlsfield Library, 276 Magdalen Rd, London SW18 3NY.

### **Healthwatch Assembly Meeting**

SAVE THE DATE!

**Wednesday September 3, 2:45pm - 4:30pm** at Earlsfield Library, 276 Magdalen Rd, London SW18 3NY. Speakers and topics to be confirmed nearer the time.

### **Wandsworth Health and Wellbeing Board**

Wandsworth Health and Wellbeing Board meetings will be held on **Tuesday 9<sup>th</sup> September** at Wandsworth Town Hall, Committee Room 123.

### **Wandsworth CCG Board Meeting**

The Wandsworth Clinical Commissioning Group will hold its Board Meeting on **Wednesday September 10, 10:00am - 12:30pm** at 2nd floor meeting rooms, Queen Mary's Hospital, Roehampton Lane, SW15.



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