



Annual Report 2013 / 14



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INTRODUCTION

This is the first annual report from Healthwatch Merton (HWM), the local consumer champion for health and social care in Merton.

The report outlines our workstreams for the coming year and what we've done so far.

We have been working with members of the public to gather feedback on health and social care services in the borough. With feedback we received through our survey, listening events and with internal and external influences, it has enabled us to identify our workstreams.

It's crucial that our workstreams enable us to effectively focus our time to support our function as a consumer voice. This will help us offer real value to the people of Merton.

Our workstreams will leave HWM with the capacity to respond, react and be proactive when our involvement is required in other areas.

We also received useful information that directly named services or organisations. It's essential that these named services or organisations receive this feedback for them to be able to log and address them. This information will be sent anonymised from HWM.



Our Team

Dave Curtis
Healthwatch Merton Manager

Adele Williams
Information & Outreach Officer

Sophie Matthews
Marketing Communications Manager



HEALTHWATCH MERTON

Healthwatch Merton works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping shape them for tomorrow. Healthwatch is all about voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

Healthwatch Merton will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

Merton Council awarded the Healthwatch Merton contract to MVSC because of their excellent knowledge of the borough. MVSC is based in the borough and already engaged on a daily basis with the many diverse communities in Merton. Their experience and knowledge about health and social care services working within Merton is also another strong quality.

How we work:

Every voice counts when it comes to shaping the future of health and social care, and when it comes to improving it for today. Everything that Healthwatch Merton does will bring the voice and influence of local people to the development and delivery of local services.

People need to feel that their local Healthwatch belongs to and reflects them and their local community. It needs to feel approachable, practical and dynamic and to act on behalf of local people.

We're engaging with people across Merton and we're inclusive so we can hear from all communities. If you haven't met us yet, please get in touch and join us!

We're an open organisation and want to make it easy for you to talk to us. Ask us what we're doing and we'll always tell you what's happening. You can hold us to account and we're here to help services to improve.

We will note the bad and good things we hear about services and will use your evidence to build a true picture of local services. Our representation must have an evidence base, so we will strive to check facts before taking issues forward.



HEALTHWATCH MERTON LAUNCH

Over 70 people representing a wide range of interests attended the official launch of Healthwatch Merton on 17th July 2013. This new local service joins a network of Healthwatch organisations across England which replace Local Involvement Networks.

Managed by Merton Voluntary Service Council (MVSC), Healthwatch Merton will ensure the views of patients and carers are heard and offers the opportunity to share concerns and opinions about improving local health and social care services. The service will also provide information and advice to the public on local health and social care services.

The successful launch was facilitated by Barbara Price, MVSC Lead Trustee for Healthwatch, and guest speakers included Dr Katherine Rake OBE, Chief Executive of Healthwatch England, Dr. Howard Freeman (Chair) and Eleanor Brown (Chief Executive)

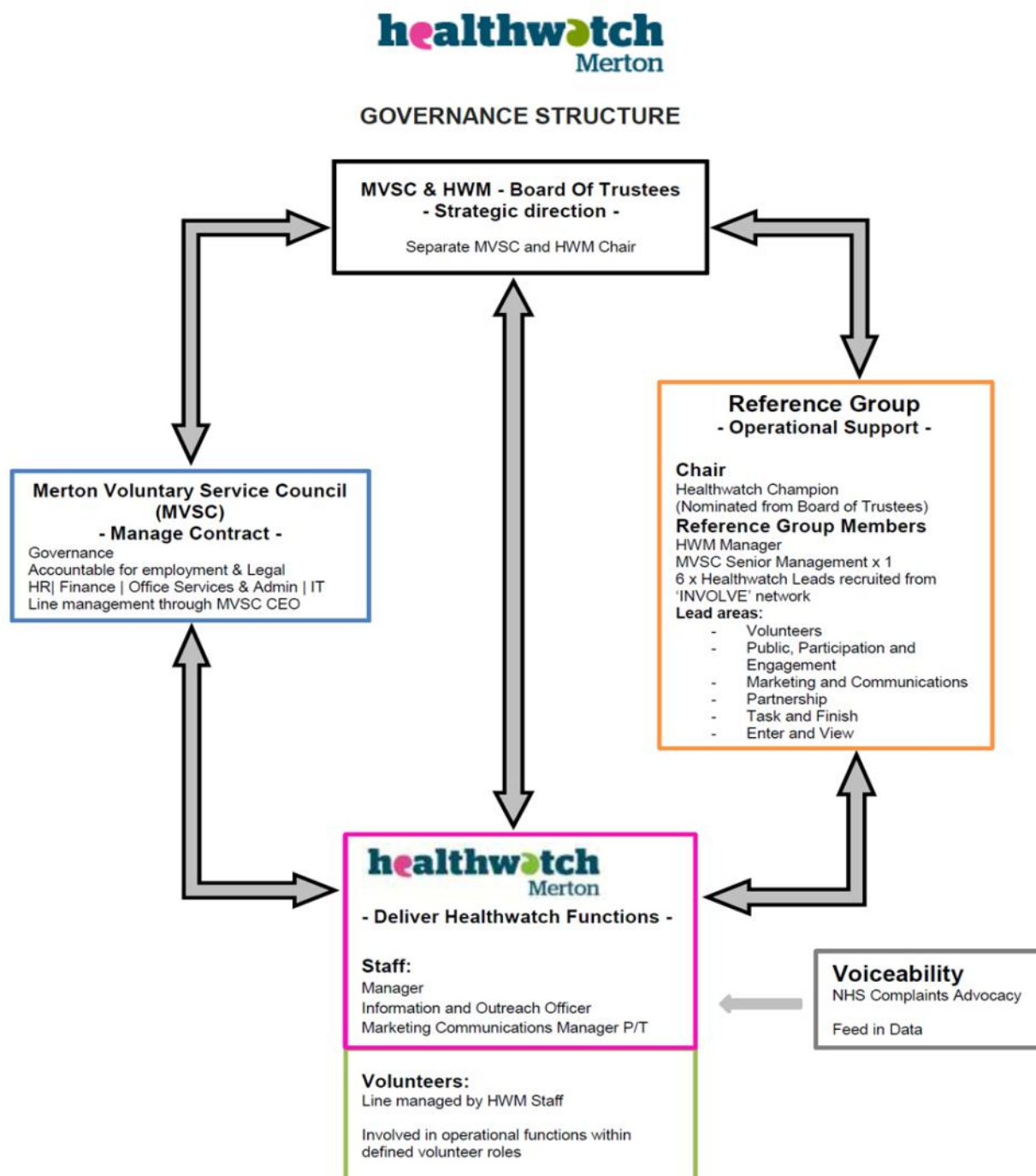
of NHS Merton Clinical Commissioning Group and Simon Williams, Director of Adult Services at the London Borough of Merton.

Chair of Merton's Health and Wellbeing Board and cabinet member for adult social care and health, Councillor Linda Kirby, said: "I'm really pleased that Healthwatch Merton has officially launched and look forward to working with them to ensure residents have a real say and can influence how their health and wellbeing can be improved."

Chair of Merton Voluntary Service Council, Lola Barrett said, "We're delighted to have been awarded the contract to deliver the Healthwatch service and pleased to continue our work with health and social care services within the borough. Partnership working in Merton is extremely successful across all sectors and we're looking forward to delivering the best possible service we can for local people."



HWM GOVERNANCE STRUCTURE 2013/14



*Note – From May 2014 our governance structure is being reviewed and alterations are expected based on our experience of the current structure and feedback we have received throughout the year. Revised governance will be publicised and shared widely once available.

INFLUENCE AND IMPACT

Over the last year Healthwatch Merton has worked hard to position itself to best influence changes in local services to the benefit of local people.

Healthwatch Merton has a seat on the Health and Wellbeing Board. This Board exists to serve Merton by bringing together representatives from the NHS Clinical Commissioning Group (CCG), police, schools, housing, voluntary sector, and social services as well as local councillors. This provides us with a clear route to champion the views of patients and public and influence future decision making across Health and Social Care within Merton.

We also meet regularly with a wide range of senior health and social care staff including CEOs and Executive Directors of provider organisations, the Chair and Engagement lead of the Merton CCG, senior Directors of the NHS England local area team, and senior Directors in Merton Council. We meet in a range of ways, including specific one to one meetings at our request, informal, formal and scheduled meetings.

We have built a relationship with the Merton CCG and do joint working where appropriate and also influence via attendance/contribution to many key groups, projects and programme boards.

Notable successes:

- We provided in advance raw data to the Care Quality Commission (CQC) from feedback gathered from September 2013 - March 2014 to inform real time inspections of GP services in Merton.
- Merton Health and Social Care Services in the coming year will be developing the delivery of their services and ways they work together through its 'Integration Project' bringing about

huge local changes. Through the success of our engagement work to date Healthwatch Merton is the named engagement lead within the 'Integration Project', this means Healthwatch Merton are able to ensure the public can feed directly into shaping services through this project.

- Healthwatch Merton jointly hosted the Joint Strategic Needs Assessment (JSNA) Community Consultation event with Public Health. This was the first time Merton's Public Health team engaged face to face with local people on the JSNA. This enabled residents to directly influence the final JSNA findings.



- The Engage Merton Event held by Merton Clinical Commissioning Group (MCCG) was Chaired by the Healthwatch Merton Manager and brought local people, voluntary sector, Commissioners, Local authority leads and local councillors together to discuss and review the proposed MCCG commissioning intentions on services. The feedback and findings from the day directly influenced Merton CCG commissioning intentions for 2014/16 adding a couple of extra areas and fed into their five year strategy. The wealth of discussion also helped the MCCG to further develop their Patient Participation and Involvement Strategy.



DEVELOPED WORKSTREAMS

Locally Directed:

The people of Merton directly influenced two of our workstreams for the coming year when they highlighted GP services and Hospital Inpatient and Outpatient Care as areas of concern.

Operational:

This workstream will focus on delivering a balanced service that covers health and social care, children, young people and adults.

Top down:

HWM has identified integration as an area requiring attention in the coming year. This was set by external factors (e.g. legislative changes) that impact on local service change and development.





LOCALLY DIRECTED

It was essential for HWM to identify what local people see as important and to help us plan work for the coming year based on this.

What we did

From August 2013 we heard from people across Merton through our outreach activities. We gained a wealth of information on health and social care services used locally.

Using these findings we created a list of 'themes', and asked members of the public to select their top 5 priorities.

This survey card was sent to contacts on our database and made available at further outreach work and dedicated listening events. The survey was also available online via our website and other external sites.

We included a 'not on the list' tick option for people to add any that had not been covered by any of the options provided.

Through our survey, listening events and outreach across the borough, we heard **669** voices on health and social care services.

If you have any further comments or would like to know more about Healthwatch Merton then please get in touch or visit our website www.healthwatchmerton.co.uk

0208 685 2282 info@healthwatchmerton.co.uk
 Healthwatch Merton, Vestry Hall, 336 London Road, Mitcham CR4 3UD

Please tick your top 5 priorities:

Children and Young People	
Older people	
Maternity and post natal services	
Services for vulnerable groups	
GP services	
A&E and Urgent care services	
Hospital – inpatient and outpatient care	
Health - prevention services	
Community based social or lifestyle projects	
Misuse of tobacco, alcohol and drugs	
Support for carers	
Integration of health and social care services	
Mental health services	
Patient pathway – how services link together	
Physical or learning disability	
Long term conditions	
Obesity	
Cancer	
Dementia	
Diabetes	
Physical environment and local housing	
Unemployment	
Crime and safety	
It's not on the list!	

Healthwatch Merton

Healthwatch Merton is managed by Merton Voluntary Service Council. Merton Voluntary Service Council, Vestry Hall, London Road, Mitcham, CR4 3UD. Registered Charity (No. 1085867) and Company Limited by Guarantee (No. 4164949) registered in England and Wales.

How we used the information:

We collated the feedback gathered to identify the main two areas. Though **'It's not on the list'** had most responses it was not selected as a workstream as this heading included 17 different themes within it, of which transport had the most support with 8. Therefore **GP services** and **Hospital - Inpatient and Outpatient Care** with a total of 43 and 39 respectively where the two workstream areas identified by the survey.

Listening Events

HWM held three listening events focused on providing more detailed discussion to support the workstream survey and give us a good overview generally. These events were promoted widely and we had a combined attendance of 44.

- Mitcham - December 2013
- South Wimbledon - January 2014
- Raynes Park - March 2014

These events gave us a wealth of information about how people viewed health and social care services within Merton, covering all the areas on the survey list and more.

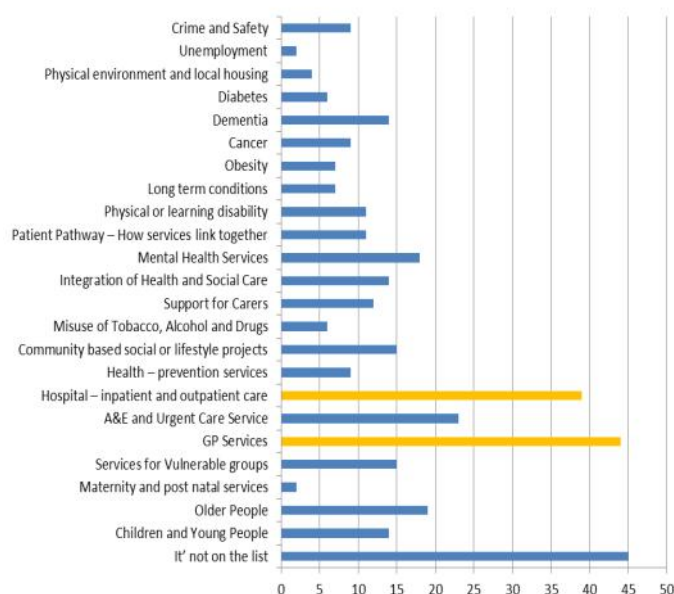
Focusing on:

GP services

People told us what they did not like about their GP service, nothing not already known i.e. access, appointments, continuity, information, communication. The Merton Clinical Commissioning Group (MCCG) has this named as an area of improvement in their business plan.

As a result of this we will be doing research and mapping to identify improvements patients want to see across the borough and produce a report to feed into the work MCCG will be doing and to maximise potential influence and impact.

Survey responses



Hospital - Inpatient and Outpatient Care

Various issues were raised within the listening events around Hospitals with concerns around discharge being raised a number of times. However it was very difficult to decipher an exact area of work due to the large variety of comments.

Therefore more targeted listening events are being held to gain a clearer view of issues within Hospital inpatient and outpatient care. Once specific themes have been identified we will take a clear direction and set objectives to inform a planned piece of work.

Action:

GP services

Research and mapping to identify improvement patients want to see across the borough and produce report to feed into work MCCG are doing on this improvement area.

Hospital - Inpatient and Outpatient Care

Engagement workshops to be held to identify areas within this we should focus on. Develop work plan informed by engagement workshops. Deliver on work plan.



OPERATIONAL

The majority of our work to date with the public, Merton Clinical Commissioning Group and the Local Council has covered mainly adult health and social care.

This has naturally been the starting point for many local Healthwatch, given they inherited areas of work to continue from the Local Involvement Networks whose remit was adult health and social care.

HWM is the consumer voice for children, young people and adults covering health and social care. Therefore we need to grow and develop our children and young people element of our work and service.

We have begun to work on some areas already, in particular working with young advisors to help services and organisations understand how to engage effectively with children and young people and involve them in influencing and developing services.

We have identified our operational workstream as children and young people. We are aiming to develop this side of HWM to ensure it can offer the same service and voice for children and young people as we are already doing for adults.

Action:

To develop and review with children and young people's groups/forums a HWM Participation and Engagement plan and then implement.

Young Advisors



TOP DOWN

We have identified integration as an area requiring our attention in the coming year. This will be an important enabler to take the local integration agenda forward acting as a significant catalyst for local change.

Integration

In Merton an Integration Project began in 2013. A partnership with MCCG, London Borough of Merton, trusts and voluntary sector, it aims to develop integrated care between social and health care.

‘Integration project’ will provide the opportunity to transform local services so that people are provided with better integrated care and support. Aims to improve patient and service user experience, reduce admissions to hospital, facilitate discharges, and reduce admissions to residential and nursing homes. It was previously referred to as the Integration Transformation Fund, and re-named the Better Care Fund in December 2013.

Integration plan and The Better Care Fund plan for Merton was submitted recently at the Health and Wellbeing Board and approved.

HWM has been identified in the plan to lead on several areas of public engagement.

Integration will support the aim of providing people with the right care, in the right place, at the right time and with the right outcome, including through a significant expansion of care in community settings, instead of in hospital or care homes.

An important enabler to take the local integration agenda forward acting as a significant catalyst for local change.

The Merton Integration project is focused on two phases of individuals’ care:

a proactive phase

including the identification of high risk individuals, allocation of a key worker, person-centered planning and a common care plan across organisations, development of integrated locality teams and multi-disciplinary review meetings.

a reactive phase

developing improved responses to short term crises and exacerbation of conditions, including rapidly available alternatives to hospital admission, supported hospital discharge, rehabilitation, intermediate care, reablement, and increasing the integration of these health and social care responses.

Action:

HWM form an integration monitoring group to monitor the integration project and Better Care Fund plan. Plan and Lead on identified areas of patient public engagement within the Integration Plan and Better Care Fund plan.



OUTREACH

Healthwatch Merton launched in July 2013 with over 70 people attending our launch event. With talks from Healthwatch England and Merton Clinical Commissioning Group our local service joined a network of Healthwatch organisations across England.

Since then our Information and Outreach Officer, Adele Williams, has been working across Merton gathering people's views and experiences of health and social care services and has heard from **669** voices.

This outreach has consisted not only of visits and presentations to community groups and voluntary organisations, but also of dedicated listening events and partnership work with service providers.

This work has been undertaken with the primary aim of ensuring local people gain an opportunity to get their voices heard by decision makers.

3 Listening Events

We hosted three successful listening events across the borough. These events gave us the opportunity to have round the table discussions with local people.

I have really enjoyed this opportunity to "air my views" so to speak, thank you. Excellent event!

We gained a more detailed understanding about what improvements they would like to see and what good experiences they have to share.





25 visits and presentations

We attended and spoke at various events across the borough. Thanks to the enthusiasm of those we spoke to and their willingness to share experiences with us, we were able to gather a wealth of information.

Community Forums

We attended forums across the borough speaking directly with members of the public about who we are, what we do and how we can help.

Merton Council Pop Up Event

We had an outreach and information stand to gather views. There are some services they couldn't do without and some which they'd like to see improve.

Support throughout life's journey

We heard from Miss Ramalingam, Consultant at Kingston Hospital and we had an information stand to raise awareness of patient engagement to medical staff and patients.

Crusoe Road Plus Residents' Association

It was great to see so many people engaged in their local neighbourhood and to hear their experiences.

Polish Family Association playgroup

During two visits we spoke to families about their experiences of maternity and GP

services and provided information in Polish on how to get involved.

Ma Kelly's Game Theatre Performance

We attended community showings to talk with attendees about what's most important to them in their health and social care.

Joint Consultative Committee with Ethnic Minority Organisations

This meeting was a great opportunity for us to talk directly to representatives from the BAEM community about how we can champion views on health and social care services.

Rowans Surgery Patient Participation Group (PPG) Meeting

We were able to talk directly to patients at the practice and listen to their opinions on how the surgery is doing and what improvements could be made.

We also attended:

- Merton Seniors Forum Health Meeting
- St Mark's Family Centre
- Crossroads Care South Thames, Annual General Meeting (AGM)
- Phipps Bridge Community Day
- Merton Mencap's Saturday club for adults with learning difficulties
- Friends in St Helier Lunch Club at St George's Church and Yenston Close



Workshops like this are beneficial for all providers and users of service to enhance and take forward these initiatives.

Anonymous

THE POWER OF PARTNERSHIPS

Working in partnership with services providers is an essential part of our role. Service providers recognise the powerful feedback patients are able to provide and how this can lead to more effective services with better outcomes.

Merton Mental Health Review (MMHR), Public Health Team

Two focus groups and several one to one interviews were held to ensure the public health team gained direct feedback from service users and carers during their review of mental health.

Engage Merton, Merton Clinical Commissioning Group (MCCG)

This event was a chance for members of the public, patients, carers and local health and social care organisations to review Merton CCG's commissioning intentions and engagement strategy for 2014/15.

Young People's Health Event, Merton Council

Merton Council's young advisors held an event to discuss (with relevant service providers) the role young people can have in decision making processes and future projects.

Joint Strategic Needs Assessment Community Consultation (JSNA), Public Health team

This consultation allowed members of the public to share opinions on current and proposed health and social care services. It provided a space where key findings from the assessment were aired and final feedback was sought.

Love Your Heart, Kingston Hospital

This community health event highlighted how to keep your heart healthy and what steps to take in managing heart conditions. Local organisations were there to provide information and support to visitors alongside free health checks.

We also worked with:

- Integrated Health Care simulation, Office for Public Management (OPM)
- Leaflet Review, Sutton and Merton Community Services (SMCS)
- Your hospitals, your services, your say, Epsom and St Helier

COMMUNICATIONS

Use of Healthwatch trademark

Healthwatch Merton uses the Healthwatch trademark in all its statutory activities as covered by the licence agreement and has used the trademark in all the following Communication work and activities.

There are over 590 (1) voluntary, community and faith organisations currently in Merton that support the boroughs population so it was key for Healthwatch Merton to engage with these groups to ensure local people could be effectively represented.

Therefore we ensured our monthly newsletters were sent directly to them.

Healthwatch Merton has maintained a comprehensive database of contacts which forms the basis for all communications and ensures people and organisations receive the communications that are the most relevant to them.

We currently have 1,883 contacts signed up to receive our monthly Healthwatch Merton bulletin - with an average open rate of 29.51%.

Since our launch in July 2013 we have produced 8 online and printed newsletters and bulletins.

We use these to promote our events, local events, information and advice, local and national news and to ask our contacts for their feedback on health and social care services in Merton.

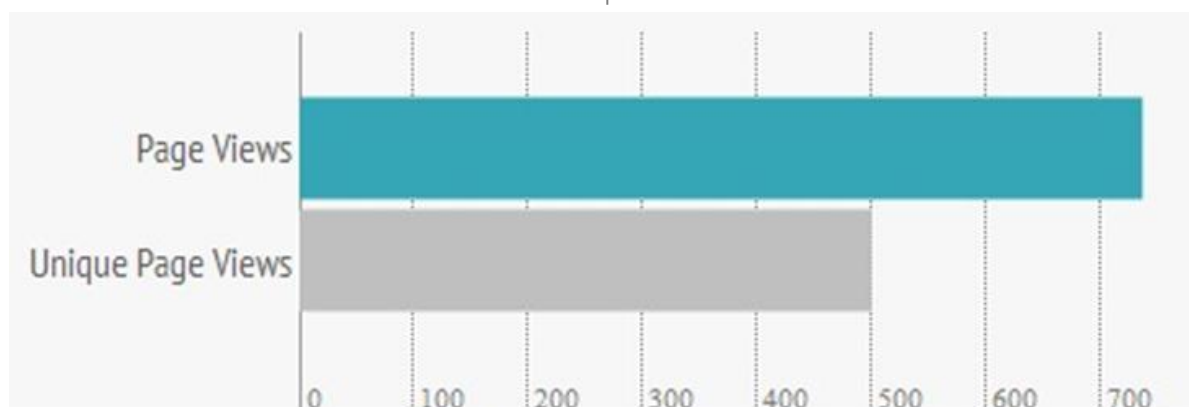
A variety of media has been used as appropriate and cost effective, including:

- Website
- E-bulletins
- E-Mailings
- Mailings
- Leaflets
- Fliers
- Newsletters
- Press releases
- Displays
- Social Media

We use this wide selection of media to ensure that all key audiences are reached, including those without access to electronic media.

We currently have 526 'followers' on Twitter and 10 'likes' on Facebook.

Our website receives an average of 738 page views per month, 501 Unique Page views and an average time spent viewing a page of 3:43 minutes (Report taken from Google Analytics).



(1) According to MVSC's own database there are 594 voluntary, community and faith organisations in Merton at the time of writing up this report - state of the sector MVSC report 2014



INFORMATION AND SIGNPOSTING

Through our website and phone service we have provided information on complaints pathways for NHS healthcare, private healthcare, dental care and social care with special mention to raising a concern about a healthcare professional.

Information regarding health, social and community services has been available on our website through the following organisations:

- Merton-l
- Merton Voluntary Service Council
- Merton Council
- Merton Clinical Commissioning Group
- Merton Neighbourhood Watch
- Merton and Lambeth Citizens Advice Bureau (CAB)
- LiveWell Merton

- NHS Choices
- The NHS guide to social care
- NHS information on how to live well
- The Government's public website
- Department of Health
- Department of Social Services
- The Department for Children, Schools and Families

In addition to our office based information and signposting service we have collated a range of local and national information leaflets that are made available at our outreach activities and events.

This is part of our dedicated approach to ensuring the local community is well informed about support and services available to them.

COMPLAINTS

VoiceAbility provides the independent NHS Complaints Advocacy service in Merton. Healthwatch Merton and VoiceAbility share information to identify common trends arising from Healthwatch Merton comments received and complaints handled by VoiceAbility. VoiceAbility supports people who need help to make a complaint about NHS services they have received.

You might decide that you need support to make a complaint. VoiceAbility advocates can work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

Web: www.nhscomplaintsadvocacy.org

Phone: 0300 330 5454

Email: nhscomplaints@voiceability.org

VOLUNTEERING

Healthwatch Merton recognises that it cannot work in isolation and Volunteers play an important role within Healthwatch Merton for it to fulfil its core functions and to grow and strengthen its ability to hear the voices of local people and to expand the work we do and reach out to the community.

In the last year we have mainly had people volunteer and help adhoc with events we have arranged and in the delivery of these events as support.

In 2014/15 we are looking to expand our opportunities and have already begun to seek volunteers for Outreach, Research and Policy. All opportunities are available on our website.

Enter & View:

Through the Health and Social Care Act 2012, Healthwatch Enter and View representatives have statutory powers to enter Health and Social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of the people using those services, to consider how services may be improved and how good practice can be disseminated.

Healthwatch Merton has not undertaken any statutory enter and view visits during this period, with work focussing on getting an authorised team in place. Training in May 2014 has been set for 18 local people who have volunteered to undertake the training for this role using the guidance recommended by Healthwatch England. Safeguarding (Adults and Children) training will also be undertaken alongside Disclosure and Barring Service (DBS) checks. Work to increase the pool of volunteers within this role will be undertaken over the coming year, with enter and view visits seeking to be planned across a range of services later in the coming year.





HEALTHWATCH MERTON ACCOUNTS

April - March 2014

INCOME

LBM Grants	129,445	Healthwatch Contract (Merton Council)
Other Income	<u>3,250</u>	Contribution towards event (Merton CCG)
TOTAL INCOME	<u>132,695</u>	

EXPENSES

Staff Costs	90,234	
Staff Expenses	1,786	Including recruitment costs
Premises Costs	9,948	Dedicated Office in Vestry Hall
Meeting Costs (room hire etc)	1,391	
Communication & Publicity Costs	857	Including website and promotion
IT Costs	5,190	Including purchase of computers
Other Costs	6,339	Including office setup costs
Expense Allocation	<u>4,270</u>	Contribution towards other MVSC costs
Sub-total	<u>120,015</u>	
Management Recharge	<u>5,060</u>	Charge for management of the contract
Total Expense	<u>125,075</u>	
Surplus (Deficit)	<u>7,620</u>	Surplus to be used to commission extra work into GP services in June 14



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