

Healthwatch Harrow

Your Voice Counts



October 2020

Healthwatch Harrow are the independent local champion for people who use health and social care services in Harrow.

We are here to find out what matters to people and to help make sure their views shape the support they need.

We are contracted by the Local Authority to listen to what people like about services and what could be improved.

We share their views with those with the power to make change happen.

People can also speak to us to find information about health and social care services available locally or access to help to make a complaint.

We have the power to make sure that those in charge of health and social care services hear people's voices.

As well as seeking the public's view ourselves, we also encourage health and social care services to involve people in decisions that affect them.

We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

About Healthwatch

Healthwatch was established under the Health and Social Care Act 2012 (an Act of Parliament) to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Healthwatch Harrow has been the residents local voice and consumer champion for health and social care across the London Borough of Harrow since 2013. The service has benefitted from financial and non-financial support from its parent Charity H M Partnership for several years.

However, like other organisations, a combination of continued cuts in funding, the challenges posed by COVID-19 and the evolving complex health and social care system across North West London mean that Healthwatch Harrow is no longer in a position to meet its wide range of statutory obligations or sustain a comprehensive level of service from October 2020 until March 2021 and beyond.

In the current climate the increasing challenge is how do we get the patient and resident voice into a system that is new and complex and in a somewhat crowded arena, where there are several different organisations all claiming to represent the patient and resident voice.

We are currently all in a period of change, which provides the opportunity to re-shape how we do things, consider resources, and refocus activities to where Healthwatch Harrow can have the most impact and improve outcomes.

Therefore, it has been agreed with Harrow Council, who commission the Healthwatch Harrow service that the targeted priority for the service between October 2020 and March 2021 will be on:

Black Lives Matter and the disproportionate impact of COVID 19 on BAME residents in the borough.

Healthwatch Harrow remains committed to servicing its communities as best as possible and will strive to influence key stakeholders and partners to secure additional resources so that we can continue to provide an effective, relevant and value for money service for our residents.

Healthwatch Harrow remains totally independent and works with various organisations to gather intelligence / evidence, to check and challenge service delivery, identify where services need to change and make recommendations to the CCG, Council and other health providers.

Whilst the focus of our work is targeted, we can and will still escalate issues that our brought to our attention. We have the mechanisms in place to capture what people share with us and the channels to escalate issues to commissioners as appropriate and required.

The statutory activities of a local Healthwatch

We have mechanisms and systems in place so that any patient / resident can raise their concerns with us, we are open to receiving feedback / comments / concerns from all Harrow residents about any health and social care matter, and these will be acted upon.

However, unlike many other Healthwatch's due to our limited resources our work is targeted to areas most identified as in need and it is in this respect that it may impact on delivering against statutory obligations as we do not have the resource to be proactive in engaging with the whole community but we will promote and encourage their coming to us.

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England
- Providing advice and information about access to local care services so choices can be made about local care services
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved, and sharing these views with Healthwatch England
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC): and to make recommendations to Healthwatch England to publish reports about particular issues
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Vision and approach

Every local authority area in England has a Healthwatch. At Healthwatch Harrow, our vision, purpose and approach are built around the needs and aspirations of local people.

Our vision is simple

To provide an independent voice and source of information and influence for the residents of Harrow.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

“Improving and shaping local health and social care”

Our approach

People’s views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do....



We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Holding quarterly Healthwatch Forums - currently on hold due to COVID19
- Running surveys and focus groups
- Going out in the community and working with other organisations - currently online
- Undertaking outreach activities - currently online
- Attending stakeholder meetings, such as the Health & Wellbeing Board and Clinical Commissioning Group Governing Body amongst others - currently online

Our main job is to raise people's concerns with health and care decision makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.

Your Voice, Your Harrow - have your say on local health and social care services, [click here](#).



Our mission

“Healthwatch Harrow are here to champion your concerns about health and social care provision in Harrow by making sure your views on local health and social care services are heard and fed back to the people who commission these services to ensure they improve.”

Our priorities

Our aim is to concentrate resources and capacity towards the big issue facing Harrow at any one time in order to maximise impact and avoid spreading limited resource too thinly.

Engagement

To engage at a local level to gather intelligence and be the voice for local people around issues relating to health and social care in Harrow to influence commissioning of services, particularly:

Black Lives Matter and the disproportionate impact of COVID 19 on BAME residents in the borough.

Signposting

Provision of signposting service for queries/ complaints and information sharing:

- Signposting services for queries and complaints
- Capturing intelligence in our Community Insight CRM
- Information Sharing & scrutiny meetings.

Monitoring & Scrutiny

Monitor and scrutinise specific aspects of Health & Wellbeing Board, Clinical Commissioning Group and the Integrated Care Programme priorities & targets via:

- Attendance at Policy, Strategy & Scrutiny Meetings
- Healthwatch Annual Report
- Quality Statement Accounts
- Local Intelligence to CQC
- Trend Analysis Report.

Our drivers

The current drivers to our work are:

- North West London - Out of Hospital Recovery plan
- Winter Planning
- Second spike COVID 19 Planning
- Case for Change - one NWL Clinical Commissioning Group
- PHE Report on the impact of COVID 19 on BAME Communities
- Marmot Review 1 year on

Our objectives

- To capture local intelligence via organised bespoke on-line surveys, focus groups, outreach, community events and workshops. Using our Community Insight CRM produce quarterly trend analysis reports, highlighting trends and disseminate findings via our website and newsletters
- To provide a signposting service to local people via our website and newsletters using the Community Insight CRM and other information sources
- To monitor and scrutinise specific aspects of Health & Wellbeing Board, Clinical Commissioning Group, and Health and Social Care Scrutiny Sub Committee. Also looking at Integrated Care Programme priorities and targets.



Our delivery plan activities

1.	<p>Intelligence Reports and attendance at meetings where required for:</p> <p>Providing a summary of HWH key findings, trends and recommendations.</p> <ul style="list-style-type: none"> • Harrow Health & Care Executive Committee • Joint Management Board • Health & Wellbeing Board – 24/11/20 & 19/01/21 • Clinical Commissioning Group Governing Body • Local Authority Commissioners
2.	<p>Quarterly Trend Analysis Report shared with key stakeholders:</p> <p>Variable may be shared wider if required.</p> <ul style="list-style-type: none"> • CCG • Healthwatch England • Public Health England • CQC • Commissioners • LNWHT • CNWL • GP Surgeries • PCN's • Overview and Scrutiny Health and Care Sub Committee • HPPN
3.	<p>Bi Monthly Newsletters</p>
4.	<p>Outreach – Engagement with Residents</p> <p>Survey and outreach sessions based on identified areas of concern reaching out to all citizens within Harrow, capturing ethnicity so we can identify the specific impact on BAME Communities and in the first stance the Black Community. Producing one report per quarter.</p>
5.	<p>Outreach – Engagement with Service Provider / Community Organisations and Charities</p>

	<p>Engagement with specific service providers to ascertain key trends and issues where appropriate related to the services they are delivering. Looking at shared intelligence, key trends, and looking at key themes for example:</p> <ul style="list-style-type: none"> ➤ What they are doing regarding investment in prevention? ➤ What is being done to improve access to services? ➤ How are health and social care services working together in an integrated way ➤ As an employer how are you treating your staff e.g. working environment, career development etc.
6.	<p>Advice & Information:</p> <ul style="list-style-type: none"> • Signposting enquiries received via: <ul style="list-style-type: none"> ○ Telephone ○ Email ○ Social media
7.	<p>Annual Report</p>

How we are run

Healthwatch Harrow is an Independent Body, contracted by the Local Authority to carry out Statutory Duties as laid down on page 4 of this document. The Contract is managed by Enterprise Wellness Ltd, part of HM Partnership and the day to day operations and strategic engagement are managed by the EWL Operations Manager, who reports to the HMP Board.

Six monthly Performance Monitoring meetings are held with the Local Authority Commissioners and EWL Operations Manager.

The Outreach Manager is responsible for all outreach activities and manages the team of volunteers who support both outreach and engagement in Stakeholders meetings representing Healthwatch.

Our Community Insight Database, Trend Analysis Reports, Newsletters and Website are all managed by our Associate Information Manager.

We are a small team supported by our team of passionate volunteers.

Healthwatch Harrow
Contact us

Healthwatch Harrow
3 Jardine House
Harrovia Business Village
Bessborough Road
Harrow
HA1 3EX



020 3432 2889
info@healthwatchharrow.co.uk
www.healthwatchharrow.co.uk

Twitter: @HealthwatchHarr
Facebook: <https://www.facebook.com/HWHarrow/>
Instagram: healthwatchharrow



Healthwatch Harrow is Managed by:

Enterprise Wellness Ltd.
3 Jardine House
Harrovia Business Village
Bessborough Road
Harrow
HA1 3EX

Company No: 01689903
020 8427 6188
info@enterprisewellness.uk

