

Healthwatch Wandsworth

Annual Report 2015/16

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Message from our Chair



This past year Healthwatch has seen a wide range of positive and negative developments across health and social care, both nationally and locally.

This report covers the third year of Healthwatch Wandsworth's operation. When I took over as Chair a few months ago I inherited from Donald Roy an organisation which was in good heart, and proving to be increasingly effective in our core role as the consumer champion for all who use health and social care services in Wandsworth. I would like to thank Donald for his years of service to the community in this cause, and especially as the founding Chair of Healthwatch Wandsworth. I am delighted that he has agreed to remain on the Healthwatch Executive Board, where his insight and unrivalled experience is much valued.

The past year has seen a wide range of developments, both positive and negative, across health and social care nationally and locally; and I pay tribute to the staff,

representatives, volunteers and members who have helped Healthwatch Wandsworth to meet these challenges. I would just like to report briefly on four areas in which we have been especially busy this year.

“We will all need your active support to help design and deliver the high quality health and social care services you deserve”.

Firstly, our well-established and expert Enter and View team has continued and expanded upon its work in visiting and reporting on a range of adult social care service provision, as well as offering expert volunteers to help assist the quality monitoring activities of others. Its reports and recommendations on ‘extra care’ housing proved particularly influential, as two of these schemes were in the process of being redesigned.

Secondly, through our panel of volunteer patient and service user representatives, we fill places on over 40 committees and other groups across the borough. Much of this activity is out of the public eye, but the painstaking work of our representatives ensures that all those designing and delivering health and social care services in Wandsworth hear an informed consumer voice at every stage.

Thirdly, we have used our regular Healthwatch Assemblies, which are open to all our members, as opportunities to broaden public engagement, where we discuss some of the major questions and opportunities facing health and social care in our borough. Thus, our Assemblies have considered issues such as healthcare provision for the new Nine Elms development, plans for the future of primary care in the borough, and the financial challenges facing St. George's Hospital.

“Our local health and social care services will remain under pressure as they seek to meet rising demand with finite resources”

Finally, we have undertaken a substantial number of other projects - research, surveys, and consultations - on other topics of concern to local people, including the health visiting service, female genital mutilation, and healthy alternatives to junk food.

Assessing the impact of all this effort is difficult, but this is something to which we will be devoting specific attention in the coming year. However, three things are beyond doubt. Firstly, our local health and social care services will remain under financial pressure as they seek to meet rising demand with finite resources. Secondly, our small but enthusiastic team of staff, now once more led by Ambra Caruso as manager, and supported as always by our invaluable representatives and volunteers, will continue to articulate the consumer view. Our work will face an

additional challenge because of growing collaboration among our services. Finally, we will all need your active support to help design and deliver the high quality health and social care you deserve.

So, please visit our website, come along to our events, take part in our consultations, and - why not? - sign up as a Healthwatch Wandsworth member.

Message from our Manager



A brief word on the past year's activities from our Manager, Ambra Caruso

Healthwatch Wandsworth continued to have an impact on local health and social care services during its third year of existence. This year saw the development of new and effective partnership working across the voluntary sector, with a particular focus on using grassroots engagement and Enter and View activities to influence commissioning.

“Our volunteers continue to be our most valuable resource”

We talked to 142 local parents and carers in 13 children's centres across the borough, and used the findings of our research to help shape the new commissioning specifications for the Health Visiting Service. As part of our suicide prevention consultation, we spoke to our most vulnerable residents at the Wandsworth Food Bank and the Citizens Advice Bureau, and made recommendations on initiatives to help prevent suicides in the borough. We

carried out Enter and View visits to the 3 Extra-Care schemes in Wandsworth, and used the residents' feedback, along with our observations, to influence the new commissioning specifications.

“We talked to 142 local parents and carers in 13 children's centres across the borough about the Health Visiting Service”

We greatly benefited from the work of our office-based volunteers, who gave a total of 850 hours of voluntary work throughout the year. Particular thanks go to Oretta Norris, our Social Media Marketing expert, Charlotte Goward, our Policy and Research Volunteer, and Sarah Cook, who wrote both our suicide prevention report and the majority of this annual report.

Our team of representatives continue to be our most valuable resource, with 21 highly skilled people representing Healthwatch on more than 40 boards and committees in the borough. We have been lucky to have been able to recruit six new excellent authorised representatives on our Enter and View team who contributed significantly to our work during the second half of the year.

Finally, I would like to thank our small but hardworking team of staff. Alana Rhoden has over the last year developed a new set of skills and competencies to be able to review and significantly improve our website and communication materials. Delia Fitzsimmons, our Outreach & Engagement Lead, with her exceptional people skills, has played a key role in all our consultations. Special thanks go to Hiliwona Solomon, our Information and Outreach Lead, who has since left the organisation. Over her three years with Healthwatch Wandsworth, Hiliwona has helped shape our work, delivered some of our best projects, such as the Sheltered Housing consultation, and played a key role in establishing the organisation's credibility with local communities and our information and signposting services.

The year at a glance

We reached **2500** Twitter followers and launched a campaign on Instagram #whatkeeps mewell



We were represented by **21** volunteers on over **40** local health and social care boards, groups and committees.



We benefited from **850** hours of office-based voluntary work.



We spoke to over **1250** local patients, service users and carers during **106** community outreach sessions.



We published **7** consultation reports and **5** Enter and View reports about local services we visited.



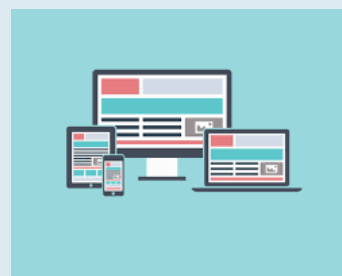
We provided **57** information and signposting sessions to local patients, service users, carers and community groups.



We ran **4** public meetings attended by over **200** people.



Healthwatch Wandsworth's website had **3625** new visitors and **2146** returning visitors across the year.



Who we are

Healthwatch Wandsworth is operated by a registered charity, Wandsworth Care Alliance (WCA), who were commissioned by Wandsworth Borough Council to run and provide the local Healthwatch service.

Established in 1991, WCA has a long history of working with the local community and marginalised groups to empower and support them to help improve local health and wellbeing services. The experience and knowledge that WCA has is an asset we have drawn on to create a strong and capable statutory Healthwatch watchdog that serves the community well.

We are fortunate to be able to draw on the expertise of our many volunteers, who are from various personal and professional backgrounds, enabling us to undertake quality monitoring and engagement work.

Our vision

Our vision is to create a community in Wandsworth in which people's health and social care needs are heard, understood and met. We want to ensure that local people are able to:

- Shape health and social care delivery;
- Influence the services they receive;

- Hold services to account;

Our mission is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We do this by:

- Listening to people, especially the most vulnerable, to understand their experiences and what matters most to them.
- Influencing those who have the power to change local services so that they better meet people's needs; now and in the future.
- Empowering and informing people, through our Information and Signposting Service, to get the most from their health and social care services.
- Working with other Healthwatch organisations to influence service improvement on a local and national level.

Our priorities

As the statutory voice of the patients, carers, public and service users in Wandsworth, our strategic priorities are:

To obtain the views of local people through outreach and engagement activities, at meetings and events, and through the use of technology, including our website and social media platforms.

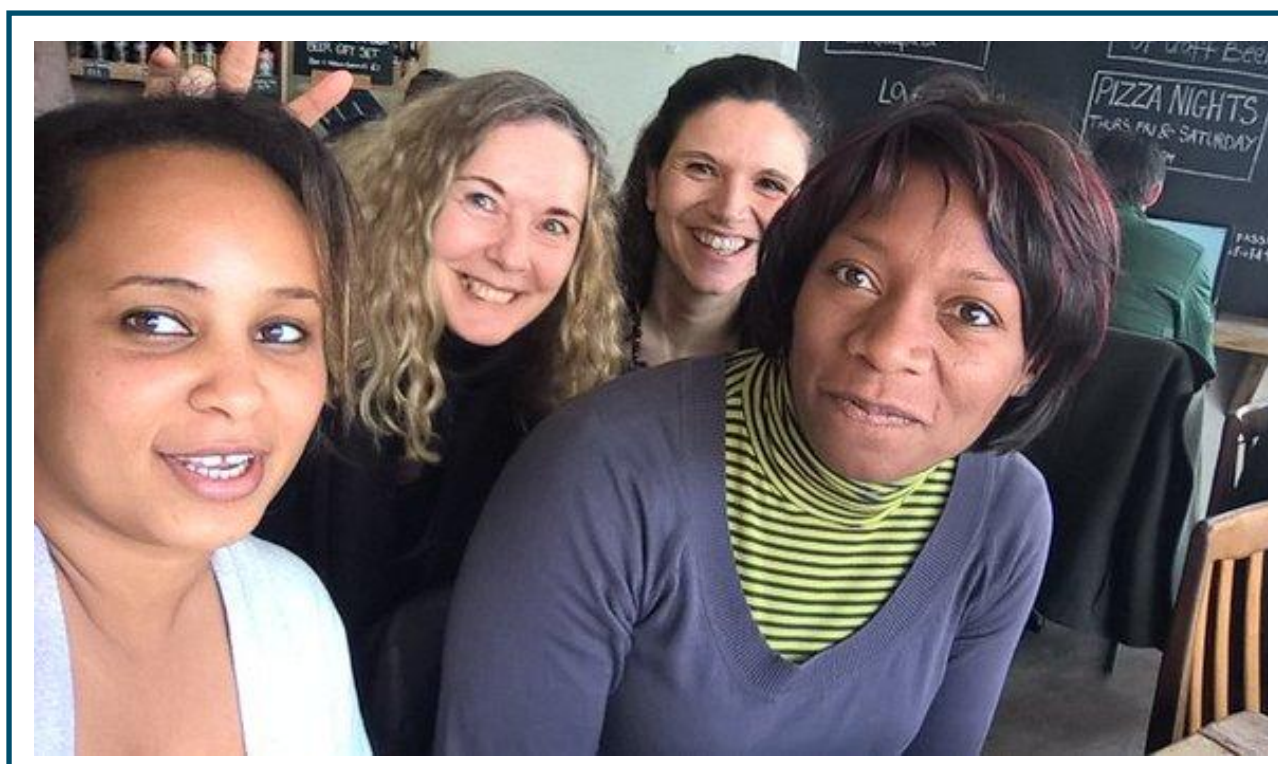
To make people's views known to service providers and commissioners through representation at regular

meetings, boards, steering groups, forums and committees that we influence, contribute to and advise. We also use our regular bi-monthly meetings with the Wandsworth Clinical Commissioning Group, St. George's NHS Foundation Trust, South West London and St. George's NHS Trust and the Wandsworth Borough Department of Education and Social Services to ensure these bodies involve and consult with local people.

To promote and support the involvement of our network of representatives, our wider membership and the Wandsworth public. We do this by offering training and peer support opportunities, regular meetings, and by continuing to update members on

developments in health and social care policy (both local and national) electronically, and via our regular Assembly and Voluntary Sector Forum meetings. We also provide patients, carers and service users with advice and information, to encourage awareness of their rights, and to empower them with the information they need to choose services and make complaints when necessary. This continues to be delivered via our website, our telephone service and our outreach and engagement activities.

Each year our annual priorities are set in consultation with our members, representatives, stakeholders and the general public.



Our Healthwatch Team (from left to right): Hiliwona Solomon; Delia Fitzsimmons; Ambra Caruso; Alana Rhoden

Listening to people who use health and care services



Gathering experiences through outreach and engagement

During the year 2015-16 we spoke to over 1250 local patients, service users and carers during 106 community outreach sessions. We published 7 consultation reports and 5 Enter and View reports which are detailed further in

How we have made a difference.

Through our outreach activities we engaged with a wide range of people, particularly targeting those who are vulnerable or who struggle to have their voice heard.

Families

As part of our Health Visiting Consultation we organised outreach sessions to 13 children's centres across the borough, which allowed us to access families with young children on a larger scale than we would usually be able to. We gathered feedback and stories from 142 parents and carers and asked questions on the continuity of care, immunisations, the use of online forums and accessibility to the service. We published a report which was presented to and discussed with the Health Visiting Consultation Group. Our findings have helped shape the new commissioning specification for the Health Visiting service.

Vulnerable adults

Female Genital Mutilation (FGM) - we worked with staff and students from South Thames College to run a survey on the awareness of FGM in Wandsworth and then circulated it to Commissioners of Children's Services.

Learning Disabilities groups: We visited several local groups working with people with learning disabilities, to inform our response to the "No Voice Unheard, No Right Ignored" consultation run by the Department of Health.

"From a staff perspective, the last year has been enlightening and rewarding. We've been fortunate to hear the seldomly heard voices from a wide range of the most disadvantaged and vulnerable groups in our community." *Delia, Outreach & Engagement Lead, Healthwatch Wandsworth*

Suicide Prevention - we worked with Public Health colleagues to design a survey and then visited the Citizens Advice Bureau, a Food Bank and a community centre for mental health service users, to gather the views of our most vulnerable residents. More information can be found in **Case Study 2**.

Young people

We worked with young people on a

A young Healthwatch volunteer hands out surveys on healthy eating - and treats!



number of initiatives throughout the year, including a youth conference and youth council event, during which we ran a mental health consultation and launched our Instagram campaign, [#whatkeepsme well](#). We also took part in National Citizens Service (NCS) 'The Challenge' and supported a group of young volunteers to run a consultation with us. More information on our work with young people can be found in **Case Study 1**.

Older people

We worked with the Older People's Forum in sheltered schemes across the borough to gain an understanding of sheltered housing and an insight into the care provided to older people living in these schemes. It was a great opportunity to listen to people's stories of using and accessing health and social care services and to deliver a session based on our 'How to Complain about Healthcare Services' booklet. We explained the various ways they can feedback about their experiences, and how to complain if they need to. This allowed us to meet with older people on their 'own turf', within a setting where they were comfortable. People who are often not able to venture far from their homes were able to share their experiences and learn about Healthwatch, and how we could help them.

Raising awareness through stalls at events, our website and social media

Over the last year we put a lot of effort into raising awareness of Healthwatch, and held stalls at all the main events in the borough, including gatherings not

related specifically to health and social care.

Our website and social media accounts have also been reviewed and revamped, to make it easier for people to learn about Healthwatch and get in touch with us.

Our Enter and View Work

Our Enter and View team has provided valuable reviews and reports on the standards of local publicly funded health and social care services premises, and how they are meeting the needs of service users. Our Enter and View volunteers have also been adding value to existing quality monitoring initiatives, such as the St. George's Quality Inspections and the mock inspections organised by the local Mental Health Trust.

To ensure consistency and that there is the capacity to carry out our work in this area, we have recruited and trained six new Enter and View volunteers over the year, all coming from a range of backgrounds.

Our Enter and View team focused on Extra Care housing schemes this year because we believe that tenants in these schemes have fewer opportunities to express their views, compared with users of other health and social care services.

The three Extra Care schemes in Wandsworth - Prince of Wales Drive, Ensham House and Chestnut House - were visited and three reports were written as a result. Providers have been encouraged to put into place action plans to address

our recommendations, and our findings have been discussed with commissioners ahead of the specification re-design for two of the schemes.

As part of these visits we carried out interviews with the residents and their family members and had the opportunity to observe the quality of their daily lives.

In addition to the three individual reports, we published a common themes report. Some of our recommendations included:

- 1) The registration of a scheme as a separate location for personal care services should be completed, ensuring that the regulator (CQC) and local commissioners receive accurate information about the quality of services being provided at the scheme. Particularly as the needs and levels of vulnerability of the tenants are similar to many other care home residents.
- 2) A greater consistency in the provision of care staff should be developed for the tenants.
- 3) The role, capacity and expectations of the Care Manager need to be clarified. This would cover any delegated authority to adjust care plans and provide easier and clearer access to social work support.
- 4) The Care Manager should check that all tenants have registered with a GP and are supported to attend where they may be constrained by disability.
- 5) Any resource available to support people following their interests or

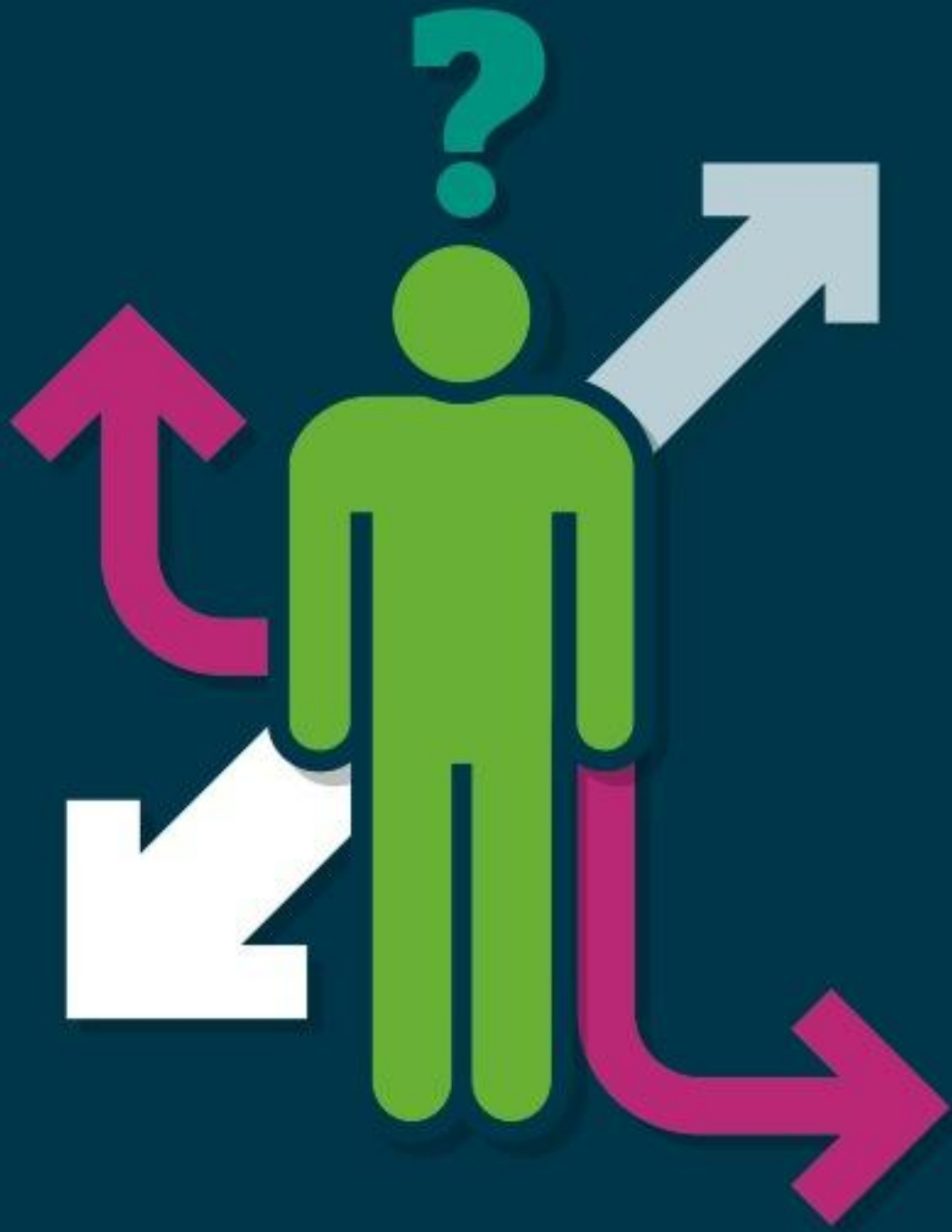
participating in activities should be based on personalised assessments of what would improve the quality of life for the individual tenant.

In addition to the Extra Care project, two care homes for people with mental ill health and hearing impairments were visited. The team collected lots of really good feedback from the residents and staff at the homes, and a number of common themes and examples of good practice emerged from the visits.

The Enter and View volunteers that were involved in our projects this past year, and to whom we owe a huge debt of gratitude, are (in alphabetical order by surname):

Vicky Blackburn
Sian Boisseau
Avril Charnock
Aline Colville
Martin Haddon
Linda Littlewood
Lisa Nilsson
Caroline Norrie
Nada Savitch
Cherill Scott
Sara Turner
Peter West

Giving people advice and information



Helping people get what they need from local health and social care services

In 2015-16 we delivered 57 information and signposting sessions, during which we told people about the services available in the borough, their rights as patients and carers, and the options they have should they wish to complain about health and social care services.

Our booklet “How to complain” was given out during each session and gave people the opportunity to take key information and contact details home with them. This year we targeted particularly vulnerable groups who would struggle to access mainstream information and would find it quite difficult to understand how to make a complaint.

In particular, we delivered information sessions to:

- Residents of sheltered housing schemes;
- Parents and carers of small children;
- Users of the Citizens Advice Bureau and Wandsworth Food Bank;
- Mental health service users.

We also reached members of the public by having stalls at main events in Wandsworth, such as the Get Active Festival, the Wandsworth Fringe Festival, the Annual Adult Social Care Conference, and by having a regular stall outside the Town Hall Extension.

In addition to the information and signposting sessions, people can access our support by calling or emailing our Information and Outreach Lead, or by accessing an online community directory of voluntary and community organisations that provide services, information and activities in Wandsworth.



Kat (one of our volunteers) and Hiliwona with some of our Health Champions

How we have made a difference



Our reports and recommendations

In 2015-16 we gathered the views of local people on a range of topics relating to local services, published 7 consultation reports, and 5 Enter and View reports. These reports were then used to influence commissioners and providers, and bring about changes to local services.

They include:

- Health Visiting Report - this consultation was planned in partnership with the local authority and presented to and discussed with the Health Visiting Commissioning Group.
- 3 Enter and View reports and 1 common themes report - based on Enter and View findings, as detailed in the ‘**Listening to People**’ section of this report.
- Enter and View report on two care homes for people with hearing impairments.
- FGM awareness - this report identified the scope for FGM campaigns to raise awareness of the main issues surrounding FGM, and has been circulated to the Children’s Health Overview and Clinical Reference Group.
- Report on a Youth Conference and a survey regarding a potential school-based counselling service - this report was sent for discussion to the Commissioners of Children’s Services and the Child & Adolescent Mental Health Service (CAMHS) procurement group, and was also discussed at the Children’s Health Overview and Scrutiny Committee (see **Case Study 1** for more information).
- Report on Healthy Alternatives to Junk Food - this report was circulated to Wandsworth Council’s Public Health

department and has been used to inform new healthy eating initiatives.

- Report on the suicide prevention consultation - our recommendations from this report were used by Wandsworth Public Health to help build the new Suicide Prevention Strategy for the borough (see **Case Study 2** for more information).
- Sheltered Housing Report - we continued to visit sheltered housing schemes in the borough, providing information to the residents and identifying their health and social care priorities.
- No Voice Unheard, No Right Ignored - we consulted with people with learning disabilities and their carers, and fed our report back to the Department of Health.

“The Healthwatch consultation on Health Visiting was a timely and independent insight into what a range of clients wanted from their Health visiting service. In the process of developing the Health Visiting specification, commissioners will be referring to this report in order to understand parents’ needs and to shape the Health Visiting service for the future.”

Sarah Forester, Early Years & Intervention Support Service, Wandsworth’s Department of Education & Social Services

Working with other organisations

Healthwatch Wandsworth collaborates with a variety of organisations, including

the Wandsworth Clinical Commissioning Group, St. George's University Hospital, South West London & St. George's Mental Health Trust, Wandsworth Social Services, the Care Quality Commission (CQC), Healthwatch England, and other local Healthwatch organisations. All our projects, meetings and events involve a degree of partnership working with other agencies.

We share our reports with our partners and look to create synergies between our work by maintaining a continual dialogue and thus avoiding duplication. We support our partners with their consultations, facilitate access to local communities and expertise in patient engagement, and provide an independent perspective into their internal monitoring activities and patient involvement structures.

“Be Enriched has been working with Healthwatch over the past year at The Graveney Canteen. The Canteen hosts local people in need of food and company and who have a variety of ailments. Healthwatch has attended the meals to speak to these people, and to promote and ascertain how they can be involved in Wandsworth services, in a friendly and approachable manner. Delia and her team assimilated with the guests and this has resulted in a good partnership”. Kemi Akinola, CEO, Be Enriched

Over the last year, we have developed a very good relationship with the General

Medical Council, as we worked with them on a trainee GP session to encourage the influence of service user views on the way they work.

“In the past year we have been able to truly tap into the issues faced by many grass roots organisations, including the loss or reduction of community and social services, and provide them with a platform for their voices to be heard.”

Delia Fitzsimmons, Healthwatch Wandsworth.

We have also continued to build upon our good working relationship with the voluntary sector, particularly through supporting events such as the Healthier Communities event run by the Katherine Low Settlement. We continued to provide secretariat and networking functions to the Battersea Forum and also continued to offer “Seldom Heard Grants” to small community groups.

Involving local people in our work

During the year 2015-16 we spoke to over **1250** local patients, service users and carers during **106** community outreach sessions. We ran **4** public meetings attended by a total of over **200** people. We reached **2500** Twitter followers. The Healthwatch Wandsworth website received **3625** new visitors and **2146** returning visitors across the year. Throughout the year we benefited from the work of over **30** very active volunteers, including eight office-based volunteers, **21** Healthwatch representatives and two bloggers.

Our work in focus



Case Study 1 - Working with Young People

During 2015-16 we worked on three initiatives aimed at involving young people.



A couple of our young volunteers from the Healthy Eating project

1. We attended the Youth Momentum 2 conference in July 2015 and spoke to 58 young people about plans for a new school-based counselling service. The young people we spoke to were open about mental health in schools, and it was refreshing to hear their views on the issues they face and the kind of mental health support they would like to receive.
2. We also took part in the National Citizen's Service **The Challenge**, and worked with a group of eleven young people on a consultation on healthy alternatives to junk food. The young people designed the questionnaire with us and helped

interview people outside a very busy supermarket in Clapham Junction, gaining feedback from 138 people. Our report and recommendations were sent to Public Health and have helped inform new healthy eating initiatives in the borough.

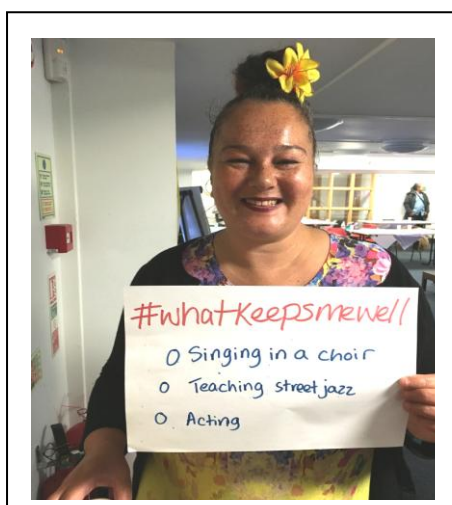
3. The Wandsworth Youth Council helped us launch our Instagram account with our 'What Keeps Me Well' campaign. This ongoing campaign aims to encourage people to focus on their mental and physical wellbeing by making them think about, share and start conversations about the things, people, places and activities that keep them feeling well. At the Youth Council meeting we engaged with 22 young people who are particularly active in their community. They embraced the idea with pictures on Instagram and gave us suggestions about how we can continue our campaign. The young people spoke about a wide variety of things ranging from



friends and family, art and chocolate, to the ability to express themselves verbally. To find out more follow the Instagram hashtag [#whatkeepsme well](#).

Case Study 2 - Suicide Prevention Consultation

We became aware that Wandsworth Council intended to produce a new suicide prevention strategy for the borough and we felt that it was important to engage with residents to understand their experiences of mental health difficulties and suicide.



We launched our 'What Keeps Me Well' Instagram campaign earlier this year

We developed a survey and approached specific groups in order to reach vulnerable people who could potentially be identified as most at risk. The groups we were successfully able to speak to Battersea CAB, Battersea Foodbank, Wandsworth Together in Putney, and Be Enriched who provide free nutritious meals and health education in Wandsworth. We also spoke to Mama Lowes, a BME mental health group.

However, the survey was designed to be general enough to capture the opinions of anyone, because suicide can potentially affect us all. Due to the sensitivity of the consultation, we made sure our survey

was accessible on all our social media platforms and website and that it could be completed anonymously.

"I would like to thank Healthwatch for their commitment to the health and well-being of our population. They are a key member of our suicide prevention alliance and continue to ensure our plans reflect the needs and wishes of residents and service users. Their involvement provides us with the confidence that our plans are appropriately targeted and responsive to the needs of the local community." *Graeme Markwell, Public Mental Health*

It is important to mention that we found particular barriers and challenges undertaking this survey that we have not experienced with other consultations. The stigma behind the issue appeared to prevent people from opening up about their experiences. Thanks to staff's efforts and the support of our voluntary sector partners, we collected 69 stories and were able to produce a report and make recommendations about access to

services and information for those who feel vulnerable. Our recommendations were taken very seriously by the council and in particular, their Public Health Department, and have become part of their strategy for the borough.

Our plans for next year



Future priorities

In our fourth year we look forward to developing our monitoring of local health and social care services, and involving smaller, seldom heard groups in that process.

In 2016-17 we would particularly like to prioritise the following:

Enhance our monitoring role that supports patient and public accountability when working with the St. George's Foundation Trust.

We hope to do this by:

- Organising visits or other monitoring initiatives;
- Supporting people to take part in consultations relating to the St. George's Foundation Trust and engaging people in their transformation programme and service review;
- Supporting the preparation for the upcoming Care Quality Commission (CQC) inspection.

Support Seldom Heard Groups to get involved in the commissioning and monitoring of services

We hope to do this by:

- Continuing to target vulnerable groups through outreach;
- Managing the grassroots and the seldom heard funds;
- Gathering information about their experience of local services;
- Attending and supporting key community and voluntary sector meetings and events in Wandsworth.

Support the monitoring of other care services.

We hope to do this by:

- Organising visits or other monitoring initiatives relating to supported housing for people with learning disabilities;
- Organising visits or other monitoring initiatives relating to nursing homes and/or domiciliary care;
- Organising visits or other monitoring initiatives relating to the Mental Health Trust;
- Contributing to relevant boards and committees, such as the Quality Board and the Safeguarding Board.

We want to continue to help vulnerable groups to get their voice heard. One way we do this is by managing the grassroots and the seldom heard funds.

We aim to focus on other priorities that will be defined throughout the year, including:

- Following CQC inspection outcomes of local primary care services;
- Continuing our monitoring role as the Clinical Commissioning Group (CCG) takes on responsibility for the commissioning of primary care services;
- Exploring collaboration with Healthwatch Richmond.

Our people



Decision making

The Healthwatch Wandsworth Executive Board is our governing body and is responsible for the overall governance and strategic direction of Healthwatch Wandsworth.

The Executive now has eight voting members, four of whom are WCA Trustees and one of these is the Chair. The other four members are elected from among the Healthwatch membership.

The Healthwatch Wandsworth Executive Board members are:

Clive Norris (Chair)

Elizabeth Berner (WCA Trustee)

Donald Roy (WCA Trustee)

Cherill Scott (WCA Trustee)

Jamie Gillespie (elected member)

Colleen Bowen (elected member)

Christine Lewis (elected member)

Paul Dinsdale (elected member)

How we involve the public and volunteers

Local people are hugely important to us. They tell us what's really going on with local health care services and our staff, volunteers and representatives are the backbone of our organisation and make an invaluable contribution to our work projects.

Healthwatch Wandsworth acts as the health and social care user champion for everyone who lives in the borough and has a special structure and governance to ensure transparency and accountability to those it represents.

As a membership organisation, our registered members hold a consultative position which allows them to vote in elections, to contribute ideas and help inform our priorities and to stand for election to key positions within the Executive Board and other representative roles.

At the end of our third year we had 707 individual members and 217 organisation members.



Mike Grahn, Healthwatch Rep & our Governor at St George's Hospital.

In addition, the Healthwatch Wandsworth Assembly met four times in public and our meetings were attended by over 200 people in total.

Our community engagement and Enter and View work is the main way we seek people's views. We also used our website and social media to interact with service users and gain their input.

We involve people by working with volunteers who help us in our work to build sustainable and informative relationships with patients, service users and the public. We have volunteers in

helping with a variety of work including the roles below.

- **Healthwatch Representatives** articulate Healthwatch's concerns and champion our causes (both local and national) at various forums and decision making committees that influence the way services are run. They also act as a contact point in specific areas.
- **Enter and View Authorised Representatives** take part in visits to NHS and council funded health and social care premises.
- **Policy and Research volunteers** gather evidence to ensure that our work is credible and robust. They help us to understand our local area and ensure we are kept informed of policy changes and proposals.
- **Bloggers** help spread the word about our work and engage with people online.

Those who volunteer with us are Wandsworth residents and by means of their work with us, the views of local people are represented in the commissioning, provision and management of local health and social care services.

As residents *and* service users, our volunteers are often in the best position to voice the views of the Wandsworth public and service users. Executive Board members, Authorised Representatives and Enter and View Representatives help us gather views and hold service providers and commissioners to account. They also help us suggest service

improvements needed based on the experiences of users.

In 2015/16 eight office-based volunteers contributed a total of 850 hours to our work. 21 Healthwatch representatives, volunteered with us, representing Healthwatch Wandsworth on over 40 different boards and committees.

Below is a list of some of our office based volunteers and a brief description of the work they did for us.

- **Eduardo Chiesa** - IT and database volunteer. Eduardo has been volunteering with us for more than two years. His tasks include adding newly recruited members on to Mailchimp, uploading stories to the Healthwatch CRM and updating the "poll of the week" on our website. Eduardo also recently translated some of our public handouts into Spanish.
- **Deborah Balbinot** - Admin volunteer. Deborah helped our Healthwatch Administrator to update the CRM and the website.
- **Oretta Norris** - Social Media and Online Marketing Volunteer. Oretta worked with us for five months reviewing and improving our social media accounts; training staff to understand social media analytics; training representatives and staff on the basics of social media; reviewing our communication materials and setting up and helping us launch our Instagram account and campaign.
- **Chris Clow** - Research Volunteer. Chris mainly worked from home, preparing briefing papers on the Health and Wellbeing Board and OSC papers to make them more accessible. He also wrote the report on the Healthwatch Annual Survey for our second year.

- **Charlotte Goward** - Policy and Research Volunteer. Charlotte is a nurse who was looking to move into a public health or commissioning role. She volunteered with us for over 8 months and helped with a range of tasks including preparing briefing papers on topics like sexual health and the CQC inspection of GP surgeries. She also wrote our Health Visiting report and helped to organise three of our Assembly meetings and facilitate small group discussions.
- **Sarah Cook** - Policy and Research Volunteer. Sarah applied for flexible working with her job at Macmillan to be able to volunteer with us. Sarah has been helping us prepare briefing papers, carried out research on databases and dashboards, and consultations with service users. She wrote our report on the Suicide Prevention Consultation and produced the first draft of this year's Annual Report.
- **Rebecca Lanning** - Policy and Research Volunteer. Rebecca mainly works from home, conducting research on different topics and preparing briefing papers. She wrote the report on the Healthwatch Annual Survey for our third year.
- **Chris Mostyn** - a volunteer we found via the Media Trust. Chris trained four members of staff to talk to the Media about sensitive topics.

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		143, 644
Additional income		49,070
Total income		192,714
EXPENDITURE		
Operational costs		46,438
Staffing costs		122,839
Office costs		3,524
Total expenditure		170,169
Balance brought forward		

Note that this draft income and expenditure was compiled from management accounts and therefore remains, at this stage, indicative only and subject to alteration and adjustment, the scrutiny of auditors and the final approval of the Healthwatch Executive and WCA board.

Under the terms of the contract a Payment by Results (PBR) model is used. WCA receive 80% of the nominal contract value (£143,644) in four quarterly payments. In addition to this, WCA may receive 10% of the nominal contract value (£17,955) divided into quarterly payments in arrears, for the successful achievement of quarterly performance measures; 10% of the contract value for the successful achievement of annual performance measures; and a further 10% for the successful delivery of the outcomes and objectives within the agreed Annual Plan. This means that WCA can achieve a cumulative maximum 110% payment if all performance measures are met. During 2015/16 WCA received £17,237 (96% of the possible payment) for the achievement of quarterly performance measures, and a total of £15,637 (87% of the possible payment) for the annual performance measures and £16,160 (90%) for the Annual Plan objectives.

Contact us



Get in touch

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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, Care Quality Commissions, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format, please contact us at the address above.

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